



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



SERVICE 1 Resource Advice and Regulation

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.



SERVICE 2 Safety Advice and Regulation

The provision of advice and regulatory services to the Western Australian community in the area of occupational safety and health.



SERVICE 3 Industry Advice and Regulation

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.

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:** Transparency and Accountability Community Systems and Structures People Leadership
- Our Priorities: Sharing Prosperity:** A strong economy A bright future A liveable environment A safer community Aboriginal wellbeing Regional prosperity

Our strategic themes

Aligned to government priorities and building on our *Strategic Intent*

Our department's priorities

Regulatory practice and reform

A regulatory approach that is outcomes focused and risk based.



- Improve approval pathways to reduce time frames, streamline processes and improve transparency.
- Intervene decisively to avert and minimise harm, commensurate with the circumstances.
- Deliver a regulatory environment that protects the community.
- Lead StreamlineWA to develop best practice principles to make and apply regulation.
- Work collaboratively to improve occupational health and safety.
- Encourage safe and responsible exploration and development of mineral and petroleum resources.

Customer centric service

An outward-facing department that is open, accountable and committed to improving longer-term outcomes for the community.



- Integrate processes and systems focused on improving the customer experience.
- Develop approvals, online systems and advice services that respond to the increasing needs of business and customers.
- Improve collaboration with other agencies to deliver better outcomes.
- Develop strong community partnerships to improve customer satisfaction with our metropolitan, regional and remote services.
- Improve the use of government data and information to deliver better outcomes.

Skilled, diverse and flexible workforce

A capable, high performing workforce that delivers on Government and community priorities.



- Build talent and leadership capacity.
- Build and strengthen a workplace culture with a focus on our values, safety and wellness.
- Implement recruitment and selection practices that enable an inclusive, mobile and flexible workforce.
- Improve diversity profile and opportunities for women in leadership.

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

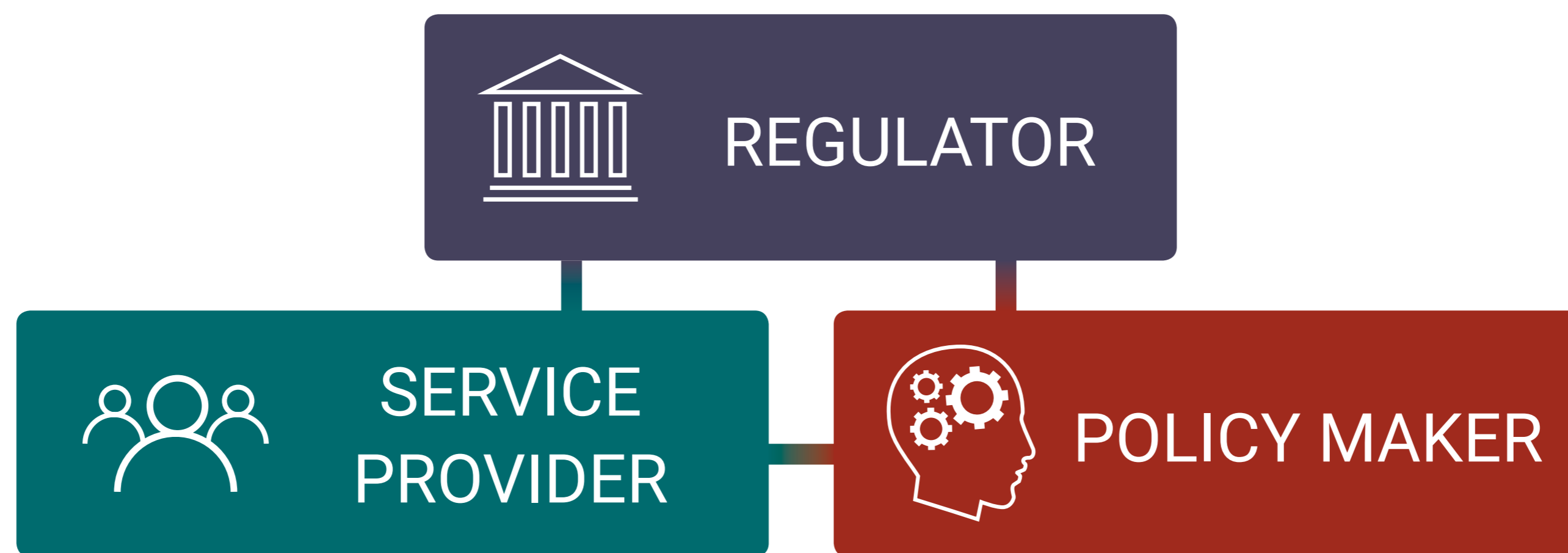


Our purpose

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