

Australian Government Architecture Reference Models

AGA Business Reference Model v3.01.01

Business Area	Line of Business	Sub Function	wa.gov.au function
[10] Services for citizens - provided by the government to and on behalf of individuals, businesses and other organisations, relating to the purpose of government.			
[10] Services for citizens	[101] Business Support	[10101] Association Registration	Help on registering an association, understanding how applications are processed or applying for a renewal.
[10] Services for citizens	[101] Business Support	[10102] Business Accounting and Reporting	Advice for businesses, organisations and other government agencies on maintaining good record-keeping and meeting State Government reporting requirements.
[10] Services for citizens	[101] Business Support	[10103] Business Registration and Licensing	Licences and permits to run your business including business registration.
[10] Services for citizens	[101] Business Support	[10104] Business Sponsorship	Corporate sponsorship application processes, opportunities, and guidelines.
[10] Services for citizens	[101] Business Support	[10105] Consumer Protection	Advice and information for Western Australian consumers, businesses, landlords and tenants.
[10] Services for citizens	[101] Business Support	[10106] Fair Trading	Promoting good business conduct to ensure product safety and quality and compliance with competition and consumer laws.
[10] Services for citizens	[101] Business Support	[10107] Financial Institutions Control	Monitoring the activities of financial institutions and investigating suspected breaches of prudential regulations.
[10] Services for citizens	[101] Business Support	[10108] Industry Assistance Schemes	Supporting industry growth, investment opportunities and encouraging innovation.
[10] Services for citizens	[101] Business Support	[10109] Industry Development	Industry development opportunities, regulations, licensing for controlled activities, and reporting workplace injuries or diseases.
[10] Services for citizens	[101] Business Support	[10110] Insurance	Schemes that help provide protection against the risk of loss or harm.
[10] Services for citizens	[101] Business Support	[10111] Professional Accreditation	Information regarding the accreditation of service providers.
[10] Services for citizens	[101] Business Support	[10112] Small Business Services	Advice and support for the start-up and running of small businesses.
[10] Services for citizens	[101] Business Support	[10113] Stock Market Control	Information about buying, selling and trading shares and securities.
[10] Services for citizens	[1010] Environment	[101001] Built Environment	Protecting buildings and structures of historical, scientific or social importance.
[10] Services for citizens	[1010] Environment	[101002] Business and Community Assistance	Assisting communities and businesses to face climate and environmental challenges.
[10] Services for citizens	[1010] Environment	[101003] Environment Information services	Information on environmental matters including prescribed burns, bushfire alerts and air quality.
[10] Services for citizens	[1010] Environment	[101004] Conservation	Preserving and protecting our natural resources.
[10] Services for citizens	[1010] Environment	[101005] Environmental Impact Assessment	Evaluating the impact of industry, tourism or community use on the environment including public consultations and planning applications.
[10] Services for citizens	[1010] Environment	[101006] Historic Relic Protection	Preserving and protecting historical objects.
[10] Services for citizens	[1010] Environment	[101007] Marine Life Protection	Protecting and preserving plant and animal life in the oceans and seas.
[10] Services for citizens	[1010] Environment	[101008] Natural Heritage Protection	Maintaining sites of particular historic, scientific or social importance.
[10] Services for citizens	[1010] Environment	[101009] Oceans Governance	Management and protection of marine environments.
[10] Services for citizens	[1010] Environment	[101010] Pollutant Prevention	Reducing air, water and land pollution from emissions and waste.
[10] Services for citizens	[1010] Environment	[101011] World Heritage Listings	Maintaining existing world heritage areas and processes for listing new natural, cultural or historic sites.
[10] Services for citizens	[1011] Health Care	[101101] Community Health Services	Supporting the physical and mental well being of community members through local, community-based services.
[10] Services for citizens	[1011] Health Care	[101102] Defence Health Services	Supporting and protecting the wellbeing of defence service personnel and their families.
[10] Services for citizens	[1011] Health Care	[101103] Health Insurance Schemes	Insurance providers including the National Disability Insurance Scheme and worker's compensation scheme.
[10] Services for citizens	[1011] Health Care	[101104] Health Protocols	Health regulations, standards and guidelines and the registration and conduct of health care providers.
[10] Services for citizens	[1011] Health Care	[101105] Hospital Services	Hospital-based treatments and services.
[10] Services for citizens	[1011] Health Care	[101106] Medical Research	Research into human health and disease.
[10] Services for citizens	[1011] Health Care	[101107] Public Health Services	Promoting health and wellbeing, preventing illness and protecting communities from hazards in the environment.
[10] Services for citizens	[1011] Health Care	[101108] Special Needs Services	Supporting and protecting people with particular medical conditions and requirements.
[10] Services for citizens	[1011] Health Care	[101109] Veterans' Health Services	Supporting and protecting the wellbeing of returned defence service personnel and their families.
[10] Services for citizens	[1012] Immigration	[101201] Citizenship	Guidance for people who wish to become Australian citizens.
[10] Services for citizens	[1012] Immigration	[101204] Migrant Services	Information and support for people who have moved from overseas to Western Australia.
[10] Services for citizens	[1012] Immigration	[101202] Deportation	The deportation of non-citizens who have committed serious crimes and those whose visas have expired.
[10] Services for citizens	[1012] Immigration	[101203] Detention	The detention of illegal immigrants and welfare of those in custodial programs.
[10] Services for citizens	[1012] Immigration	[101205] Refugee Services	Assistance for asylum seekers and victims of human rights violations including welfare management.
[10] Services for citizens	[1012] Immigration	[101206] Travel Authorisation	Travel regulations and eligibility criteria, visa classes and entry conditions.
[10] Services for citizens	[1013] Aboriginal Affairs (Indigenous Affairs)	[101301] Aboriginal Cultural Heritage (Indigenous Cultural Heritage)	Aboriginal oral histories, genealogies and languages including cultural resource collections.
[10] Services for citizens	[1013] Aboriginal Affairs (Indigenous Affairs)	[101302] Aboriginal Business Development (Indigenous Enterprise Development)	Services and advice to promote and support the growth of existing and establishment of new Aboriginal businesses.
[10] Services for citizens	[1013] Aboriginal Affairs (Indigenous Affairs)	[101303] Aboriginal Health Services (Indigenous Health Services)	Promoting and supporting the health and well-being of members of the Aboriginal community.
[10] Services for citizens	[1013] Aboriginal Affairs (Indigenous Affairs)	[101304] Aboriginal Heritage Conservation (Indigenous Hertiage Conservation)	Protecting and preserving Aboriginal heritage areas.
[10] Services for citizens	[1013] Aboriginal Affairs (Indigenous Affairs)	[101305] Aboriginal Reconciliation (Indigenous Reconciliation)	Initiatives to increase and promote cross-cultural awareness.
[10] Services for citizens	[1013] Aboriginal Affairs (Indigenous Affairs)	[101306] Aboriginal Welfare (Indigenous Welfare)	Social support, education and employment services.
[10] Services for citizens	[1014] International Relations	[101401] Consular Services	Australian Government representation overseas, such as high commissions, embassies or consulates.
[10] Services for citizens	[1014] International Relations	[101402] Defence Liaison	Joint interstate and federal initiatives to protect WA and Australia.
[10] Services for citizens	[1014] International Relations	[101403] Diplomatic Missions	Services for representatives of foreign governments or international organisations.
[10] Services for citizens	[1014] International Relations	[101404] International Affairs	Consultations with foreign governments and international organisations to maintain relationships and protect national interests.
[10] Services for citizens	[1014] International Relations	[101405] International Treaties	Formal agreements or convention between WA, Australia and one or more other countries.
[10] Services for citizens	[1014] International Relations	[101406] Overseas Aid	Partnerships across government, businesses and non-government agencies that help developing countries to reduce poverty or during times of crisis.
[10] Services for citizens	[1014] International Relations	[101407] Overseas Promotion	Cultural exchange programs, international business partnerships and visitor programs which promote WA overseas.
[10] Services for citizens	[1014] International Relations	[101408] Passport Services	Passports and travel documents for Australian citizens in Australia and overseas.
[10] Services for citizens	[1015] Justice	[101501] Administrative Law	Laws that regulate the Western Australian Government's decision making.
[10] Services for citizens	[1015] Justice	[101503] Civil Law	Advice on property rights, legal relationships and responsibilities, paying fines and infringements.
[10] Services for citizens	[1015] Justice	[101502] Associations and Corporate Law	Laws and regulations that apply to companies or other organisations.
[10] Services for citizens	[1015] Justice	[101504] Commissions of Inquiry	Investigations and reporting into special issues.
[10] Services for citizens	[1015] Justice	[101507] Criminal Law	Information and advice relating to criminal issues including paying fines and infringements or applying for a National Police Clearance.
[10] Services for citizens	[1015] Justice	[101505] Coronial Law	Laws that support investigations on behalf of the coroner into the manner and cause of examinable deaths, or fires and explosions which damage property.
[10] Services for citizens	[1015] Justice	[101506] Court Reporting	Records of what is said in a court or other judicial decision-making bodies.
[10] Services for citizens	[1015] Justice	[101508] Human Rights Obligations	Duties under international law to respect, to protect and to fulfil human rights.
[10] Services for citizens	[1015] Justice	[101509] Juvenile Justice	Special courts for children and young persons under a statutory age and alternative sentencing programs.
[10] Services for citizens	[1015] Justice	[101510] Legal Aid Services	Financial assistance and access for legal advice and services for legal proceedings in courts.
[10] Services for citizens	[1015] Justice	[101511] Local Laws and Ordinances	Legal processes that affect local government areas.
[10] Services for citizens	[1015] Justice	[101512] Military Law	Law that relates to the discipline, trial and punishment of defence personnel.
[10] Services for citizens	[1015] Justice	[101513] Native Title Claims	Assessing rights and interests in an area of land and / or water according to traditional Aboriginal laws and customs.
[10] Services for citizens	[1015] Justice	[101514] Privacy Protection	Privacy laws and principles for individuals, businesses and organisations.
[10] Services for citizens	[1015] Justice	[101515] Prosecution Services	Bringing individuals or organisations to trial for criminal offences.
[10] Services for citizens	[1016] Maritime Services	[101601] Cargo Control	Regulations and standards for transportation of goods by sea.
[10] Services for citizens	[1016] Maritime Services	[101602] Harbour Management	Commercial and recreational use of harbour facilities.
[10] Services for citizens	[1016] Maritime Services	[101603] Marina Management	Building and maintenance of facilities, licensing and environmental protection regulations.
[10] Services for citizens	[1016] Maritime Services	[101606] Port Management	Shipping, port access, security and berthing applications.
[10] Services for citizens	[1016] Maritime Services	[101604] Navigation	Regulations regarding the safe and effective movement of ships and other commercial or private vessels.
[10] Services for citizens	[1016] Maritime Services	[101608] Search and Rescue	Protecting the safety of people and vessels at sea and coordinating of maritime emergency services.
[10] Services for citizens	[1016] Maritime Services	[101609] Ship Personnel	Managing private and commercial boat operations, including standards and regulations for crew.
[10] Services for citizens	[1016] Maritime Services	[101605] Pilotage Management	Regulations and standards for piloting services.
[10] Services for citizens	[1016] Maritime Services	[101607] Sea Passengers	Timetables, route maps and ticketing.
[10] Services for citizens	[1016] Maritime Services	[101610] Ship Safety	Promoting safety awareness for private and commercial marine vessels.
[10] Services for citizens	[1017] Natural Resources	[101701] Crown Land Management	The sale, purchase, resumption, lease, license or transfer of Crown land and government property.
[10] Services for citizens	[1017] Natural Resources	[101702] Energy Resources	Energy market reform, research and development, and environmental assessments.
[10] Services for citizens	[1017] Natural Resources	[101703] Land Use Management	Rural and urban development; related surveys and maps; significant heritage sites.
[10] Services for citizens	[1017] Natural Resources	[101704] Land Valuation	Assessment of land resources to estimate their material worth for rating and taxation purposes.

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[10] Services for citizens	[1017] Natural Resources	[101705] Mineral Resources	Managing the State's mineral resources, related mining legislation and partnership programs with traditional owners.
[10] Services for citizens	[1017] Natural Resources	[101706] Pollution Emission Control	Regulations and standards to control industrial waste including assessment and inspections and information for the community on current emission levels.
[10] Services for citizens	[1017] Natural Resources	[101707] Water Resources	Managing water use, protecting our waterways and promoting water sustainability.
[10] Services for citizens	[1018] Primary Industries	[101802] Marine and Rural Support	Supporting the growth and management of sea-based and farming industries.
[10] Services for citizens	[1018] Primary Industries	[101801] Chemical and Pesticide Control	Applying and managing substances to control weeds, insects and other pests.
[10] Services for citizens	[1018] Primary Industries	[101803] Quarantine	Protecting plants and animals from pests and diseases.
[10] Services for citizens	[1018] Primary Industries	[101804] Rural Field Day Promotion	Shows, exhibitions and conferences to encourage agricultural innovation.
[10] Services for citizens	[1018] Primary Industries	[101805] Rural Partnerships	Advice, training and project funding assistance.
[10] Services for citizens	[1019] Science	[101901] Agricultural Sciences	Scientific advice and research on soil, weed and pest management and information on new plant species.
[10] Services for citizens	[1019] Science	[101902] Animal and Veterinary Sciences	Supporting research into the health care and management of wild and domestic animals.
[10] Services for citizens	[1019] Science	[101903] Applied Sciences	Supporting scientific research and applications to develop technologies or inventions.
[10] Services for citizens	[1019] Science	[101904] Biological Sciences	Supporting research into the lives of plants, animals and micro-organisms.
[10] Services for citizens	[1019] Science	[101905] Earth Sciences	Supporting research into geological, water and atmospheric processes.
[10] Services for citizens	[1019] Science	[101906] Mathematical Sciences	Data analysis, simulation or mathematical modelling to illustrate trends and predict outcome.
[10] Services for citizens	[1019] Science	[101907] Medical and Health Sciences	Supporting research into advancing the diagnosis, treatment and prevention of disease and illness.
[10] Services for citizens	[1019] Science	[101908] Physical Sciences	Supporting research into non-living natural objects, including physics, chemistry, and astronomy.
[10] Services for citizens	[1019] Science	[101909] Spatial Information Research	Applications for geographical data.
[10] Services for citizens	[102] Building, utilities and essential services (Civic Infrastructure)	[10201] Government building management and construction (Civic Management)	Public land management including buildings, roads and transport networks, water and electricity supply, waste management and public housing.
[10] Services for citizens	[102] Building, utilities and essential services (Civic Infrastructure)	[10202] Energy Supply	Information to help you pay an energy bill, report faults in your area, and understand network coverage.
[10] Services for citizens	[102] Building, utilities and essential services (Civic Infrastructure)	[10203] Integrated Essential Services	Bringing together and planning services for the local community.
[10] Services for citizens	[102] Building, utilities and essential services (Civic Infrastructure)	[10204] Public Housing	Rental accommodation in metropolitan and regional areas; information to assist you managing your tenancy.
[10] Services for citizens	[102] Building, utilities and essential services (Civic Infrastructure)	[10205] Public Land Management	Managing buildings and land for community use and planning public land use.
[10] Services for citizens	[102] Building, utilities and essential services (Civic Infrastructure)	[10206] Regional Development	Building and facilities used to deliver services in rural and regional areas.
[10] Services for citizens	[102] Building, utilities and essential services (Civic Infrastructure)	[10207] Transport Network Maintenance	Managing and maintaining public transport networks, including public car parks, bus shelters, train stations, footpaths and cycle ways.
[10] Services for citizens	[102] Building, utilities and essential services (Civic Infrastructure)	[10208] Waste Management	Recycling, collecting rubbish, managing waste and sewerage, reporting littering and paying an infringement.
[10] Services for citizens	[102] Building, utilities and essential services (Civic Infrastructure)	[10209] Water Supply	Licensing, water rosters and restrctions, pay a water bill and supply information.
[10] Services for citizens	[1020] Security	[102001] Corrective Services	Managing prison and correctional facilities, probation and parole activities and support for inmates' families.
[10] Services for citizens	[1020] Security	[102002] External Security	WA's international security interests and maintaing peace within the region.
[10] Services for citizens	[1020] Security	[102005] Law Enforcement	Addressing criminal activities and improving public safety.
[10] Services for citizens	[1020] Security	[102003] Information Security	Cyber-security initiatives including protecting government data, networks and information systems.
[10] Services for citizens	[1020] Security	[102004] Intelligence	Gathering intelligence in relation to strategic, political, economic or scientific activities to protect WA from threats to national security.
[10] Services for citizens	[1020] Security	[102006] National Security	Security and intelligence services.
[10] Services for citizens	[1021] Sport and Recreation	[102101] Caravan and Camping Services	Campsite and accommodation options including how to book a campsite.
[10] Services for citizens	[1021] Sport and Recreation	[102102] Community Recreation	Events, volunteering, social and support groups and public services.
[10] Services for citizens	[1021] Sport and Recreation	[102103] Gaming Industry Control	Promoting responsible gambling practices and providing support to community projects from gaming activities.
[10] Services for citizens	[1021] Sport and Recreation	[102104] Park and Reserve Services	Bookings, programs, permits and payments and providing access to public land for sport and recreational activities.
[10] Services for citizens	[1021] Sport and Recreation	[102105] Sport and Fitness Development	Encouraging increased participation and funding for sport and fitness programs.
[10] Services for citizens	[1021] Sport and Recreation	[102106] Sport Drugs Control	Reducing the supply and use of banned or performance-enhancing substances.
[10] Services for citizens	[1022] Statistical Services	[102201] Census	Collection of information from people, households, businesses and the administrative systems of government agencies.
[10] Services for citizens	[1022] Statistical Services	[102202] Statistical Compilation and Analysis	Gathering information on economic or social matters, government activities or the population in general.
[10] Services for citizens	[1022] Statistical Services	[102203] Statistical Standards	Standards for numerical facts and information provided to the community.
[10] Services for citizens	[1022] Statistical Services	[102204] Statistics Coordination	The co-ordinated collection of statistics to ensure information is efficiently gathered.
[10] Services for citizens	[1022] Statistical Services	[102205] Statistics Dissemination	Communication of statistics for use across the community by a broad range of users.
[10] Services for citizens	[1023] Tourism	[102301] Tourism Industry Development	Support for businesses that provide travel products and other services to visitors.
[10] Services for citizens	[1023] Tourism	[102302] Tourist Event Promotion	Promoting the Western Australian region, events and attractions.
[10] Services for citizens	[1023] Tourism	[102303] Travel Missions	Activities carried out overseas for the promotion of WA as a travel and tourism destination.
[10] Services for citizens	[1024] Trade	[102401] Export Control	Controlling the movement of goods from Western Australia including issuing export permits and licences.
[10] Services for citizens	[1024] Trade	[102402] Import Control	Controlling the movement of goods into Western Australia including import licencing and customs regulations.
[10] Services for citizens	[1024] Trade	[102403] Intellectual Property Protection	Registration of copyright, designs, patents and trademarks and providing advice on regulations.
[10] Services for citizens	[1024] Trade	[102404] International Trade Agreements	Legislation, policy and protocols and the promotion of the supply of goods and services between countries.
[10] Services for citizens	[1024] Trade	[102405] Interstate Trade Agreements	The supply of goods and services between states and territories.
[10] Services for citizens	[1024] Trade	[102406] Trade Development	Assisting local businesses to compete in regional or international markets including tender opportunities and providing grants.
[10] Services for citizens	[1024] Trade	[102407] Trade Expositions	Exhibitions and events that promote trade and industry.
[10] Services for citizens	[1025] Transport	[102504] Rail Transport	Rail transport safety, transport regulations and services.
[10] Services for citizens	[1025] Transport	[102502] Freight Movement	Transportation of goods by air, rail or road including regulations on moving hazadous materials, dangerous goods and oversized containers.
[10] Services for citizens	[1025] Transport	[102503] Passenger Services	Timetables, route maps and ticketing for buses, ferries and trains.
[10] Services for citizens	[1025] Transport	[102501] Air Transport	Private and commercial aviation including air transport safety and airport services.
[10] Services for citizens	[1025] Transport	[102505] Road Transport	Vehicle registrations, driver's licenses traffic regulations and safety.
[10] Services for citizens	[1025] Transport	[102506] Transport Infrastructure Development	Developing air, rail and road transport services and networks.
[10] Services for citizens	[103] Communications	[10301] Advertising Standards	Government marketing and promotions including advertising standards.
[10] Services for citizens	[103] Communications	[10302] Broadcasting	Broadcasting regulations, guidelines and standards.
[10] Services for citizens	[103] Communications	[10303] Communications Infrastructure	Providing access to government information and knowledge, new technologies, maintaining communications facilities.
[10] Services for citizens	[103] Communications	[10304] Electronic Commerce	Promoting and supporting improvements to information and communications technologies to help businesses.
[10] Services for citizens	[103] Communications	[10305] Media Ownership Control	Federal only
[10] Services for citizens	[103] Communications	[10306] Postal Services	Federal only
[10] Services for citizens	[103] Communications	[10307] Publishing	Legislation, public sector news and open data.
[10] Services for citizens	[103] Communications	[10308] Radio Communication	Radio communication regulations and standards.
[10] Services for citizens	[103] Communications	[10309] Satellite Communication	Satellite communication regulations and standards.
[10] Services for citizens	[103] Communications	[10310] Telecommunications	Standards and regulations that affect the telecommunications industry.
[10] Services for citizens	[104] Community Services	[10401] Accommodation Services	Housing and accommodation for defence personnel and people who are in need including elegibility criteria.
[10] Services for citizens	[104] Community Services	[10402] Community Support	Supporting family units by providing assistance surrounding adoption, aged care, child care, child and youth support, defence community support, family reunions and veterans support.
[10] Services for citizens	[104] Community Services	[10403] Counselling Services	Treatment and support for individuals, families and community groups.
[10] Services for citizens	[104] Community Services	[10404] Emergency Services	Providing urgent assistance in time of crisis, including ambulance and firefighting services and coordination of government and community-based emergency services within a region.
[10] Services for citizens	[104] Community Services	[10405] Grants and Subsidies (Financial Assistance)	Financial help and assistance for those in need, including eligibility criteria and entitlements for ongoing and one-off payments rates and subsidies.
[10] Services for citizens	[104] Community Services	[10406] Natural Disasters	Help and support during emergencies caused by floods, droughts, cyclones or major bushfires or other natural disasters.
[10] Services for citizens	[104] Community Services	[10407] Rural Community Development	Improving rural access to government services, local business partnerships and support for community projects.
[10] Services for citizens	[104] Community Services	[10408] Social Justice and Equity	Supporting the fair treatment of all people regardless of gender, race, colour, ethnicity, age, marital or parental status, sexual preference, disability or religious belief.
[10] Services for citizens	[104] Community Services	[10409] Transport Access Schemes	Providing transport services to those in need.
[10] Services for citizens	[105] Cultural Affairs	[10501] Arts Development	Arts programs and venues for the community.
[10] Services for citizens	[105] Cultural Affairs	[10503] Collection Management	Preservation of cultural materials and artefacts and standards and guidelines for collection management.
[10] Services for citizens	[105] Cultural Affairs	[10504] Collection Promotion	Art galleries, museums, libraries and help to grow or develop cultural industries including grants and scholarships.
[10] Services for citizens	[105] Cultural Affairs	[10505] Cultural Awards and Scholarships	Grants, scholarships and awards for achievements in artistic, literary or heritage-related activities.
[10] Services for citizens	[105] Cultural Affairs	[10506] Cultural Festivals	Festivals, performances and joint community events.
[10] Services for citizens	[105] Cultural Affairs	[10508] Multicultural Heritage Promotion	Community events and activities promoting Western Australia's cultural diversity.
[10] Services for citizens	[105] Cultural Affairs	[10502] Collection Access	Where to find resources and how to use them.
[10] Services for citizens	[105] Cultural Affairs	[10507] Cultural Gifts	Donations of cultural materials made under arts incentive schemes.
[10] Services for citizens	[106] Defence	[10601] Australian Defence Force	Border protection and the security of the region.

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[10] Services for citizens	[106] Defence	[10602] Civilian Event Protective Support	Federal
[10] Services for citizens	[106] Defence	[10603] Emergency Protective Support	Defence services support for the protection of civilians during cross-jurisdictional operations.
[10] Services for citizens	[106] Defence	[10604] Humanitarian Protective Support	The protection of civilians during humanitarian disasters.
[10] Services for citizens	[106] Defence	[10605] Peacekeeping Protective Support	International peacekeeping efforts to protect the civilians of WA’s allies and other countries within the Australian region.
[10] Services for citizens	[107] Financial management (Economic Management)	[10701] Commonwealth State and Territory Funding	Commonwealth funding support to State and Territory governments including specific purpose payments and Commonwealth Grants Commission determinations.
[10] Services for citizens	[107] Financial management (Economic Management)	[10702] Currency	Minting and distributing monetary notes and coins including new or commemorative coins.
[10] Services for citizens	[107] Financial management (Economic Management)	[10703] Financial Investment	Supporting safe and legitimate investment practices.
[10] Services for citizens	[107] Financial management (Economic Management)	[10705] Fiscal Policy	Managing how public monies are spent and supporting economic stability and growth.
[10] Services for citizens	[107] Financial management (Economic Management)	[10704] Financial System Management	Arrangements that allow consumers, business, other organisations, and financial institutions to transfer funds from one to another.
[10] Services for citizens	[107] Financial management (Economic Management)	[10706] Foreign Investment Control	Regulations regarding the ownership of WA assets by foreigners.
[10] Services for citizens	[107] Financial management (Economic Management)	[10709] Payments to Government	Pay a bill from a government agency.
[10] Services for citizens	[107] Financial management (Economic Management)	[10710] Retirement Income	Standards for superannuation funds, evaluation of assets for tax purposes and saving for retirement.
[10] Services for citizens	[107] Financial management (Economic Management)	[10711] Taxation and duty (Taxation Services)	Calculate, pay or enquire about your taxes and duties.
[10] Services for citizens	[107] Financial management (Economic Management)	[10707] International Monetary Policy	Monitoring international currency markets and trends.
[10] Services for citizens	[107] Financial management (Economic Management)	[10708] Monetary Policy	Initiatives to improve economic performance and employment levels.
[10] Services for citizens	[108] Education and Training	[10801] Arts Education	Initiatives to support the development of artistic and and creative talents within the community including scholarships and study grants.
[10] Services for citizens	[108] Education and Training	[10802] Community Education	Training and education for community-based groups including joint ventures with not-for-profit organisations and local businesses.
[10] Services for citizens	[108] Education and Training	[10803] Curriculum Development	Study programs, courses and units including accreditation for new courses.
[10] Services for citizens	[108] Education and Training	[10804] Early Childhood Education	Education for young children, usually under the age of five years.
[10] Services for citizens	[108] Education and Training	[10805] Military Education and Training	Training for military personeneel, officers, cadets and army reserves including tertiary education.
[10] Services for citizens	[108] Education and Training	[10806] Overseas Skills Recognition	Recognising educational qualifications gained outside of Western Australia.
[10] Services for citizens	[108] Education and Training	[10807] School Education	Providing inclusive public school education for children, children’s travel to and from school, managing school buildings and regulations for non-government schools.
[10] Services for citizens	[108] Education and Training	[10808] Tertiary Education	Managing tertiary education institutions and facilities and providing advice on entry requirements and application processes.
[10] Services for citizens	[108] Education and Training	[10809] Vocational Education	Training and further education including apprenticeships, traineeships, workplace and on-the-job training.
[10] Services for citizens	[109] Employment	[10901] Human Resources Development	Managing the public sector; jobs, careers and training.
[10] Services for citizens	[109] Employment	[10902] Industrial Awards and Conditions	Rates of pay and awards for public sector employees; industrial relations claims.
[10] Services for citizens	[109] Employment	[10903] Labour Markets	Programs to increase jobs and employment for people in specific group or industries.
[10] Services for citizens	[109] Employment	[10904] Workplace Agreements	Rates of pay and working conditions including regulations for employers and employees on conduct and behaviour in the workplace.
[30] Services Support - provides the policy, programs and managerial foundation to government operations.			
[30] Services Support	[301] Governance	[30101] Civic Events	Organise community events and ceremonies to mark significant occasions. Coordinate security, publicity and entertainment. Arrange adequate public facilities, car parking and seating (including liaison with local businesses, volunteers and community groups).
[30] Services Support	[301] Governance	[30102] Constitutional Matters	Manage the system of fundamental principles that provide the governance framework for a nation, state, territory or municipality. Administer policy and procedures for constitutional review and amendment. Provide advice on the implications of intervention in constitutional litigation (including the activities of committees involved in constitutional matters).
[30] Services Support	[301] Governance	[30103] Electoral Matters	Administer voting to elect representatives for public office. Conduct referenda to amend the constitution. Maintain electoral rolls and enrolment procedures. Provide polling booths, ballot papers and scrutiny of electoral processes. Distribute the results of elections via any medium (including electoral information and education programs).
[30] Services Support	[301] Governance	[30104] Honours and Awards Programs	Coordinate and promote ceremonies to pay tribute to notable achievements. Establish selection criteria and the framework of levels of honour. Design and produce medals. Research and evaluate nominations. Maintain a register of awards. Prepare congratulatory messages.
[30] Services Support	[301] Governance	[30105] Intergovernmental Relations	Develop cooperative associations between Australian government jurisdictions. Host forums and consultation processes to assess policy proposals and their potential impacts. Administer inter-jurisdictional bodies, grants and reforms. Negotiate interstate agreements on matters other than trade.
[30] Services Support	[301] Governance	[30106] Legislative Drafting	Prepare legal instruments for the parliament of any jurisdiction. Analyse government policy and the constitutional environment. Interpret the legal effect of existing legislation. Provide advice on legislative proposals.
[30] Services Support	[301] Governance	[30107] Official Protocol	Support the activities of high-level government representatives in carrying out their official duties. Determine appropriate conventions, customs and arrangements required during formal procedures and functions, either in Australia or overseas (including research, advice and support services for occasions where official protocol is to be followed).
[30] Services Support	[301] Governance	[30108] Parliamentary Chamber Support	Provide corporate assistance and security services to Houses of Parliament, assemblies or governing councils. Make arrangements for accommodation, equipment and catering. Oversee building and maintenance requirements. Supervise broadcasts of parliamentary proceedings.
[30] Services Support	[301] Governance	[30109] Parliamentary Committee and Member Support	Supply administrative assistance to elected members in all tiers of government in Australia to help them fulfil their duties. Manage secretariat support and secretarial staff. Provide access to reference and research services. Offer advice on procedures and the interpretation of standing orders.
[30] Services Support	[301] Governance	[30110] Public Administration	Develop and administering programs to implement the policies and initiatives of the executive and elected representatives. Review and evaluate the performance of such programs. Develop policy and guidelines to improve public administration.
[30] Services Support	[301] Governance	[30111] Regulation Development	Develop and establish regulations governing conduct or behaviour in specific areas (including researching and drafting proposed and final regulations).
[30] Services Support	[302] Planning and Budgeting	[30201] Budget Delivery	Legal appropriation and managerial distribution of budget authority to achieve results consistent with the formulated budget.
[30] Services Support	[302] Planning and Budgeting	[30202] Budget Formulation	Activities undertaken to determine priorities for future spending and to develop an itemised forecast of future funding and expenditures during a targeted period of time (including the collection and use of performance information to assess the effectiveness of programs and develop budget priorities).
[30] Services Support	[302] Planning and Budgeting	[30203] Business Improvement	Affect the efforts to gauge the ongoing effectiveness and efficiency of business services and business processes and identify opportunities for re-engineering or restructuring. Plan and support innovation to business solutions, products and government services.
[30] Services Support	[302] Planning and Budgeting	[30204] Architecture	Activities involved in describing the current state and defining the target state for the Australian Government’s business, information, organisation, people, processes and technology (including establishment of a transition strategy for achieving the target state).
[30] Services Support	[302] Planning and Budgeting	[30205] Legal Advice	Activities involved in obtaining legal advice and resolving legal issues during procurement processes and the development of policies and programs (including legal advice obtained in-house or through appropriate external legal advisors).
[30] Services Support	[302] Planning and Budgeting	[30206] Outcomes and Outputs	Activities that align government resources allocated through budget formulation, execution and management actions with examinations of program objectives, performance, and demonstrated results (including the review and evaluation of outputs and outcomes).
[30] Services Support	[302] Planning and Budgeting	[30207] Procurement Planning	Processes for ensuring that appropriate investments are selected for capital and operational expenditures.
[30] Services Support	[302] Planning and Budgeting	[30208] Strategic Planning	Determining annual and long-term goals and the identification of the best approach for achieving those goals (including formulation of business, financial, human resources, ICT and information strategies).
[30] Services Support	[302] Planning and Budgeting	[30209] Workforce Planning	Processes for identifying the workforce competencies required to meet the agency’s strategic goals and for developing the strategies to meet these requirements.
[30] Services Support	[303] Public Affairs	[30301] Customer Service	Activities associated with providing citizens with information regarding the government’s agency’s service offerings and government operations, and managing the interactions and relationships with those citizens as customers of the government. Ensure appropriate availability of government information and protecting the rights of citizens to access government information that is legally available to them under Freedom of Information legislation. Manage facilities where trained personnel are available to answer questions or provide advice via the telephone. Promote the use of call centres to facilitate public access to government information (including AGIFT: Call Centre Administration).
[30] Services Support	[303] Public Affairs	[30302] Government Campaigns	Marketing of government services products and programs to the general public in an attempt to promote awareness and increase the number.
[30] Services Support	[303] Public Affairs	[30303] Government Media	Managing government advertising and communications activities. Develop advertisements and advertising campaign material (including production of media releases, public notices, commercial and employment opportunities).
[30] Services Support	[303] Public Affairs	[30304] Public Consultation	Activities of soliciting, maintaining and responding to public comments regarding proposed government policy and regulations.
[30] Services Support	[303] Public Affairs	[30305] Public Relations	Promote an organisation’s image through the effective handling of citizen concerns.
[30] Services Support	[304] Revenue Collection	[30401] Agency Asset Sales	Activities associated with the receipt of monies through the disposal and sale of government agency assets to the private sector (e.g. government furniture, office fittings, computing hardware).
[30] Services Support	[304] Revenue Collection	[30402] Debt Collection	Activities associated with the collection of money owed to the government from both foreign and domestic sources (including monies from individuals, businesses and other organisations).
[30] Services Support	[304] Revenue Collection	[30403] Government Asset Sales	Activities associated with the acquisition, oversight, tracking, and sale of non-internal assets managed by the government with a commercial value and sold to the private sector (including public infrastructure, utilities and enterprises. It does not include assets owned by government agencies).
[30] Services Support	[304] Revenue Collection	[30404] Sales of Goods and Services	Sales of goods and services to the public and other non government entities. Examples include: the retail of goods sold by Australia Post Shops; maps and other publications sold by AUSLIG; services such the Bureau of Meteorology’s subscription packages for weather forecasts and other meteorological services.
[30] Services Support	[304] Revenue Collection	[30405] Tax Collection	Activities associated with the collection of taxes and levies from business and the community. Assess and review the operation of the tax system.
[30] Services Support	[304] Revenue Collection	[30406] User Fee Collection	Collection of fees imposed on individuals or organisations for the provision of government services and for the use of government goods or resources (e.g. national parks).
[40] Management of Government Resources - internal operations that enable the government to operate effectively and efficiently			
[40] Management of Government Resources	[401] Administration Management	[40101] Accommodation management	Management of government accommodation including planning, purchasing and maintenance of fit outs and furnishings.
[40] Management of Government Resources	[401] Administration Management	[40102] Facilities, fleet and equipment management	Maintenance, administration and operation of office buildings, fleets and other government capital assets.
[40] Management of Government Resources	[401] Administration Management	[40103] Help Desk Services	Management of a service centre to respond to government and contract employees’ technical and administrative questions.
[40] Management of Government Resources	[401] Administration Management	[40104] Physical Security Management	Physical protection of an organisation’s personnel, assets and facilities (including security clearance management).
[40] Management of Government Resources	[401] Administration Management	[40105] Travel	Planning, preparing and monitoring of business related travel for an organisation’s employees.
[40] Management of Government Resources	[401] Administration Management	[40106] Workplace Policy Development and Management	Developing and disseminating workplace policies such as dress codes, time reporting requirements, telecommuting, etc.

Australian Government Architecture Reference Models

AGA Business Reference Model v3.01.01			
Business Area	Line of Business	Sub Function	wa.gov.au function
[40] Management of Government Resources	[402] Business Management	[40201] Business Change Management	Managing changes to how the government conducts its business in providing government services to individuals, businesses and other organisations (including managing the resulting changes to business requirements, as well as their impacts on stakeholders of the government business solutions).
[40] Management of Government Resources	[402] Business Management	[40202] Business Services and Processes Management	Managing the range of business services that represent government Business Capabilities and the business processes that enact those business services (including re-engineering and restructuring of business services and processes resulting from business changes).
[40] Management of Government Resources	[402] Business Management	[40203] Business Partnership Management	Managing business partnerships and relationships between government agencies and other agencies, businesses, organisations and individuals that contribute to government business solutions. Promote and facilitate business interoperability between government agencies, and between the government and the private sector.
[40] Management of Government Resources	[402] Business Management	[40204] Business Relationship Management	Manage the relationship between business owners and stakeholders of the services being delivered and parties that deliver the services. Ensure that business needs are being met by services supplied.
[40] Management of Government Resources	[402] Business Management	[40205] Business Reporting	Provide information, analyse and report on the health, quality, efficiency and effectiveness of how government conducts its business through programs and initiatives.
[40] Management of Government Resources	[402] Business Management	[40206] Business Risk and Mitigation	Activities involved in analysing exposure to risk and determining appropriate counter-measures in response to a catastrophic or disastrous event (including assessing and ensuring an organisation’s ability to continue business activities, planning for contingency actions to mitigate damaging events, and developing ...
[40] Management of Government Resources	[402] Business Management	[40207] Capability Management	Manage the sets of capabilities* needed by government to deliver desired outcomes (including the design of new capabilities as well as the assessment of existing capabilities for their efficiency and effectiveness). *A capability consists of people + process + technology
[40] Management of Government Resources	[403] Financial Management	[40301] Accounting	Responsible management of government procurement including risk assessments, evaluations, contract award, delivery and management.
[40] Management of Government Resources	[403] Financial Management	[40302] Asset and Liability Management	Account for support for the management of assets and liabilities of the government (including the major assets and liabilities presented on the government balance sheet that contribute towards the net debt and net worth of the Australian Government)
[40] Management of Government Resources	[403] Financial Management	[40303] Collections and Receivables	Deposits, fund transfers, and receipts for sales or service
[40] Management of Government Resources	[403] Financial Management	[40304] Cost Accounting / Performance Measurement	Accumulate, measure, analyse, interpret, and report cost information useful to both internal and external groups concerned with the way in which an organisation uses, accounts for, safeguards and controls its resources to meet its objectives.
[40] Management of Government Resources	[403] Financial Management	[40305] Financial Reporting	Provide financial information, report and analyse financial transactions.
[40] Management of Government Resources	[403] Financial Management	[40306] Financial Resource Management	Affect the management of government financial assets; provide advice on legislative responsibilities and reporting requirements; manage the efficient, effective and ethical use of government resources.
[40] Management of Government Resources	[403] Financial Management	[40307] Management of Public Monies	Management of the government budget process including the development of plans and programs, budgets, and performance outputs as well as financing government programs and operations through appropriation and apportionment of direct and reimbursable spending authority, fund transfers, investments and other financing mechanisms.
[40] Management of Government Resources	[403] Financial Management	[40308] Payments	Disbursements of government funds, via a variety of mechanisms, to government and private individuals, government agencies, state, territory, local and international governments, and the private sector, to effect payment for goods and services, or distribute entitlements, benefits, grants, subsidies, loans or claims.
[40] Management of Government Resources	[403] Financial Management	[40309] Procurement	The whole process of acquiring property and services including: identify a need and decide on its procurement requirement; processes of risk assessment, seeking and evaluating alternative solutions, contract award, delivery of and payment for the property or services and, where relevant, the ongoing management of a contract and consideration of options related to the contract.
[40] Management of Government Resources	[404] Human Resource Management	[40401] Benefits Management	Design, development and implementation of benefit programs that attract, retain and support current and former agency employees (including establishing and communicating benefits programs); process benefits actions; interact as necessary with third party benefits providers.
[40] Management of Government Resources	[404] Human Resource Management	[40402] Employee Performance Management	Design, development and implementation of a comprehensive performance management approach to ensure agency employees are demonstrating competencies required of their work assignments; design, develop and implement a comprehensive performance management strategy that enables managers to make distinctions in performance and links individual performance to agency goal and mission accomplishment (including managing employee performance at the individual level and evaluating the overall effectiveness of the agency’s employee development approach).
[40] Management of Government Resources	[404] Human Resource Management	[40403] Organisation and Position Management	Design, development and implementation of organisational and position structures that create a high performance, competency-driven framework that both advances the agency mission and serves agency human capital needs.
[40] Management of Government Resources	[404] Human Resource Management	[40404] Recruitment	Establish procedures for recruiting and selecting high-quality, productive employees with the right skills and competencies, in accordance with merit system principles (including developing a staffing strategy and plan). Establish an applicant evaluation approach. Announce the vacancy. Source and evaluate candidates against the competency requirements for the position. Initiate pre-employment activities. Hire employees.
[40] Management of Government Resources	[404] Human Resource Management	[40405] Remuneration Management	Design, development and implementation of compensation programs that attract, retain and fairly compensate agency employees. In addition, the design, development and implementation of pay for performance compensation programs to recognise and reward high performance, with both base pay increases and performance bonus payments (including developing and implementing compensation programs; administering bonus and monetary awards programs; administering pay changes; managing time, attendance, leave and pay; and managing payroll).
[40] Management of Government Resources	[404] Human Resource Management	[40406] Separation Management	Conduct efficient and effective employee separation programs that assist employees in transitioning to non-Government employment. Facilitate the removal of unproductive, non-performing employees. Assist employees in transitioning to retirement.
[40] Management of Government Resources	[405] ICT Management	[40407] Training and Development	Design, development and implementation of a comprehensive employee development approach to ensure that agency employees have the right competencies and skills for current and future work assignments (including conducting employee development needs assessments; designing employee development programs; administering and delivering employee development programs; and evaluating the overall effectiveness of the agency’s employee development approach).
[40] Management of Government Resources	[405] ICT Management	[40408] Workplace Relations	Design, development and implementation of programs that strive to maintain an effective employer-employee relationship that balances the agency’s needs against its employees’ rights. It also manages the relationship between the agency and its unions and bargaining units. This includes negotiating and administering labour contracts and collective bargaining agreements; managing negotiated grievances; and participating in negotiated third party proceedings.
[40] Management of Government Resources	[405] ICT Management	[40501] ICT Operations & Infrastructure Management	Activities associated with managing and maintaining standard operations within the ICT environment and supporting the ICT infrastructure. Minimise the likelihood and consequences of disaster or disruption to normal service operations and recovery of business services and applications following disastrous events or disruptions
[40] Management of Government Resources	[405] ICT Management	[40502] ICT Resource Access Management	Manage user access to ICT resources. Authenticate and verify user identity and authority to access. Log, track and monitor user access activities. Provide, restrict and remove rights to access.
[40] Management of Government Resources	[405] ICT Management	[40503] ICT Service Assistance	Provide a primary point of contact for users of ICT services regarding requests for service or incidents causing disruption to normal service operation or reduction in quality of service. Provide first level of resolution and support for requests and incidents or referring on to more specialised support. Initiate change to remedy causes of disruption or service quality reduction.
[40] Management of Government Resources	[405] ICT Management	[40504] ICT Service Management	Activities and processes involved in providing quality ICT services (including managing the ability to meet demand for services; managing the agreed levels of service between the ICT service provider and the service customer; managing the ICT configuration that’s supports service provision; and includes managing change to ICT resources).
[40] Management of Government Resources	[405] ICT Management	[40505] ICT Solution Delivery and Maintenance	Activities associated with delivering and maintaining software services and applications to meet business and corporate needs. Business solutions may include in-house, inter-agency and vendor-supplied software services and applications.
[40] Management of Government Resources	[405] ICT Management	[40506] ICT Supplier Relationship Management	Activities involved in managing the contractual relationships between the organisation and suppliers of ICT services and software solutions. Establish, monitor and report on achievement of agreed service levels.
[40] Management of Government Resources	[406] Information and Knowledge Management	[40601] Document and Records Management	Operations surrounding ownership or custody, management, preservation, destruction and discovery of the official documents and records for an agency (including management and stewardship of information held by a government agency; management and maintenance of ongoing operational information; archival and retrieval of ageing or obsolete information; and destruction of material no longer legally required to be kept.)
[40] Management of Government Resources	[406] Information and Knowledge Management	[40602] Information Exchange Standards	Establish standards to facilitate business interoperability and the exchange of data and information between government agencies, and between the government and private individuals, businesses and organisations (including information infrastructures for government use).
[40] Management of Government Resources	[406] Information and Knowledge Management	[40603] Information Management Standards	Establish standards around the creation, capture, management and disposal of government records and documentation; provide guidelines for ensuring the accessibility of government information to individuals including people with special needs; support the organisation and use of government information; encourage the implementation of best practice information management strategies.
[40] Management of Government Resources	[406] Information and Knowledge Management	[40604] Information Rights Management	Activities surrounding the management of information rights such as freedom of information, intellectual property and copyright, and privacy of information
[40] Management of Government Resources	[406] Information and Knowledge Management	[40605] Information Security Management	Activities involved in protecting government information from unauthorised access, use, disclosure, disruptions, modification or destruction; affect the creation, maintenance and implementation of security policies, procedures and controls; affect the exposure, monitoring and management of security breaches.
[40] Management of Government Resources	[406] Information and Knowledge Management	[40606] Knowledge Management	Activities involved in managing and maintaining the content of the intellectual assets of the government comprising explicit knowledge (recorded, formal, structured) and tacit knowledge (not recorded, unspoken, informal). Explicit knowledge includes bodies of information created for the use and benefit of government resources and members of the public, such as knowledge artefacts, knowledge bases and information bases that are accessible, presentable, transmittable, and can be held online or in hard copy formats. Tacit knowledge includes information held by a person or between a group of people derived from personal experience and interpretation. Knowledge management includes converting tacit knowledge into explicit knowledge through collaborative means of recording and formalising this experience and interpretation.
[40] Management of Government Resources	[406] Information and Knowledge Management	[40607] Library Management	Activities surrounding acquisition, classification, preservation, retrieval and lending of published materials such as books, periodicals, journals, manuscripts and other information artefacts.