



Our strategic plan, **Towards 2024** – delivering on our *Strategic Intent*, what we can do and the impact we can make.

## 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

 <p><b>SERVICE 1</b> <b>Resource Advice and Regulation</b></p> <p>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.</p>	 <p><b>SERVICE 2</b> <b>Safety Advice and Regulation</b></p> <p>The provision of advice and regulatory services to the Western Australian community in the area of occupational safety and health.</p>	 <p><b>SERVICE 3</b> <b>Industry Advice and Regulation</b></p> <p>The provision of advice and regulatory services to the Western Australian community in the areas of consumer protection, building and plumbing, electricity and gas, and labour relations.</p>
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**Roadmap for reform** - The State Government is undertaking major reform of the public sector to improve outcomes for Western Australians. Priorities for the department are linked to Government's **Our Priorities: Sharing Prosperity** program and the Government's five key public sector reform themes focused on strengthening efficiency, accountability and driving high performance in the public sector to deliver better services to the community.

**Roadmap for reform:**  Governance and Accountability  Community  Systems and Structures  Workforce  Leadership

**Our Priorities: Sharing Prosperity:**  A strong economy  A bright future  A liveable environment  A safer community  Aboriginal wellbeing  Regional prosperity

<h2>Our strategic themes</h2> <p>Aligned to government priorities and building on our <i>Strategic Intent</i></p>	<h2>Our department's priorities</h2>
<p><b>Regulatory practice and reform</b></p> <p>A regulatory approach that is outcomes focused and risk based.</p> 	<ul style="list-style-type: none"> <li>Improve approval pathways to reduce time frames, streamline processes and improve transparency.</li> <li>Intervene decisively to avert and minimise harm, commensurate with the circumstances.</li> <li>Deliver a regulatory environment that protects the community.</li> <li>Lead StreamlineWA to develop best practice principles to make and apply regulation.</li> <li>Work collaboratively to improve occupational health and safety.</li> <li>Encourage safe and responsible exploration and development of mineral and petroleum resources.</li> </ul>
<p><b>Customer centric service</b></p> <p>An outward-facing department that is open, accountable and committed to improving longer-term outcomes for the community.</p> 	<ul style="list-style-type: none"> <li>Integrate processes and systems focused on improving the customer experience.</li> <li>Develop approvals, online systems and advice services that respond to the increasing needs of business and customers.</li> <li>Improve collaboration with other agencies to deliver better outcomes.</li> <li>Develop strong community partnerships to improve customer satisfaction with our metropolitan, regional and remote services.</li> <li>Improve the use of government data and information to deliver better outcomes.</li> </ul>
<p><b>Skilled, diverse and flexible workforce</b></p> <p>A capable, high performing workforce that delivers on Government and community priorities.</p> 	<ul style="list-style-type: none"> <li>Build talent and leadership capacity.</li> <li>Build and strengthen a workplace culture with a focus on our values, safety and wellness.</li> <li>Implement recruitment and selection practices that enable an inclusive, mobile and flexible workforce.</li> <li>Improve diversity profile and opportunities for women in leadership.</li> </ul>

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

## Our values

Respectful

Responsive

Forward thinking

Transparent

Fair

Ethical



## 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