



2023 Annual Report



Government of Western Australia
Department of the Registrar
Western Australian Industrial Relations Commission

Statement of Compliance

The Hon. Bill Johnston MLA, Minister for Mines and Petroleum, Energy, Hydrogen Industry, and Industrial Relations.

ANNUAL REPORT 2022/23

In accordance with section 63 of the *Financial Management Act 2006* (WA), I hereby submit for your information and presentation to Parliament, the Annual Report of the Department of the Registrar, Western Australian Industrial Relations Commission for the financial year ended 30 June 2023.

The Annual Report has been prepared in accordance with the provisions of the *Financial Management Act 2006* (WA).



Susan Bastian
Chief Executive Officer

31 August 2023

This Report

This report describes the functions and operations of the Department of the Registrar, Western Australian Industrial Relations Commission (the Department), outlining the activities undertaken to achieve the strategic objectives set for the Department during the reporting year and present the audited financial statements and performance indicator outcomes for the year ended 30 June 2023.

This report does not include the performance and outputs of the Western Australian Industrial Relations Commission (the Commission), as the Commission reports directly to Parliament via the Chief Commissioner's Annual Report.

Availability and Accessibility of this Report

This report can be downloaded in PDF format from the Department of the Registrar's website at www.dotr.wa.gov.au.

Alternative formats are available on request.

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DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN
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Executive Summary

Performance Highlights

The Department of the Registrar, Western Australian Industrial Relations Commission (the Department), is responsible for ensuring the efficient operation of the industrial relations regime in Western Australia through six interrelated functions including:

- Administration of the *Industrial Relations Act 1979* (WA) (the IR Act)
- Enabling the community and industrial relations practitioners to engage with the industrial relations regime in Western Australia
- Enabling the operations of the Western Australian Industrial Relations Commission (the Commission) and its various tribunals
- Enabling the operations of the Industrial Magistrates Court of Western Australia (IMC)
- Facilitating the transmission of matters to the Western Australian Industrial Appeals Court (IAC)
- Ensuring Industrial Organisations and Industrial Agents adhere to the requirements of the IR Act.

The Department takes pride in being a values-driven agency which focuses on excellence in customer service, innovation, respect and integrity. The annual outcome reporting of the Department's Key Performance Indicators (KPIs) has again demonstrated the professionalism, purpose and pride of our people helping the community to effectively engage with an increasingly complex industrial relations jurisdiction. Through effective knowledge management, leadership building initiatives, technology and proactive engagement with the community and stakeholders, the Department has implemented and is developing services that are community informed and fit for purpose.

The Department's KPIs of timeliness and accuracy, both received ratings of 98% approval from participants in the annual survey – these outcomes reflect the well earned good reputation of the Department, which is underpinned by a robust Integrity Framework that sets clear expectations of integrity in all activities.

During this financial year, the Department undertook a capability review replicating the Public Sector Commission's Agency Capability Review Program. This review resulted in projects to develop and implement enhanced service delivery, innovation, foresight in policy development and evidence-based policy assessment.

The Department has embraced the Public Sector Commission's "Future Enabled" strategic narrative, incorporating the various objectives into our strategic planning, development of our people, capability, and service delivery enhancement, all of which complement the Department's Building Leadership Impact initiatives and better enable the Department to successfully manage future challenges.

The Department continued to build on the "Access to Justice" initiative, hosting information sessions throughout 2022, run by Circle Green Community Legal pertaining to conciliation conferences and attendance at court for parties who are likely to engage with the Commission and IMC.

Executive Summary

Community engagement has helped inform policy development with regard to the delivery of this service and the Department is currently scoping broader service delivery initiatives including longer service delivery windows and the development of online information packages and videos.

I am grateful for the ongoing support of private sector law firms in respect to pro-bono legal advice services for those applicants who are in disadvantaged circumstances. The provision of these services enhance the efficiency and effectiveness of the industrial relations regime more broadly and contributes to fairer outcomes for participants.

I would also like to thank the Minister for Mines and Petroleum, Energy, Hydrogen Industry, and Industrial Relations and the Chief Commissioner of the Commission for the ongoing support provided to the Department.

Finally, I would like to thank the staff of the Department, who through their dedication and deep knowledge make the community's access to justice through the tribunals and courts, seamless. The annual survey results and feedback from the Chief Commissioner, demonstrate the success of the Department in terms of sustaining the ongoing operations of the Commission and the IMC, and service to Industrial Organisations and the community. I thank everyone for their commitment.



A handwritten signature in black ink, appearing to read 'Susan Bastian'.

Susan Bastian
Chief Executive Officer



Operational Structure

The Department

The Department's structure reflects the accountabilities placed on the Chief Executive Officer/Registrar detailed in the *Public Sector Management Act 1994 (WA) (PSM Act)* and the IR Act respectively.

Industrial relations accountabilities are managed and triaged by the Registry Services section through several workstreams including, the Commission, IMC, IAC, Registrar/Clerk of the Court, Industrial Agents, and Registered Organisations.

Public sector accountabilities are managed through a corporate governance framework, overseen by the Strategy and Governance sections. The framework is designed to ensure appropriate, strategic planning, business planning, departmental design and capability, integrity in financial and information management processes and risk management.

The People and Culture team delivers human resource strategies aligned to Public Sector Commission Standards for human resource management, through the Business Planning and Performance framework, Performance Development Program and the Equal Employment Opportunity Management Plan. Each framework contributes to the personal and professional development, effective succession planning, and skills retention of a capable and diverse workforce.

A robust knowledge management function that facilitates records management, research and knowledge management support for Commissioners, Registrar, Deputy Registrar's, departmental staff and Industrial Organisations is managed by the Information Services team.

The Department's Finance team procures and manages all resources that enable the operations of the Department, Commission and the IMC including, physical and virtual infrastructure, financial management, budgeting and facility services.

The Commission's other jurisdictions of the Work Health and Safety Tribunal, the Road Freight Transport Industry Tribunal, Police Compensation Tribunal, and other constituent authorities are supported likewise. The Department also provides the administrative support necessary for the lodgement of appeals to the Western Australian Industrial Appeal Court (IAC).

The Department's people are collectively the integral element that enables access to justice for all stakeholders. The community, unions, employer associations and government agencies are supported and guided to make applications and commence processes necessary to ensure compliance with State and federal industrial relations legislation.

Similarly, our people provide knowledge based procedural advice, and guidance necessary to ensure community access to the various jurisdictions to resolve disputes about industrial matters, including any matter relating to the work, privileges, rights or duties of employers or employees in industry.

Operational Structure

Senior Officers

Susan Bastian

– Chief Executive Officer and Registrar

Susan holds the office of Chief Executive Officer of the Department. She is also appointed as the Registrar of the Commission and the Clerk of the Court to the IMC. As the Chief Executive Officer, Susan is the Accountable Authority as prescribed in section 52 of the *Financial Management Act 2006* (WA). Susan has extensive experience in industrial relations, administration, and senior management within the public sector.

Sarah Kemp

– Deputy Registrar (LLB (Hons), NMAS, BSW (Hons))

Sarah was appointed as Deputy Registrar in June 2022, returning to the role from a specialist employment law practice. Sarah was formerly Deputy Registrar from 2017 to February 2021. Sarah has extensive experience in employment law having previously worked in national and mid-tier law firms. Prior to practising law, Sarah developed a diverse range of professional experience in human resources and equal opportunity in the non-government and government sectors. Sarah is a nationally accredited mediator with the Resolution Institute.

Peter Groves

– Executive Director (Bach App Sci Psych, AGIA)

Peter has over 19 years' senior management experience in corporate governance, strategy, risk and compliance in both the public and private sectors. In addition, he has extensive experience as a principal policy adviser within Western Australian Government Ministerial offices and as a member on national boards and committees dealing with policy, management, and strategy.

Michael Hadfield

– Executive Director, Finance Data and Technology (B. Comm, CA, MAICD)

Michael is a Chartered Accountant and a member of the Australian Institute of Company Directors. He has over 18 years' experience as a senior executive in the private sector and has managed large finance and corporate services teams in several industries, as well as serving as a Director and Company Secretary to a number of listed and private companies.

Alison Phillipson

– Director, Governance and Culture

Alison joined the Department in 2003 and has many years' experience as a senior manager in corporate services, and leads the People and Culture section of the Department. Alison's accountabilities include corporate governance, people and culture, workforce development and work health and safety.



Operational Structure

Organisational Chart

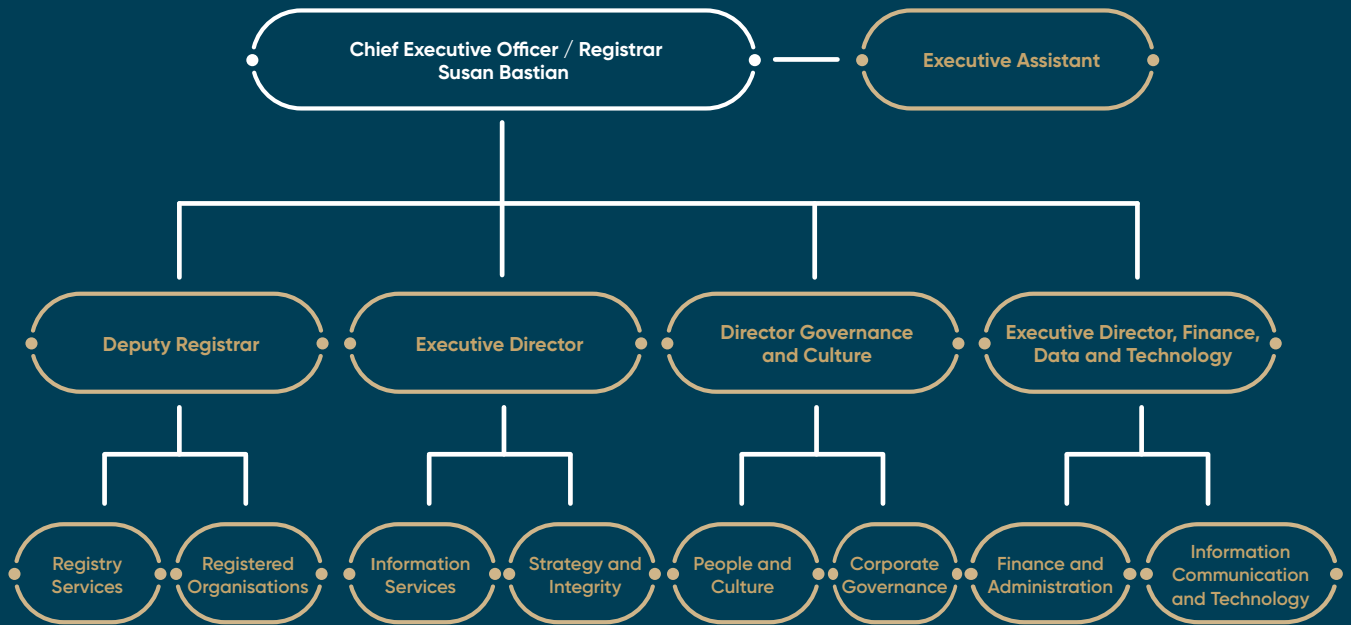


Diagram 1 – Organisational Chart

Our Values

Excellence in Customer Service

We provide a professional, effective and timely service to internal and external customers.

Innovation and Continuous improvement

We actively explore opportunities to enhance service delivery.

Accountability and Integrity

We are honest, open and accountable for our decisions and actions.

Respect and Inclusiveness

We believe in the equality of all people and treat everyone accordingly.
We value diversity and respect others.

Cooperation and Team Spirit

We collaborate and work together to achieve organisational objectives.

Mission Statement

To provide the Western Australian Industrial Relations Commission, and the Industrial Magistrates Court with the support and services integral to enabling the operation of the industrial relations regime in Western Australia.

To provide enhanced knowledge and support services to enable the community, unions, employer associations and government agencies, to access the industrial relations jurisdictions of the Commission, IMC and IAC, and to ensure registered organisations and industrial agents comply with their *Industrial Relations Act 1979* (WA) obligations.

Operational Structure

Enabling Legislation

The Department was established in 1989 pursuant to section 35 of the *Public Sector Management Act 1994* (WA).

Responsible Minister

The Hon. Bill Johnston MLA, Minister for Mines and Petroleum, Energy, Hydrogen Industry, and Industrial Relations.

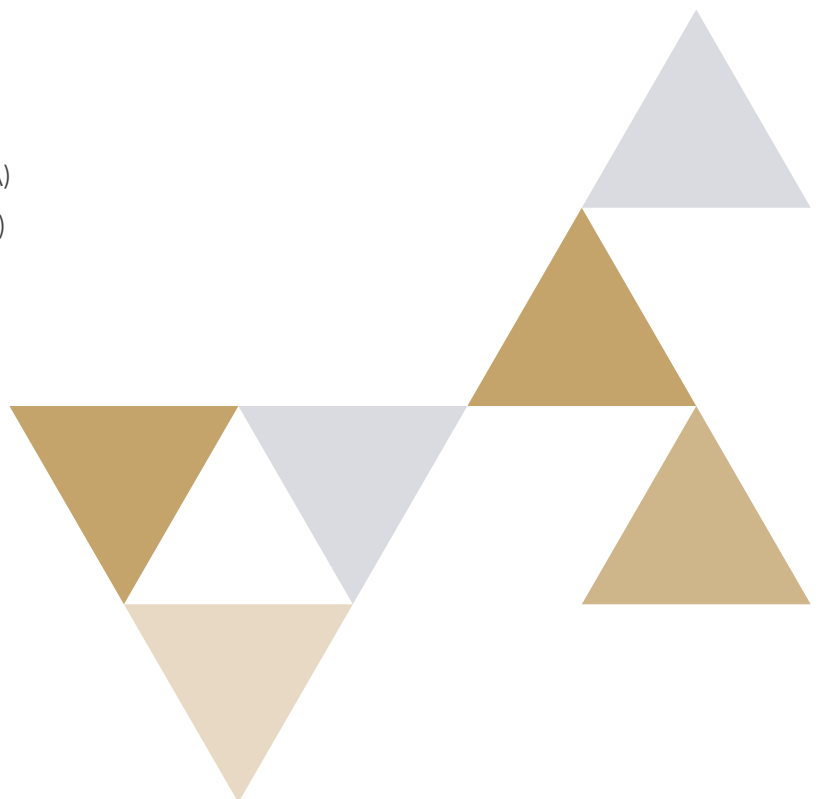
Administered Legislation

The Department administers the operation of the *Industrial Relations Act 1979* (WA) on behalf of the Minister for Mines and Petroleum, Energy, Hydrogen Industry, and Industrial Relations.

Other Key Legislation Impacting on the Department's Activities

In the performance of its functions, the Department complies with the following relevant written laws:

- *Legal Deposit Act 2012* (WA)
 - *Library Board of Western Australia Act 1951* (WA)
 - *Long Service Leave Act 1958* (WA)
 - *Minimum Conditions of Employment Act 1993* (WA)
 - *Procurement Act 2020* (WA)
 - *Public Interest Disclosure Act 2003* (WA)
 - *Public Sector Management Act 1994* (WA)
 - *Salaries and Allowances Act 1975* (WA)
 - *State Records Act 2000* (WA)
 - *Work Health and Safety Act 2020* (WA)
- *Auditor General Act 2006* (WA)
 - *Corruption, Crime and Misconduct Act 2003* (WA)
 - *Disability Services Act 1993* (WA)
 - *Equal Opportunity Act 1984* (WA)
 - *Financial Management Act 2006* (WA)
 - *Freedom of Information Act 1992* (WA)



Performance Management Framework

Outcome Based Management Framework

The Department exists to assist the Minister for Mines and Petroleum, Energy, Hydrogen Industry, and Industrial Relations in the administration of the IR Act and is designed to provide the services, support, and infrastructure necessary to enable the Western Australian community to access the decision-making services of the Commission, the IMC and the IAC in accordance with the objectives of the IR Act.

The Department's performance is measured against the efficiency and effectiveness of its service provision to the community, unions, other government departments, and industry stakeholders during their engagement with the Department on matters pertaining to the Western Australian industrial relations regime.

IR Act accountabilities are managed by Registry Services through a triage process within several workstreams which correspond to the construction of the IR Act, being, the Commission, IMC, IAC, Registrar's accountabilities, Industrial Agents, Registered Organisations monitoring and compliance.

Such triaging includes the provision of advice on process and the information requirements necessary to access the various jurisdictions. Once applications are accepted into the industrial relations jurisdiction, the Department performs administrative and statutory functions to facilitate the relevant jurisdictional processes.

The Registrar regularly consults with the Chief Commissioner, Industrial Magistrates and other stakeholders on the effectiveness and efficiency of the Department with the view of ensuring optimal service delivery and accountability.

Key Effectiveness Indicators measure the achievement of timeliness in service delivery, and the accuracy and relevance of documentation and information. The key efficiency indicators monitor the relationship between the number of applications and the cost associated with delivering the service.

Government Goal:

Strong and Sustainable Finances: Responsible, achievable, affordable service delivery.

Departmental Desired Outcome:

The prevention and resolution of industrial relations matters. In so doing, the Department's activities positively contribute to the government's goal of Sustainable Finances: responsible, achievable, affordable service delivery.

Services

Service 1

Services and infrastructure support that facilitates access by the community, unions, government departments and industry representatives to the Commission, IMC and IAC.

Service 2

Conciliation and Arbitration by the Commission.

Performance Management Framework

Service 2 outcomes are reported by the Chief Commissioner. The Commission relies on the Department to manage and report on its financial affairs, however, its activities are not subject to the reporting requirements placed on the Department. The Commission reports directly to Parliament via an annual report compiled by the Chief Commissioner.

Key Effectiveness Indicators

- Timeliness of services
- Accuracy and relevance of documentation and information.

Key Efficiency Indicator

- Average cost per application.

Changes to Outcome Based Management Framework

The Department's Outcome Based Management Framework did not change during the 2022/23 reporting period.

Shared Responsibility with Other Government Agencies

The Department remained focused on leveraging government ICT procurement. Migration to all GovNext platforms is now complete, including connectivity to GovNext ICT via the GovNet Core network, telephony, and Cloud based services.

The Department continued its relationships with:

- the Department of Justice, sharing infrastructure in regional areas and administrative support for Industrial Magistrates
- five small government departments by facilitating the delivery of payroll and leave reconciliation services through a contractual relationship with an external service provider. This arrangement ensures that costs are defrayed across each agency

The various arrangements deliver cost effective and efficient solutions, enabling the Department to achieve the financial and economic goals set by the government.



Report on Operations

Actual Results versus Budget Targets

Financial Targets

The information shown in Table 1 demonstrates the Department's financial performance for the year.

| ACTUAL RESULTS TO BUDGET TARGETS | 2022/23 Target ⁽¹⁾ \$000s | 2022/23 Actual \$000s | Variation ⁽²⁾ \$000s | Note |
|---|--|-----------------------------|------------------------------------|------|
| Total cost of services (expense limit) (sourced from Statement of Comprehensive Income) | 13,395 | 12,933 | 462 | a |
| Net cost of services (sourced from Statement of Comprehensive Income) | 13,315 | 12,913 | 402 | b |
| Total equity (sourced from Statement of Financial Position) | 7,574 | 10,356 | (2,782) | c |
| Net increase/(decrease) in cash held (sourced from Statement of Cash Flows) | (117) | 641 | (758) | d |
| Approved salary expense level | 6,340 | 6,233 | 107 | e |

Table 1 – Financial Targets Actual Results versus Budget Targets

- (1) As specified in the Budget Statements.
- (2) Further explanations are contained in Notes 2.1, 2.2, 6.3, 9.1 'Explanatory Statement' to the financial statements.
- (a) The variation is mainly due to the decrease of Supplies and Services expenses due to stringent cost control by the Department.
- (b) The variation is mainly due to the decrease of Supplies and Services expenses due to stringent cost control by the Department.
- (c) The variation is mainly due to the actual surplus of the year.
- (d) Net increase in cash and cash equivalents is in line with the reduced expenditure in the financial period.
- (e) The actuals are consistent with the Budget.

Report on Operations

Working Cash Targets

The information shown in Table 2 demonstrates the Department’s working cash actual results against budget targets for the year.

| ACTUAL RESULTS TO BUDGET TARGETS | 2022/23 | 2022/23 | Variation | Note |
|---|--------------|--|-----------|----------|
| | Agreed Limit | Target ⁽¹⁾ / Actual ⁽²⁾ | | |
| | \$000s | \$000s | \$000s | |
| Agreed Working Cash Limit (at Budget) | 638 | 638 | - | |
| Agreed Working Cash Limit (at Actuals) | 616 | 1,903 | (1,287) | f |

Table 2 – Working Cash Targets Actual Results versus Budget Targets.

(1) As specified in the Budget Statements.

(2) Further explanations are contained in Notes 2.1, 2.2, 6.3, 9.1 ‘Explanatory Statement’ to the financial statements.

(f) The Department carries higher current leave liabilities than per statutory requirements, particularly due to higher SAT salary levels for the Commission. In addition, it has also to carry forward funding for projects that have commenced but are to be completed in the next financial year.

Key Performance Indicators

Key Effectiveness Indicator

Effectiveness is measured by the percentage of stakeholders satisfied with the service provided by the Department of the Registrar in relation to timeliness, accuracy and relevance of information.

The government requires that there be an effective means for preventing or resolving employment disputes between employers and employees. It established the Commission and IMC for this purpose and the Department of the Registrar is required to ensure the necessary physical and information frameworks, resources and support services are available to achieve their purpose.

The quality of the service provided by the Department significantly affects the ability of the Commission to effectively perform its role. The services provided to the Commission include Registry Services, support staff, administrative services and infrastructure facilities.

| KEY EFFECTIVENESS INDICATORS | 2022/23 Target ⁽¹⁾ | 2022/23 Actual | Variation |
|--|----------------------------------|-------------------|-----------|
| Timeliness | 90% | 98% | 8% |
| Accuracy and Relevance of Information | 90% | 98% | 8% |

Table 3 – Key Effectiveness Indicators

(1) As specified in the Budget Statements.

Timeliness, accuracy and relevance of information are key indicators as they demonstrate that the Department’s frameworks, resources and support services are delivered effectively and meeting the objectives of the IR Act.

Report on Operations

The table reflects that the Actuals for 2022/23 for Effectiveness Indicator for Timeliness exceeded the Target by 8%. The Actuals for the Effectiveness Indicator for Accuracy and Relevance exceeded the Target by 8%.

Key Efficiency Indicator

Service 1: Support to the Commission and IMC.

Efficiency is measured by: The average cost per application.

| KEY EFFICIENCY INDICATORS | 2022/23 Target ⁽¹⁾ | 2022/23 Actual | Variation |
|------------------------------|-------------------------------|----------------|-----------|
| Average Cost per Application | \$4,326 | \$3,886 | \$440 |

Table 4 – Key Efficiency Indicator

(1) As specified in the Budget Statements.

The cost per application is derived by dividing the total cost for Service 1, by the number of applications received. This measure is impacted by the differing legislative provisions associated with the diverse array of application types and the nuances within the industrial relations regime at any given time – these factors influence the number of applications lodged.

The number of registered and recorded applications for the year was higher than the target, and the average cost per application was \$3,886 which is lower than the target cost per application of \$4,326. The variance was \$440 (10%).



Report on Operations

Registry Services Overview - Strategy

During the reporting period the Department conducted a review of the organisational structure of the registry and the technical capability of the team. The review focussed on ensuring successful implementation and operationalisation of the array of amendments introduced to the IR Act including applications for stop sexual harassment and bullying orders, a broader IMC jurisdiction and the transfer of local government to the State system. The review resulted in an amended registry team structure, the production of training programs and implementation of enhanced technical research resources for Commissioners and staff.

Similarly, a review of the workflow intersection between Commission Chambers, Registry, Information Services, and ICT sections resulted in the introduction of enhanced workplace procedures and further enhancement of technology, building upon the foundational work of the previous year in the lead up to the new IR legislative framework.

These activities included the introduction of a triage process for applications for an Order to Stop Bullying or Sexual Harassment (or both) that involves close engagement by Registry staff with applicants on the process and completeness of the application in a trauma-informed manner. These matters are subject to a confidential case-management process, with strict timelines on the efficient transmission of recommendations in terms of legal and jurisdictional considerations, and disclosure of any impediments for the Chief Commissioner's consideration.

The IMC's legal framework as amended, has raised the complexity of the general jurisdiction which includes damaging action claims as part of the new protection of employee rights provisions. In addition, and notably, the increase to penalties available in the criminal prosecution jurisdiction has resulted in an increase in criminal prosecution matters filed and revived this recently dormant jurisdiction.

The criminal prosecution jurisdiction enlivens the *Criminal Procedure Act 2004* (WA) and associated regulations, further increasing the legal complexity of IMC matters that trigger criminal law principles and higher standards of proof.

More recently, this has brought about procedural challenges, for example, an Industrial Magistrate contemplated issuing an arrest warrant in circumstances where such actions have not arisen in the past. Such complexity has focused the Departmental Executive's mind on issues of strengthening the legal professional development of Registry staff and consideration of the need for appropriate security staffing and engagement with agencies such as the Department of Justice and WA Police.

The Department developed bespoke training programs for staff on the expanded jurisdictions and sourced targeted programs for Commissioners, Chambers and Registry staff on supporting people who bring matters of sexual harassment and violence / inappropriate behaviour before the Commission. Commissioners and the Registrar, Deputy Registrar and Registry staff were provided training by the Sexual Assault Resource Centre. The Department also invested in professional external customer services training for all community contact staff including best practice management of people who demonstrate inappropriate behaviours when engaging with the Department and Commission.

The Department was required to complete a review of all regulations after the introduction of the new legislation. This was a significant undertaking and resulted in comprehensive amendment to the *Industrial Relations Commission Regulations 2005* (WA) and associated processes, ensuring the intent of the amended legislation was pragmatically operationalised, particularly regarding applications for an Order to Stop Bullying or Sexual Harassment (or Both).

Report on Operations

Registry Services Overview - Operations

The Registry team is responsible for ensuring required information is contained in applications prior to the commencement of the relevant IR Act processes thereby ensuring the efficiency of the jurisdiction. Similarly, the team endeavours to provide parties with the knowledge to enable them to appropriately prepare their documentation, to manage their expectations, and provide them with the confidence to navigate the processes and relevant jurisdiction.

The Registry team also:

- maintains State awards and industrial agreements and publishes amendments thereto
- ensures registered employee and employer organisations comply with IR Act accountabilities
- provide judicial support roles within the IMC, including administrative preparation for pre-trial conferences by the Clerk of the Court and Associate support for court proceedings.

The annual KPI survey results consistently demonstrate the strong commitment our people have regarding quality and professional engagement with the various parties, stakeholders, industrial relations practitioners, and the community. The commitment to providing information appropriate in the circumstances and context of the individual and to supporting the journey through the various jurisdictions is demonstrated again this year by the positive feedback and high rating scores obtained in the Department's annual client survey with a 98% outcome for timeliness and accuracy.

The importance of the interaction between the Registry team and the community cannot be underestimated – applications are never of uniform structure or composition throughout. Our people are focussed on compassion and the best possible knowledge transfer. Similarly, where parties require additional support to address inclusion and access barriers, such as language barriers or disability, the Registry team utilises hearing loops and access to interpreters amongst other resources.

COVID-19 and other societal/economic pressures have exacerbated personal psychological challenges within the general community. In this knowledge our people have undertaken professional development training to enable them to better support community members who exhibit heightened emotions when interacting with the Registry. Our Registry team has undertaken mental health awareness training, which benefits those with whom we interact and serves to ensure a safe working environment for all.

Our Registry team is adept at tailoring support to effectively meet the challenges that arise in circumstances of specific need or significant levels of disadvantage.



Report on Operations

Registry - IMC Operations

The IMC exercises state jurisdiction conferred under the IR Act and other state employment related legislation, and federal civil jurisdiction conferred under the *Fair Work Act 2009* (Cth) (FW Act). The IMC exercises both general and prosecution powers, as defined in section 81CA of the IR Act.

The IMC’s jurisdiction operates contiguous to that of the Commission and although part of the same industrial relations framework, is quite separate. It addresses alleged breaches of legislation and industrial awards and agreements made under the state IR Act and the FW Act.

The IMC also exercises prosecution powers in accordance with the *Criminal Procedure Act 2004* (WA). Matters under this jurisdiction include the legislative obligations arising out of the *Children and Community Services Act 2004* (WA), relevant to the employment of children.

The Registry team provides the jurisdictional support necessary for the functioning of the IMC, from commencement to the cessation of matters including:

- all administrative functions
- court officer functions during court hearings, trials, and pre-trial conferences

- undertaking research and overseeing case management of claims
- proofreading and issuing of decisions and orders and
- fielding any subsequent enquiries about appeal rights once final orders have been made.

The complexity of this jurisdiction has required the development of enhanced research and knowledge management functions in support of the Registry team, which are provided by the Department’s Information Services team. Matters such as an alleged breach of the FW Act can require many hours of preparation and research prior to listing pre-trial conferences before the Clerk of the Court. The Registry team consistently receives high praise from Industrial Magistrates for its service delivery and capability.

Registry – Application Categories and Matters

Although not a comprehensive collection of the data, the diagram below aggregates by percentage 1,005 of the applications received across multiple categories during the reporting period.

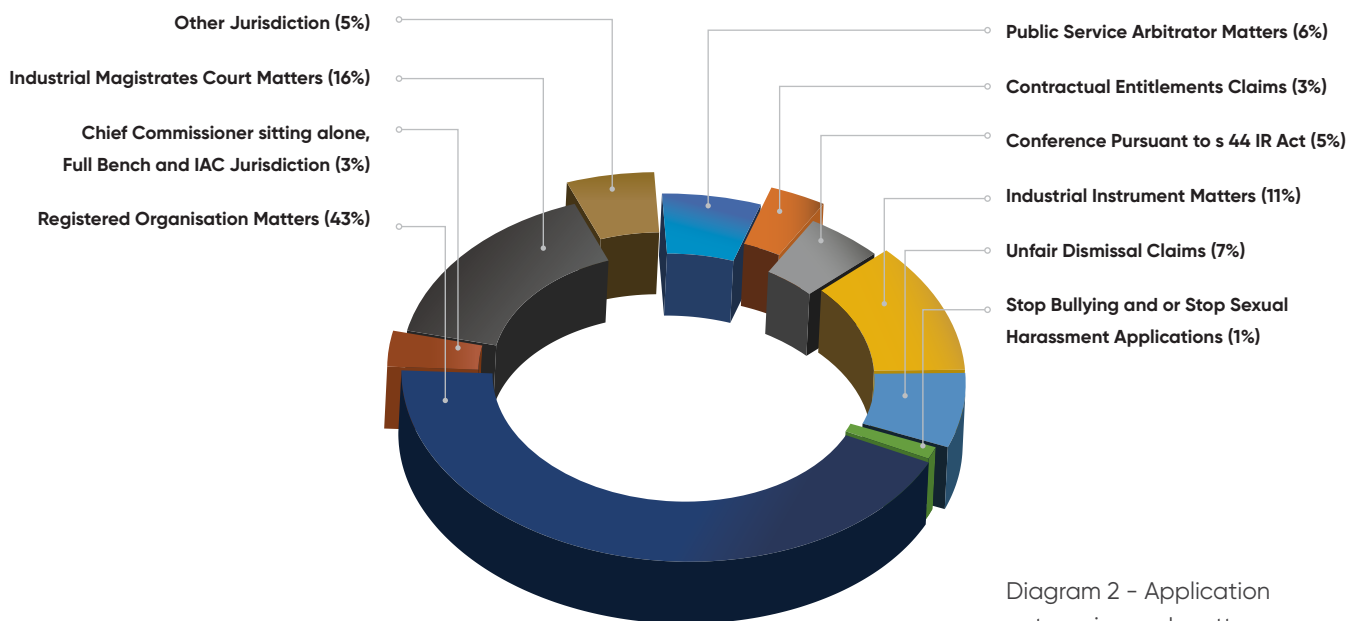


Diagram 2 – Application categories and matters

Report on Operations

Notes:

The category Chief Commissioner sitting alone, Full Bench Jurisdiction and IAC Jurisdiction' matters include, for example:

- appeals against decisions of the Commission and IMC
- applications for declarations pursuant to section 71 of the IR Act
- Commission in Court Session matters
- applications for stay of operations of an order pursuant to section 49 of the IR Act
- The category identified as 'Other' includes:
 - referrals pursuant to PSM Act
 - appeals pursuant to *Vocational Education and Training Act 1996* (WA)
 - matters before the Road Freight Transport Industry Tribunal
 - matters before the Work Health and Safety Tribunal
 - requests for mediation pursuant to the *Employment Dispute Resolution Act 2008* (WA)
 - matters before the Police Compensation Tribunal.

The table below provides the actual number of applications in each of the categories included in the diagram 2, these figures however, do not capture the significant liaison, knowledge management, support and triage activities engaged in by the team to bring the matters within the various jurisdictions.

Importantly, there are some 384 other matters and applications that have required services from the Registry that are not captured in the above table and diagram that represent equally complex areas of the industrial relations regime. Of that number, there were 256 matters and applications that required detailed procedural advice from Registry staff beyond the scope of standard processing work. Some of these matters proceeded to formal filing, some matters had to be closed administratively and others were not pursued or withdrawn following procedural advice provided by the Registry in relation to the jurisdiction of the Commission and the IMC.

Of note: since the 2019/20 financial year, applications have increased by 16%, 8% and 11% respectively year on year.

| Application Type | Total Number Filed 2022/23 |
|---|----------------------------|
| Public Service Arbitrator Matters | 58 |
| Contractual Entitlements Claims | 33 |
| Unfair Dismissal Claims | 67 |
| Stop Bullying/Stop Sexual Harassment | 11 |
| Conferences Pursuant to s 44 IR Act | 45 |
| Industrial Instrument Matters | 115 |
| Registered Organisation Matters - Apps | 435 |
| Chief Commissioner sitting alone, Full Bench and IAC Jurisdiction | 32 |
| Industrial Magistrates Court Matters | 157 |
| Other | 52 |
| Total | 1,005 |

Table 5 - Application type

Report on Operations

Registry – Awards and Agreements

The preparation, coordination, and administration associated with the State Wage Case, and the communication of the decision to the community is a significant undertaking involving many areas of the Department. The State Wage Case project commences in late March with work continuing through to September and concluding with the publication of three special editions of the Western Australian Industrial Gazettes.

As part of the annual State Wage Case program, the Registry takes responsibility for updating the prescribed salary cap of the Commission pursuant to regulation 5 and 6 of the *Industrial Relations (General) Regulations 1997* (WA). This involves obtaining data from the Australian Bureau of Statistics and applying the indexation formulas as prescribed by the regulations.

Upon approval by the Chief Commissioner, the Registry distributes this information to our external stakeholders such as WageLine and Circle Green Community Legal in advance of 1 July to ensure that their information can be appropriately updated. The Registry similarly updates all relevant sources of information for members of the public. The Registry team is responsible for ensuring all calculations and relevant updates are finalised and published in accordance with the Commission's General Order.

Work on the State Wage Case continues beyond July as improvements are identified every year at a departmental level and at an industrial level, with issues such as Awards falling behind the minimum wage provisions requiring formal applications to update them. This work is undertaken by Registry staff in co-ordination with the Chief Commissioner's Chambers in anticipation of the next State Wage Case.

Currently 218 awards are affected by the State Wage Case General Order and 82 awards affected by the Location Allowance General Order. The Department is also responsible for the administration associated with 460 active industrial agreements within the jurisdiction of the WAIRC.

Registry – Registered Organisations

Registered organisations are employee, employer or industrial associations that represent the interests of their members and are registered by the Commission pursuant to the IR Act. This financial year, these organisations reported a combined membership of 184,924 members.

The Department's registered organisations guidance framework specifies the legislative and regulatory requirements placed upon registered organisations by the IR Act and the *Industrial Relations Commission Regulations 2005* (WA). This includes requirements in relation to finances, constitutional rules, elections and annual financial, and officers and membership reporting. To maintain registration organisations must comply with this legislation.

The Department actively promotes regular education and assistance to organisations to encourage voluntary compliance, including provision of information and procedural advice, which has driven a higher rate of engagement with a number of unions seeking review of their applications and amendments to their rules, prior to formal lodgement to mitigate errors and risks. Pleasingly, there has been an increase in the number of annual returns submitted within the statutory timeframes.

During the reporting period, the Department sporadically worked with the Fair Work Commission and its predecessor the Registered Organisations Commission regarding investigations into non-compliance which involve federally registered organisations and their Western Australian state counterparts registered under the IR Act. Such cooperation helps inform the type of education and assistance organisations might find useful to ensure the integrity of their processes.

Report on Operations

The Registrar and Deputy Registrar consulted on a wide range of matters impacting Registered Organisations, encouraging ongoing dialogue to ensure that all obligations were fulfilled, a request that has been embraced by a number of registered organisations.

In the last financial year, Registered Organisations submitted:

- 170 reporting requirements in accordance with the IR Act
- 42 applications for enforcement of, amendments to, or substitution of, the registered rules of an organisation
- 6 requests for the administration of the conduct of elections for committees of management
- 159 requests for right of entry authorisations.

Registry – Right of Entry Authorisation

Right of entry is an important tool for unions to ensure industrial relations laws are being honoured in the workplace. Sections 49H and 49I of the IR Act allow duly authorised union officials to enter the workplaces of relevant employees. A relevant employee is defined by the IR Act as one who is a member of, or eligible to be a member of, the relevant union. For union officials to be issued with a right of entry authority, an application must be made to the Registrar by the Secretary of the relevant union.

As of 30 June 2023, the Department has approved 324 authorities.

Registry – Access to Justice

Quality community engagement is the focus of our Access to Justice initiative, designed to enable all members of the community and industrial relations practitioners to access the information they require when they need it. Unrepresented parties are often vulnerable or disadvantaged members of the community, seeking assistance and guidance on how to resolve industrial relations and related issues. Registry staff, as the first point of contact, triage inquiries to identify which matters may be relevant to the jurisdictions and provide procedural information and support services where appropriate.

The Commission's Pro-Bono Scheme is an additional avenue to enhance access to justice. Referral for assistance is at the discretion of a Commissioner, or the Registrar. The Department administers the scheme, and referrals are generally made by Commissioners who have identified that a party would otherwise be significantly challenged to access the Commission and protect their rights. Neither a Commissioner nor the Registrar is obligated to refer an unrepresented litigant for assistance and there is no guarantee a legal practitioner will be available to accept the referral. However, where an employer or employee is assessed as eligible for the scheme, all endeavours are made to secure pro bono assistance from a participating law firm.

The scope of the scheme includes most areas of the Commission's jurisdiction, except for the Commission sitting as the Work Health and Safety Tribunal.

Pro bono assistance provided through the scheme includes:

- obtaining advice
- receiving assistance drafting documents and preparing for conference or hearing
- representation (in limited circumstances).

Report on Operations

Eligibility for the scheme is assessed against several criteria, including:

- financial and/or social disadvantage
- capacity, financial or otherwise, to access a fee for service lawyer, union or professional association
- the existence of barriers to accessing the justice system including mental and physical disability, languages other than English, cultural requirements, literacy difficulties or homelessness
- the complexity of the matter, including whether the applicant for the scheme is experiencing significant difficulties understanding the process to which they are a party.

The Department has built strong relationships with private sector law firms, who enable access to pro bono legal advice. The Commission, Registrar and the Department acknowledge the continuing, generous participation of the following law firms and organisations:

- Ashurst Australia
- Clayton Utz
- DLA Piper
- Jackson McDonald
- Mare Lawyers / Workwise Advisory Services
- MDC Legal
- MinterEllison
- Norton Rose Fulbright
- John Curtin Law Clinic

Participating law firms provide valuable time and expertise to members of the community who would otherwise not have access to legal support.

Similarly, the Department has hosted information sessions run by Circle Green Community Legal – these sessions are available to employees, employers, and parties’ representatives, and cover the process for unfair dismissal applications and contractual benefit claims or proceedings in the Industrial Magistrates Court.

The information sessions are held at the Department and include information about:

- the legal considerations that underpin claims of unfair dismissal or denied contractual benefits
- making and responding to jurisdictional objections
- applications to the Commission that are outside of the prescribed time
- what to expect from a conciliation conference and who should attend
- what happens if you reach agreement with the other party
- what happens if you do not reach agreement at the conference.

The number of information sessions conducted over the reporting year has reduced, however feedback from participants has still been extremely positive. The reduced attendance and community engagement has helped inform policy development with regard to the delivery of this service and the Department is currently scoping alternative options in which the community can attend such seminars and the development of online information packages and videos.

The Department is pleased to be a part of an initiative that increases the community’s access to information and justice, whilst demystifying the processes and protocols associated with bringing or defending a claim within the various jurisdictions.

Report on Operations

The Registrar/Clerk of the Court/ Deputy Registrar

The Registrar of the Commission is also appointed under the IR Act as the Clerk of the Industrial Magistrates Court (Clerk), a power that can be delegated by the Registrar to a Deputy Registrar. The Clerk is responsible for conducting pre-trial conferences for claims under the court's general jurisdiction, with the exception of those claims seeking to enforce orders of the Commission and claims under the *Construction Industry Portable Paid Long Service Leave Act 1985* (WA).

Pre-trial conferences enable early intervention and often pragmatic resolution of otherwise difficult and complex industrial matters, at minimal cost.

In the last financial year, 157 applications were lodged for matters falling within the IMC jurisdiction, including:

- small claims matters under the FW Act
- alleged breaches of State and federal legislated minimum entitlements and industrial instruments of the FW Act
- damaging action claims as set out in Part 6B of the *Industrial Relations Act 1979* (WA)
- enforcement of Commission Orders
- prosecution of offences committed under the IR Act
- matters pursuant to the *Construction Industry Portable Paid Long Service Leave Act 1985* (WA).

Within the financial year the Clerk of the Court conducted 86 pre-trial conferences to assist the parties to reach, or work towards, a resolution of the dispute.

Significantly, based on the current data, the contribution made by the Registrar and Deputy Registrar to the efficient and effective operations of the industrial relations regime is quite substantial, given that approximately 62% of matters that are listed for a pre-trial conference are resolved at conference or prior to hearing.

The Industrial Magistrates resolved 22 matters in this financial year, and awarded wages in 6 instances, totalling \$87,547. Penalties were imposed in resolution of 9 applications, with a total value of \$113,686.

Corporate Operations

Corporate services are provided by the Finance, People and Culture, Strategy and Governance, Information Services, and Information and Communications Technologies (ICT) teams. The activities of each team are focused on ensuring compliance with public sector standards and the legislative accountabilities of the *Public Sector Management Act 1994* (WA).

Finance and Administration

The Finance and Administration Team is accountable for the delivery of prudent financial management, the development and management of the Department's budget and the control of assets in compliance with the *Financial Management Act 2006* (WA), Treasurer's Instructions, relevant accounting standards, as well as public sector and internal policies and guidelines.

In late October / November of each year the Office of the Auditor General makes an assessment as to the maturity of an agency's financial administration. The Department, through the professionalism of the Finance and Administration team was recognised in the financial year 2021/22 as a Best Practice Agency.

This year the finance team seamlessly implemented and began operating the Enterprise Resource Planning (ERP) suite of tools called "NetSuite". The finance and administration team successfully coordinated the end of year activities of 2021/22 whilst migrating all systems and processes into the new ERP, which runs all key back-office operations and financial business processes in the cloud. The team also provided initial and ongoing training to all staff engaged in procurement and finance related activities.

Report on Operations

The Department's budget includes the salaries and on-costs for Commissioners, their Associates, and all employees of the Department, as well as the associated infrastructure and service costs that enable the operations of the courts and achievement of the IR Act objectives and accountabilities.

The Finance and Administration team maintains a planning calendar that ensures effective planning and meticulous organisation throughout the year to ensure audit readiness well before the year-end audit commences.

In accordance with the Department's integrity framework, the Finance and Administration team maintains a keen focus on matters of integrity and risk mitigation, undertaking an Integrity in Financial Management review and internal audit of procurement governance during the reporting period.

Information Services

The Information Services team provides a comprehensive research, information and document management service to the Commission, IMC, and the Department. The team also manages the Commission's electronic and hard copy legal resources and provides induction and training programs for Commissioners and staff that include legal research sessions with training specialists from Thomson Reuters, LexisNexis, and Wolters Kluwer, both in-house and online, as well as personalised instruction on records and information management.

This year the team continued transitioning the Department and the Commission from paper-based operations to a digital information management environment.

The new digital environment is supported by a robust business classification system (BCS) developed and implemented by the Information Services team. All sections of the Department have been migrated into the new BCS, which enabled the introduction of new record keeping functions that allow staff to have greater control and functionality when recordkeeping.

Similarly, library resources have been enhanced through the migration of most subscriptions and legal titles to electronic format, which facilitates better access for all Commissioners and staff.

Integrity, privacy, confidentiality and risk management are focal points for the Information Services team who undertook a Digital Risk Assessment and Integrity in Records Management Review, all of which allow for the improvement of the digital environment, and compliance with recordkeeping standards.

The Information Services team also produce and publish the Western Australian Industrial Gazette (WAIG). Section 93(3) of the IR Act requires the publication of all awards and orders and the notices and matters listed in Schedule 1 of the IR Act must be published, including:

- retirements from industrial agreements
- all decisions and associated reasons for decision of the Commission, the IAC, and the IMC
- all Directions and Orders which alter the qualifications for membership of any organisation
- the area in respect of which the organisation is registered, or the name of the organisation
- a list of organisations registered under the IR Act and the registered offices of those organisations
- notifications of the appointment of any person as chairman or member of a Board of Reference
- any matter which is prescribed, or which is directed by the IAC or the Chief Commissioner to be published, or which the Registrar may consider should be published.

Report on Operations

The WAIG is a significant undertaking, particularly after the State Wage Case, which impacts 218 Awards. Three gazettes are produced to meet the publication requirements. This resource is frequently used by researchers, employers, employees, and their representatives with respect to all decisions of the Commission and the IMC.

The Information Services team deals with numerous reference and research requests from Commissioners, staff and members of the public. Requests include case law citations, locating decisions of the Commission, and assistance with research material on the Commission's website. More complex requests can include access to historical awards and court files, research into case law and legislation, and obtaining copies of government reports, statistical information, and standards.

This year the team registered over 41,000 records, 34,000 court documents, 535 court orders and decisions, and over 5,000 administrative records and transcripts. This small team of four people punches well above its weight.

People and Culture

The People and Culture team's emphasis has been on workforce planning and capability reviews, particularly within the Registry team in anticipation and response to changes associated with the amended industrial relations jurisdictions. Their focus has been to ensure the Department operates effectively, predicts future growth, and focuses on flexibility, adaptability, and resilience.

Similarly, the Public Sector Commission's Building Leadership Impact (BLI) initiative has been adopted and work is progressing to ensure effective and meaningful implementation of the Leadership Expectations model into all aspects of the employee lifecycle.

The team has also worked to ensure the smooth implementation of the Women in Executive Leadership (WIEL) program within the Department, which reflects the objectives in the Strategic Plan in terms of succession and diversity goals. The WIEL participation also contributes to the Public Sector Commission's goals to nurture and develop strong female candidates to Executive Leadership across the Public Sector.

The People and Culture team implemented training programs for employees engaged with the new industrial relations jurisdictions and sourced external targeted training programs for Commissioners, Chambers and Registry staff on supporting people who bring matters of sexual harassment and/or bullying before the Commission or demonstrate inappropriate behaviour. The training was specifically designed to enhance the confidence of our people to manage work-related factors that impact psychological health and understand their responsibility to protect their own mental health and that of all their co-workers.

Commissioners, the Registrar, Deputy Registrar, Registry and Chambers Support staff were provided training on Vicarious Trauma facilitated by the Sexual Assault Resource Centre. The Department also invested in professional development for all community contact employees including best practice management of people who demonstrate inappropriate behaviours when engaging with the Department and Commission.

The People and Culture team reviewed the existing Workforce and Diversity Plan in accordance with Part IX of the *Equal Opportunity Act 1984* (WA) and aligned it with the Director of Equal Opportunity in Public Employment's EEO and Diversity Outcome Standards Framework. The Department was pleased to launch an Equal Employment Opportunity Management Plan for the period 2023 to 2025 arising from that review. This plan ensures that EEO and diversity principles are incorporated into corporate values, business planning processes, human resource plans, the Multicultural Framework Plan, and reflected in departmental policies.

Report on Operations

The Department's Integrity Framework has been strengthened to ensure all employees understand and adhere to public sector accountabilities. Accountable and Ethical Decision-Making training continues to be provided to all employees on an annual basis and is designed to ensure behavioural expectations are understood and aligned with the Department's Code of Conduct and the Public Sector Code of Ethics.

Work Health and Safety (WHS) and Wellness

Everyone in the Department receives annual WHS training which includes information on policies and procedures as well as instruction on their personal obligations and responsibilities. The Department's WHS representatives conduct regular inspections throughout the workplace to mitigate any workplace hazards that may exist. The WHS committee is responsible for ensuring safety related conversations are continuous in the day-to-day operations of the Department and ensure WHS matters are appropriately handled and escalated if required.

The Department has appointed accredited Mental Health First Aid officers who are available to support colleagues or customers who are experiencing a developing or worsening mental health challenge or are experiencing a mental health crisis. An employee assistance program is promoted to all employees and mental health awareness training is offered to new starters at the time of their induction.

Ongoing health and wellness initiatives are made available to all employees including:

- Ergonomic assessments
- Ergonomic workstations
- Flu vaccine program
- Skin cancer screening
- Mental health awareness training.

Information and Communication Technology (ICT)

The ICT team's planning and migration of all operational servers to the Cloud has ensured the Department, Commission, and IMC can operate digitally via Virtual Personal Networks (VPN), ZOOM and Teams software in the event of a reoccurrence of COVID-19 or any other interruption to normal operations.

Significantly, this year has seen a focus by the ICT team on the development of a Digital Registry using modern website architecture, where parties and representatives can securely create and manage their own unique account, easily lodge forms and documents online, save and resume forms prior to lodgement, as well as review forms and documents filed or served through the Digital Registry. It is intended that parties will also be able to monitor the progress of their matter as it proceeds through the Commission.

The Digital Registry will also provide an avenue for registered organisations to create an organisational profile, with members of each organisation assigned as administrators. Administrators will be able to manage the approvals of portal members for each of their organisations, providing their portal members with access to matters for their organisation and providing the administrators with an overview of all active matters for the organisation.

The first stage of the new Digital Registry service was introduced earlier this year providing an improved online portal for matters before the Commission and marks a substantial shift into the digital era, with a focus on improved access and user experience. During 2023/24, similar enhancements will be made for IMC processes. The ICT team, in conjunction with people from across the Department deserve considerable praise for what has been a complex engagement.

Report on Operations

The strong focus by the government on cyber security drove the business case for an ICT section capability review, with emphasis on the Office of Digital Government's Cyber Security Policy and building the requisite digital protections for our data, information systems and processes. The ICT section has been in the process of technical reform and targeted recruitment with a goal to achieving the "Essential 8", moving to the Azure Cloud and reducing the reliance on third party contractors.

The Department bolstered its resourcing of the Development team section to enable the continued refinement of the Registry Portal, ensuring the smooth introduction of additional jurisdictions. Much of this work has been finessing the manner in which matters are transferred from the digital portal to case management systems, enhancing efficiency in terms of reduction of manual handling. The ensuing year will see a comprehensive review of IMC forms which will entail considerably more development work.



Current and emerging issues and trends

During the reporting period, the Western Australian Government passed the *Industrial Relations Legislation Amendment Bill 2020* (WA), expanding the jurisdictional responsibilities of the Department. Notably, amendments impacting the IMC will be a focus of considerable attention in the coming year given the need for complete revision of all forms and regulations required to instigate proceedings. This will be a joint effort across many areas of the Department, particularly Registry, ICT Development, Chambers staff and Information Services.

The Department will be required to create forms and procedural rules to ensure seamless implementation.

Changes in written law

The Department has been consulting with the Industrial Magistrates on the new damaging action provisions introduced by the *Industrial Relations Legislation Amendment Bill 2020* (WA). In preparation for this new jurisdiction, the Registrar and Registry staff undertook comprehensive professional development and training and have made necessary amendments to Industrial Magistrates Court forms and procedures in anticipation of the provisions becoming operational.

Likely developments and forecast results of operations

In anticipation of the operationalisation of the legislative amendments, the Department established appropriate processes and mechanisms to give effect to the changes and ensure the continued effective administration of the industrial relations regime and support for the Community, Commission, IMC, IAC, Registered Industrial Organisations, and industrial and legal representatives.



Audit Opinion



Auditor General

INDEPENDENT AUDITOR'S REPORT

2023

Department of the Registrar, Western Australian Industrial Relations Commission

To the Parliament of Western Australia

Report on the audit of the financial statements

Opinion

I have audited the financial statements of the Department of the Registrar, Western Australian Industrial Relations Commission (Department) which comprise:

- the Statement of Financial Position at 30 June 2023, and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended
- Notes comprising a summary of significant accounting policies and other explanatory information.

In my opinion, the financial statements are:

- based on proper accounts and present fairly, in all material respects, the operating results and cash flows of the Department of the Registrar, Western Australian Industrial Relations Commission for the year ended 30 June 2023 and the financial position at the end of that period
- in accordance with Australian Accounting Standards (applicable to Tier 2 Entities), the *Financial Management Act 2006* and the Treasurer's Instructions.

Basis for opinion

I conducted my audit in accordance with the Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of my report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the Chief Executive Officer for the financial statements

The Chief Executive Officer is responsible for:

- keeping proper accounts
- preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (applicable to Tier 2 Entities), the *Financial Management Act 2006* and the Treasurer's Instructions
- such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Chief Executive Officer is responsible for:

- assessing the entity's ability to continue as a going concern
- disclosing, as applicable, matters related to going concern
- using the going concern basis of accounting unless the Western Australian Government has made policy or funding decisions affecting the continued existence of the Department.

Auditor's responsibilities for the audit of the financial statements

As required by the *Auditor General Act 2006*, my responsibility is to express an opinion on the financial statements. The objectives of my audit are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatements, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

A further description of my responsibilities for the audit of the financial statements is located on the Auditing and Assurance Standards Board website. This description forms part of my auditor's report and can be found at https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf.

Report on the audit of controls

Opinion

I have undertaken a reasonable assurance engagement on the design and implementation of controls exercised by the Department of the Registrar, Western Australian Industrial Relations Commission. The controls exercised by the Chief Executive Officer are those policies and procedures established to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with the State's financial reporting framework (the overall control objectives).

In my opinion, in all material respects, the controls exercised by the Department of the Registrar, Western Australian Industrial Relations Commission are sufficiently adequate to provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property and the incurring of liabilities have been in accordance with the State's financial reporting framework during the year ended 30 June 2023.

The Chief Executive Officer's responsibilities

The Chief Executive Officer is responsible for designing, implementing and maintaining controls to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property and the incurring of liabilities are in accordance with the *Financial Management Act 2006*, the Treasurer's Instructions and other relevant written law.

Auditor General's responsibilities

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the suitability of the design of the controls to achieve the overall control objectives and the implementation of the controls as designed. I conducted my engagement in accordance with Standard on Assurance Engagement ASAE 3150 *Assurance Engagements on Controls* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements and plan and perform my procedures to obtain reasonable assurance about whether, in all material respects, the controls are suitably designed to achieve the overall control objectives and were implemented as designed.

An assurance engagement involves performing procedures to obtain evidence about the suitability of the controls design to achieve the overall control objectives and the implementation of those controls. The procedures selected depend on my judgement, including an assessment of the risks that controls are not suitably designed or implemented as designed. My procedures included testing the implementation of those controls that I consider necessary to achieve the overall control objectives.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Limitations of controls

Because of the inherent limitations of any internal control structure, it is possible that, even if the controls are suitably designed and implemented as designed, once in operation, the overall control objectives may not be achieved so that fraud, error or non-compliance with laws and regulations may occur and not be detected. Any projection of the outcome of the evaluation of the suitability of the design of controls to future periods is subject to the risk that the controls may become unsuitable because of changes in conditions.

Report on the audit of the key performance indicators

Opinion

I have undertaken a reasonable assurance engagement on the key performance indicators of the Department of the Registrar, Western Australian Industrial Relations Commission for the year ended 30 June 2023. The key performance indicators are the Under Treasurer-approved key effectiveness indicators and key efficiency indicators that provide performance information about achieving outcomes and delivering services.

In my opinion, in all material respects, the key performance indicators of the Department of the Registrar, Western Australian Industrial Relations Commission are relevant and appropriate to assist users to assess the Department's performance and fairly represent indicated performance for the year ended 30 June 2023.

Emphasis of Matter

As reported in the key performance indicators, the Department has not reported key efficiency indicators for Service 2 “Conciliation and Arbitration by the Western Australian Industrial Relations Commission”. Service 2 relates to the Commission which was established under the Industrial Relations Act 1979. As the Commission is an affiliated body and not subject to the operational control of the Department, key efficiency indicators are not reported for the Commission by the Department. My audit opinion is not modified in respect of this matter.

The Chief Executive Officer’s responsibilities for the key performance indicators

The Chief Executive Officer is responsible for the preparation and fair presentation of the key performance indicators in accordance with the *Financial Management Act 2006* and the Treasurer’s Instructions and for such internal controls as the Chief Executive Officer determines necessary to enable the preparation of key performance indicators that are free from material misstatement, whether due to fraud or error.

In preparing the key performance indicators, the Chief Executive Officer is responsible for identifying key performance indicators that are relevant and appropriate, having regard to their purpose in accordance with Treasurer’s Instructions 904 *Key Performance Indicators*.

Auditor General’s responsibilities

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the key performance indicators. The objectives of my engagement are to obtain reasonable assurance about whether the key performance indicators are relevant and appropriate to assist users to assess the entity’s performance and whether the key performance indicators are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes my opinion. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements relating to assurance engagements.

An assurance engagement involves performing procedures to obtain evidence about the amounts and disclosures in the key performance indicators. It also involves evaluating the relevance and appropriateness of the key performance indicators against the criteria and guidance in Treasurer’s Instruction 904 for measuring the extent of outcome achievement and the efficiency of service delivery. The procedures selected depend on my judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments, I obtain an understanding of internal control relevant to the engagement in order to design procedures that are appropriate in the circumstances.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

My independence and quality management relating to the report on financial statements, controls and key performance indicators

I have complied with the independence requirements of the *Auditor General Act 2006* and the relevant ethical requirements relating to assurance engagements. In accordance with ASQM 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements*, the Office of the Auditor General maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Other information

The Chief Executive Officer is responsible for the other information. The other information is the information in the entity's annual report for the year ended 30 June 2023, but not the financial statements, key performance indicators and my auditor's report.

My opinion on the financial statements, controls and key performance indicators does not cover the other information and accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, controls and key performance indicators my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements and key performance indicators or my knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I did not receive the other information prior to the date of this auditor's report. When I do receive it, I will read it and if I conclude that there is a material misstatement in this information, I am required to communicate the matter to those charged with governance and request them to correct the misstated information. If the misstated information is not corrected, I may need to retract this auditor's report and re-issue an amended report.

Matters relating to the electronic publication of the audited financial statements and key performance indicators

The auditor's report relates to the financial statements and key performance indicators of the Department of the Registrar, Western Australian Industrial Relations Commission for the year ended 30 June 2023 included in the annual report on the Department's website. The Department's management is responsible for the integrity of the Department's website. This audit does not provide assurance on the integrity of the Department's website. The auditor's report refers only to the financial statements, controls and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from the annual report. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to contact the entity to confirm the information contained in the website version.



Tim Sanya
Senior Director Financial Audit
Delegate of the Auditor General for Western Australia
Perth, Western Australia
25 August 2023

Financial Statements

Certification of Financial Statements for the Year Ended 30 June 2023

The accompanying financial statements of the Department of the Registrar, Western Australian Industrial Relations Commission have been prepared in compliance with the provisions of the *Financial Management Act 2006* (WA) from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2023 and the financial position at 30 June 2023.

At the date of signing, we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.



Susan Bastian
Accountable Authority

24 August 2023



Michael Hadfield
Chief Finance Officer

24 August 2023



Financial Statements

PRIMARY FINANCIAL STATEMENTS

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2023

| | NOTE | 2023 \$000 | 2022 \$000 |
|--|----------------|---------------|---------------|
| COST OF SERVICES | | | |
| <i>Expenses</i> | | | |
| Employee benefits expense | 2.1(a) | 6,981 | 5,829 |
| Supplies and services | 2.2 | 1,161 | 953 |
| Depreciation and amortisation expense | 4.1 4.2 4.3 | 553 | 509 |
| Finance costs | 6.2 | 7 | 4 |
| Accommodation expenses | 2.2 | 3,669 | 3,515 |
| Other expenses | 2.2 | 562 | 505 |
| Total Cost of Services | | 12,933 | 11,315 |
| INCOME | | | |
| User charges and fees | 3.2 | 14 | 19 |
| Other income | 3.3 | 6 | 184 |
| Total Income | | 20 | 203 |
| Total Income | | 20 | 203 |
| NET COST OF SERVICES | | 12,913 | 11,112 |
| INCOME FROM STATE GOVERNMENT | | | |
| Service appropriation | 3.1 | 13,296 | 13,006 |
| Resources received | 3.1 | 21 | 14 |
| Total Income from State Government | | 13,317 | 13,020 |
| SURPLUS/(DEFICIT) FOR THE PERIOD | | 404 | 1,908 |
| OTHER COMPREHENSIVE INCOME | | | |
| Items not reclassified subsequently to profit or loss | | | |
| Changes in asset revaluation surplus | | - | - |
| Total Other Comprehensive Income | | - | - |
| TOTAL COMPREHENSIVE INCOME FOR THE PERIOD | | 404 | 1,908 |

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

Financial Statements

PRIMARY FINANCIAL STATEMENTS

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

| | NOTE | 2023 \$000 | 2022 \$000 |
|--------------------------------------|--------|---------------|---------------|
| ASSETS | | | |
| Current Assets | | | |
| Cash and cash equivalents | 6.3 | 7,233 | 6,607 |
| Receivables | 5.1 | 66 | 91 |
| Amounts receivable for services | 5.2 | 160 | 160 |
| Other current assets | 5.3 | 176 | 95 |
| Total Current Assets | | 7,635 | 6,953 |
| Non-Current Assets | | | |
| Restricted cash and cash equivalents | 6.3 | 215 | 200 |
| Amounts receivable for services | 5.2 | 3,891 | 3,536 |
| Property, plant and equipment | 4.1 | 365 | 828 |
| Right-of-use assets | 4.2 | 120 | 61 |
| Intangible assets | 4.3 | 44 | 61 |
| Total Non-Current Assets | | 4,635 | 4,686 |
| TOTAL ASSETS | | 12,270 | 11,639 |
| LIABILITIES | | | |
| Current Liabilities | | | |
| Payables | 5.4 | 216 | 212 |
| Lease liabilities | 6.1 | 54 | 32 |
| Employee related provisions | 2.1(b) | 1,352 | 1,291 |
| Total Current Liabilities | | 1,622 | 1,535 |
| Non-Current Liabilities | | | |
| Lease liabilities | 6.1 | 70 | 33 |
| Employee related provisions | 2.1(b) | 222 | 178 |
| Total Non-Current Liabilities | | 292 | 211 |
| TOTAL LIABILITIES | | 1,914 | 1,746 |
| NET ASSETS | | 10,356 | 9,893 |
| EQUITY | | | |
| Contributed equity | | 217 | 158 |
| Accumulated surplus/(deficit) | | 10,139 | 9,735 |
| TOTAL EQUITY | | 10,356 | 9,893 |

The Statement of Financial Position should be read in conjunction with the accompanying notes.

Financial Statements

PRIMARY FINANCIAL STATEMENTS

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2023

| | NOTE | CONTRIBUTED EQUITY | ACCUMULATED SURPLUS / (DEFICIT) | TOTAL EQUITY |
|---|------|-----------------------|---------------------------------------|-----------------|
| | | \$000 | \$000 | \$000 |
| Balance at 1 July 2021 | | 101 | 7,827 | 7,928 |
| Surplus | | - | 1,908 | 1,908 |
| Total comprehensive income for the period | | - | 1,908 | 1,908 |
| Transactions with owners in their capacity as owners: | | | | |
| Capital appropriations | | 57 | - | 57 |
| Total | | 57 | - | 57 |
| Balance at 30 June 2022 | | 158 | 9,735 | 9,893 |
| Balance at 1 July 2022 | | 158 | 9,735 | 9,893 |
| Surplus | | - | 404 | 404 |
| Total comprehensive income for the period | | - | 404 | 404 |
| Transactions with owners in their capacity as owners: | | | | |
| Capital appropriations | | 59 | - | 59 |
| Total | | 59 | - | 59 |
| Balance at 30 June 2023 | | 217 | 10,139 | 10,356 |

Financial Statements

PRIMARY FINANCIAL STATEMENTS

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2023

| | NOTE | 2023 \$000 | 2022 \$000 |
|--|------|-----------------|-----------------|
| CASH FLOWS FROM STATE GOVERNMENT | | | |
| Service appropriations | | 12,781 | 12,451 |
| Capital appropriations | | 59 | 57 |
| Holding account drawdowns | | 160 | 160 |
| Net cash provided by State Government | | 13,000 | 12,668 |
| Utilised as follows: | | | |
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Payments | | | |
| Employee benefits | | (6,811) | (5,788) |
| Supplies and services | | (1,161) | (981) |
| Finance costs | | (1) | (4) |
| Accommodation | | (3,651) | (3,486) |
| GST payments on purchases | | (567) | (541) |
| Other payments | | (646) | (468) |
| Receipts | | | |
| User charges and fees | | 20 | 31 |
| Other receipts | | - | 253 |
| GST receipts on sales | | 12 | 59 |
| GST receipts from taxation authority | | 532 | 469 |
| Net cash provided by/(used in) operating activities | | (12,273) | (10,456) |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Payments | | | |
| Purchase of non-current physical assets | | (27) | (158) |
| Net cash provided by/(used in) investing activities | | (27) | (158) |
| CASH FLOWS FROM FINANCING ACTIVITIES | | | |
| Principal element of lease payments | | (59) | (45) |
| Net cash provided by/(used in) financing activities | | (59) | (45) |
| Net increase/(decrease) in cash and cash equivalents | | 641 | 2,009 |
| Cash and cash equivalents at the beginning of the period | | 6,807 | 4,798 |
| CASH AND CASH EQUIVALENTS AT THE END OF THE PERIOD | 6.3 | 7,448 | 6,807 |

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

1. Basis of preparation

General

The Department is a WA Government entity and is controlled by the State of Western Australia, which is the ultimate parent. The Department is a not-for-profit entity (as profit is not its principal objective).

A description of the nature of its operations and its principal activities have been included in the 'Overview' which does not form part of these financial statements.

These annual financial statements were authorised for issue by the Accountable Authority of the Department on 24 August 2023.

Statement of compliance

These general purpose financial statements are prepared in accordance with:

- 1) The Financial Management Act 2006 (FMA)
- 2) The Treasurer's Instructions (TIs)
- 3) Australian Accounting Standards (AAS) - Simplified Disclosures
- 4) Where appropriate, those AAS paragraphs applicable for not-for-profit entities have been applied.

The FMA and TIs take precedence over AASs. Several AASs are modified by TIs to vary application, disclosure format and wording. Where modification is required and has had a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

Basis of preparation

These financial statements are presented in Australian dollars applying the accrual basis of accounting and using the historical cost convention. Certain balances will apply a different measurement basis (such as the fair value basis). Where this is the case the different measurement basis is disclosed in the associated note. All values are rounded to the nearest thousand dollars (\$'000).

Accounting for Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of goods and services tax (GST), except that the:

- (a) amount of GST incurred by the Department as a purchaser that is not recoverable from the Australian Taxation Office (ATO) is recognised as part of an asset's cost of acquisition or as part of an item of expense; and
- (b) receivables and payables are stated with the amount of GST included.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

Contributed equity

AASB Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to, transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 Contributions by Owners made to Wholly Owned Public Sector Entities and have been credited directly to Contributed Equity.

Comparative information

Except where AAS permits or requires otherwise, comparative information is presented in respect of the previous period for all amounts reported in the financial statements. AASB 1060 provides relief from presenting comparatives for:

- 1) Property, Plant & Equipment reconciliations
- 2) Intangible Asset reconciliations; and
- 3) Right-of-Use Asset reconciliations.

Judgements and estimates

Judgements, estimates and assumptions are required to be made about financial information being presented. The significant judgements and estimates made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements and/or estimates are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

2. Use of our funding

Expenses incurred in the delivery of services

This section provides additional information about how the Department's funding is applied and the accounting policies that are relevant for an understanding of the items recognised in the financial statements. The primary expenses incurred by the Department in achieving its objectives and the relevant notes are:

| | Notes | 2023 \$000 | 2022 \$000 |
|-----------------------------|---------|---------------|---------------|
| Employee benefits expense | 2.1 (a) | 6,981 | 5,829 |
| Employee related provisions | 2.1 (b) | 222 | 1,469 |
| Other expenditure | 2.2 | 5,392 | 4,973 |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

2.1 (a) Employee benefits expense

| | 2023 | 2022 |
|---|--------------|--------------|
| | \$000 | \$000 |
| Employee benefits | 6,345 | 5,296 |
| Termination benefits | - | - |
| Superannuation - defined contribution plans | 636 | 533 |
| Employee benefits expenses | 6,981 | 5,829 |
| Add: AASB16 Non-monetary benefits (not included in employee benefits expense) | 58 | 49 |
| Less: Employee contributions | 1 | - |
| Total employee benefits provided | 7,038 | 5,878 |

Employee benefits: Include wages, salaries and social contributions, accrued and paid leave entitlements and paid sick leave; and non-monetary benefits recognised under accounting standards other than AASB 16 (such as motor vehicles) for employees.

Termination benefits: Payable when employment is terminated before normal retirement date, or when an employee accepts an offer of benefits in exchange for the termination of employment. Termination benefits are recognised when the Department is demonstrably committed to terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after the end of the reporting period are discounted to present value.

Superannuation: The amount recognised in profit or loss of the Statement of Comprehensive Income comprises employer contributions paid to the GSS (concurrent contributions), the WSS, the GESBs, or other superannuation funds.

AASB 16 Non-monetary benefits: Non-monetary employee benefits, that are employee benefits expenses, predominantly relate to the provision of Vehicle benefits are measured at the cost incurred by the Department.

Employee contributions: Contributions made to the Department by employees towards employee benefits that have been provided by the Department. This includes both AASB 16 and non-AASB 16 employee contributions.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

2.1 (b) Employee related provisions

Provision is made for benefits accruing to employees in respect of annual leave and long service leave for services rendered up to the reporting date and recorded as an expense during the period the services are delivered.

| | 2023 | 2022 |
|--|--------------|--------------|
| | \$000 | \$000 |
| Current | | |
| <i>Employee benefits provision</i> | | |
| Annual leave ^(a) | 642 | 605 |
| Long service leave ^(b) | 700 | 676 |
| | <u>1,342</u> | <u>1,281</u> |
| <i>Other provisions</i> | | |
| Employment on-costs ^(c) | 10 | 10 |
| Total current employee related provisions | <u>1,352</u> | <u>1,291</u> |
| Non-current | | |
| <i>Employee benefits provision</i> | | |
| Long service leave ^(b) | 220 | 177 |
| | <u>220</u> | <u>177</u> |
| <i>Other provisions</i> | | |
| Employment on-costs ^(c) | 2 | 1 |
| Total non-current employee related provisions | <u>222</u> | <u>178</u> |
| Total employee related provisions | <u>1,574</u> | <u>1,469</u> |

(a) **Annual leave liabilities:** Classified as current as there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period.

The provision for annual leave is calculated at the present value of expected payments to be made in relation to services provided by employees up to the reporting date.

(b) **Long service leave liabilities:** Unconditional long service leave provisions are classified as current liabilities as the Department does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period.

Pre-conditional and conditional long service leave provisions are classified as non-current liabilities because the Department has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

The provision for long service leave are calculated at present value as the Department does not expect to wholly settle the amounts within 12 months. The present value is measured taking into account the present value of expected future payments to be made in relation to services provided by employees up to the reporting date. These payments are estimated using the remuneration rate expected to apply at the time of settlement, and discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

(c) **Employment on-costs:** The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments.

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses, Note 2.2 (apart from the unwinding of the discount (finance cost))' and are not included as part of the Department's 'employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

| | 2023 \$000 | 2022 \$000 |
|---|---------------|---------------|
| <u>Employment on-cost provision</u> | | |
| Carrying amount at start of period | 11 | 11 |
| Additional / (reversals of) provisions recognised | 1 | - |
| Carrying amount at end of period | 12 | 11 |

Key sources of estimation uncertainty – long service leave

Key estimates and assumptions concerning the future are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

Several estimates and assumptions are used in calculating the Department's long service leave provision. These include:

- Expected future salary rates
- Discount rates
- Employee retention rates; and
- Expected future payments

Changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision. Any gain or loss following revaluation of the present value of long service leave liabilities is recognised as employee benefits expense.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

2.2 Other expenditure

| | 2023 | 2022 |
|---|--------------|--------------|
| | \$000 | \$000 |
| Supplies and Services | | |
| Consumables | 354 | 343 |
| Communications | 81 | 84 |
| Court Reporting | 89 | 77 |
| Equipment Purchases | 112 | 100 |
| Professional Services | 430 | 290 |
| Other Expenses | 95 | 59 |
| Total supplies and services expenses | 1,161 | 953 |
| Accommodation expenses | | |
| Rental | 3,085 | 2,957 |
| Outgoings expense | 540 | 512 |
| Cleaning | 44 | 46 |
| Total accommodation expenses | 3,669 | 3,515 |
| Other expenses | | |
| Repairs and Maintenance | 386 | 347 |
| Employment on-cost | 90 | 62 |
| Audit Fees | 83 | 96 |
| Loss on disposal of non-current assets | 3 | - |
| Total other expenses | 562 | 505 |
| Total other expenditure | 5,392 | 4,973 |

Supplies and services expenses are recognised as an expense in the reporting period in which they are incurred. The carrying amounts of any materials held for distribution are expensed when the materials are distributed.

Rental expenses are expensed as incurred as Memorandum of Understanding Agreements between the Department and the Department of Finance for the leasing of office accommodation contain significant substitution rights.

Repairs, maintenance and cleaning costs are recognised as expenses as incurred.

Other operating expenses generally represent the day-to-day running costs incurred in normal operations.

Building and infrastructure maintenance and equipment repairs and maintenance: Repairs and maintenance costs are recognised as expenses as incurred, except where they relate to the replacement of a significant component of an asset. In that case, the costs are capitalised and depreciated.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

Employment on-costs includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liabilities is included at Note 2.1(b) Employee related provisions. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

Loss on disposal of non-current assets

| | 2023 \$000 | 2022 \$000 |
|---|---------------|---------------|
| <u>Net proceeds from disposal of non-current assets</u> | | |
| Right-of-use asset (Motor Vehicle lease) | 36 | - |
| <u>Carrying amount of non-current assets disposed</u> | | |
| Right-of-use asset (Motor Vehicle lease) | (39) | - |
| Net profit/(loss) on disposal | <u>(3)</u> | <u>-</u> |

Loss on disposal of non-current assets

Gains and losses on the disposal of non-current assets are presented by deducting from the proceeds on disposal the carrying amount of the asset and related disposal expenses and are recognized as such in the Statement of Comprehensive Income. The net loss on disposal of the Right-of-use asset (Motor Vehicle lease) was attributable to the termination of the lease prior to expiry.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

3. Our funding sources

How we obtain our funding

This section provides additional information about how the Department obtains its funding and the relevant accounting policy notes that govern the recognition and measurement of this funding. The primary income received by the Department and the relevant notes are:

| | Notes | 2023 \$000 | 2022 \$000 |
|------------------------------|-------|---------------|---------------|
| Income from State Government | 3.1 | 13,317 | 13,020 |
| User Fees and Charges | 3.2 | 14 | 19 |
| Other Revenue | 3.3 | 6 | 184 |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

3.1 Income from State Government

| | 2023 \$000 | 2022 \$000 |
|---|---------------|---------------|
| Appropriation received during the year: | | |
| Service appropriations | 13,296 | 13,006 |
| Total service appropriation | 13,296 | 13,006 |
| Resources received from other public sector entities during the period: | | |
| Department of Finance - Lease Expenses | 13 | 11 |
| State Solicitors Office - Legal Expense | 8 | 3 |
| Total resources received | 21 | 14 |
| Total income from State Government | 13,317 | 13,020 |

Service Appropriations are recognised as revenues at fair value in the period in which the Department gains control of the appropriated funds. The Department gains control of appropriated funds at the time those funds are deposited in the bank account or credited to the holding account held at Treasury.

Resources received from other public sector entities are recognised as income (and assets or expenses) equivalent to the fair value of the assets, or the fair value of those services that can be reliably determined and which would have been purchased if not donated.

Summary of consolidated account appropriations

For the year ended 30 June 2023

| | 2023 Budget \$000 | 2023 Supple- mentary funding \$000 | 2023 Revised Budget \$000 | 2023 Actual \$000 | Variance \$000 |
|--|-------------------------|--|------------------------------------|-------------------------|-------------------|
| Delivery Services | | | | | |
| Item 13 Net amount appropriated to deliver services | 10,230 | 268 | 10,498 | 10,498 | - |
| Amount Authorised by Other Statutes - <i>Salaries and Allowances Act 1975</i> | 2,798 | - | 2,798 | 2,798 | - |
| Total appropriations provided to deliver services | 13,028 | 268 | 13,296 | 13,296 | - |
| Capital | | | | | |
| Item 101 Capital Contribution | 59 | - | 59 | 59 | - |
| Total consolidated account appropriations | 13,087 | 268 | 13,355 | 13,355 | - |

Supplementary funding received by the Department in 2022-23 relates to public sector wage policy.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

3.2 User Charges and Fees

| | 2023 | 2022 |
|---------------------|-------|-------|
| | \$000 | \$000 |
| Document Lodgements | 10 | 15 |
| Transcript Sales | 4 | 4 |
| | 14 | 19 |

Revenue is recognised at the transaction price when the Department transfers control of the services to customers. Revenue is recognised for the major activities as follows:

User Charges and Fees: Revenue is recognised when the transaction or event giving rise to the revenue occurs. The performance obligations for these user fees and charges are satisfied when services have been provided.

3.3 Other Income

| | 2023 | 2022 |
|--|-------|-------|
| | \$000 | \$000 |
| Employee Contributions ¹ | 1 | - |
| Perth Casino Royal Commission ² | - | 172 |
| Hire of room | 5 | 11 |
| Miscellaneous | - | 1 |
| Total Other Income | 6 | 184 |

Other Income: The Department receives revenue, from time to time on hosting other government departments, for the use of accommodation facilities and infrastructure. Revenue is recognised on an accrual basis in the current financial year in which the accommodation facilities and infrastructure were provided.

¹The Department receives employee contributions in relation to the value of motor vehicle benefits provided over and above the notional values as set out in the Determination of the Remuneration of Commissioners of the Western Australian Industrial Relations Commission issued by the Salaries and Allowance Tribunal.

²The Department held a contract with the Department of Premier and Cabinet in relation to the Perth Casino Royal Commission. Hearings commenced in April 2021 with the contract expiring in February 2022.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

4. Key assets

This section includes information regarding the key assets the Department utilises to gain economic benefit or provide service potential. The section sets out both the key accounting policies and financial information about the performance of these assets:

| | Notes | 2023 \$000 | 2022 \$000 |
|-------------------------------|-------|---------------|---------------|
| Property, plant and equipment | 4.1 | 365 | 828 |
| Right-of-use assets | 4.2 | 120 | 61 |
| Intangible assets | 4.3 | 44 | 61 |
| Total key assets | | 529 | 950 |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

4.1 Property, plant and equipment

| | Leasehold Improvements | Plant and Equipment | Furniture | Computer Hardware | Total |
|---|---------------------------|------------------------|-----------|----------------------|------------|
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Year ended 30 June 2023 | | | | | |
| 1 July 2022 | | | | | |
| Gross carrying amount | 2,181 | 558 | 467 | 383 | 3,589 |
| Accumulated depreciation | (1,665) | (331) | (410) | (355) | (2,761) |
| Carrying amount at start of period | 516 | 227 | 57 | 28 | 828 |
| Additions | 8 | - | 5 | 14 | 27 |
| Transfers | - | - | - | - | - |
| Disposals | - | - | - | - | - |
| Depreciation | (329) | (114) | (24) | (23) | (490) |
| Carrying amount at 30 June 2023 | 195 | 113 | 38 | 19 | 365 |
| Gross carrying amount | 2,189 | 558 | 472 | 385 | 3,604 |
| Accumulated depreciation | (1,994) | (445) | (434) | (366) | (3,239) |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

Initial recognition

Items of property, plant and equipment and infrastructure, costing \$5,000 or more are measured initially at cost. Where an asset is acquired for no or nominal cost, the cost is valued at its fair value at the date of acquisition. Items of property, plant and equipment and infrastructure costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

The cost of a leasehold improvement is capitalised and depreciated over the shorter of the remaining term of the lease or the estimated useful life of the leasehold improvement.

Subsequent measurement

Subsequent to initial recognition as an asset, the historical cost is used for the measurement of property, plant and equipment. Property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Useful lives

All property, plant and equipment having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits. The exceptions to this rule include assets held for sale, land and investment properties.

Depreciation is generally calculated on a straight line basis, at rates that allocate the asset's value, less any estimated residual value, over its estimated useful life. Typical estimated useful lives for the different asset classes for current and prior years are included in the table below:

| Asset | Useful life |
|------------------------|--------------------|
| Plant and equipment | 2 to 5 years |
| Computer equipment | 3 to 5 years |
| Furniture and Fittings | 4 to 5 years |
| Leasehold Improvements | Lease Term |

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, and adjustments should be made where appropriate.

Leasehold improvements are depreciated over the shorter of the lease term and their useful lives.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

Impairment

Non-financial assets, including items of plant and equipment, are tested for impairment whenever there is an indication that the asset may be impaired. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised.

Where an asset measured at cost is written down to its recoverable amount, an impairment loss is recognised through profit or loss.

Where a previously revalued asset is written down to its recoverable amount, the loss is recognised as a revaluation decrement through other comprehensive income to the extent that the impairment loss does not exceed the amount in the revaluation surplus for the class of asset.

As the Department is a not-for-profit Department, the recoverable amount of regularly revalued specialised assets is anticipated to be materially the same as fair value.

If there is an indication that there has been a reversal in impairment, the carrying amount shall be increased to its recoverable amount. However this reversal should not increase the asset's carrying amount above what would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised in prior years.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of the asset's future economic benefits and to evaluate any impairment risk from declining replacement costs.

4.2 Right-of-use assets

Year ended 30 June 2023

| | Vehicles | Total |
|--|-----------------|--------------|
| | \$000 | \$000 |
| Carrying Amount at beginning of period | 61 | 61 |
| Additions | 110 | 110 |
| Depreciation | (51) | (51) |
| Net carrying amount as at end of period | 120 | 120 |

The Department has leases for vehicles and office accommodation. The lease contracts are typically made for fixed periods of 5-10 years with an option to renew the lease after that date.

The Department has also entered into a Memorandum of Understanding Agreements (MOU) with the Department of Finance for the leasing of office accommodation. These are not recognised under AASB 16 because of substitution rights held by the Department of Finance and are accounted for as an expense as incurred.

The Department recognises leases as right-of-use assets and associated lease liabilities in the Statement of Financial Position.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

Initial recognition

At the commencement date of the lease, the Department recognises right-of-use assets and a corresponding lease liability for most leases. Right-of-use assets are measured at cost comprising of:

- the amount of the initial measurement of lease liability;
- any lease payments made at or before the commencement date less any lease incentives received;
- any initial direct costs, and;
- restoration costs, including dismantling and removing the underlying asset

The corresponding lease liabilities in relation to these right-of-use assets have been disclosed in note 6.1.

The Department has elected not to recognise right-of-use assets and lease liabilities for short-term leases (with a lease term of 12 months or less) and low value leases (with an underlying value of \$5,000 or less). Lease payments associated with these leases are expensed over a straight-line basis over the lease term.

Subsequent measurement

The cost model is applied for subsequent measurement of right-of-use assets, requiring the asset to be carried at cost less any accumulated depreciation and accumulated impairment losses and adjusted for any re-measurement of lease liability.

Depreciation and impairment of right-of-use assets

Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the underlying assets.

If ownership of the leased asset transfers to the Department at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset.

Right-of-use assets are tested for impairment when an indication of impairment is identified. The policy in connection with testing for impairment is outlined in section 4.1

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DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

4.3 Intangible assets

| Year ended 30 June 2023 | Licences \$000 | Computer software \$000 | WIP \$000 | Total \$000 |
|---|-------------------|-------------------------------|--------------|----------------|
| 1 July 2022 | | | | |
| Gross carrying amount | 8 | 437 | 56 | 501 |
| Accumulated amortisation | (8) | (432) | - | (440) |
| Carrying amount at start of period | - | 5 | 56 | 61 |
| Additions | - | - | - | - |
| Transfers ¹ | - | 51 | (56) | (5) |
| Amortisation expense | - | (12) | - | (12) |
| Carrying amount at end of period | - | 44 | - | 44 |

1. Transfers include capitalised Computer software (work in progress) related to the change and upgrade of the Departments finance and accounting system. In the financial year ended June 2023 an amount of \$4,839 relating to the administration of the accounting system was expensed.

Initial recognition

Intangible assets are initially recognised at cost. For assets acquired at significantly less than fair value, the cost is their fair value at the date of acquisition.

Acquisitions of intangible assets costing \$5,000 or more that comply with the recognition criteria of AASB 138 *Intangible Assets* (as noted above) are capitalised.

Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

An internally generated intangible asset arising from development (or from the development phase of an internal project) is recognised if, and only if, all of the following are demonstrated:

- (a) the technical feasibility of completing the intangible asset so that it will be available for use or sale;
- (b) an intention to complete the intangible asset, and use or sell it;
- (c) the ability to use or sell the intangible asset;
- (d) the intangible asset will generate probable future economic benefit;
- (e) the availability of adequate technical, financial and other resources to complete the development and to use or sell the intangible asset; and
- (f) the ability to measure reliably the expenditure attributable to the intangible asset during its development.

Costs incurred in the research phase of a project are immediately expensed.

Subsequent measurement

The cost model is applied for subsequent measurement of intangible assets, requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.

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DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

Useful lives

Amortisation of finite life intangible assets is calculated on a straight line basis at rates that allocate the asset's value over its estimated useful life. All intangible assets controlled by the Department have a finite useful life and zero residual value. Estimated useful lives are reviewed annually.

The estimated useful lives for each class of intangible asset are:

| | |
|-------------------------|--------------|
| Software ^(a) | 3 to 5 years |
| Licences | 3 to 5 years |

^(a) Software that is not integral to the operation of related hardware.

Impairment of intangible assets

Intangible assets with finite useful lives are tested for impairment annually or when an indication of impairment is identified. As at 30 June 2023 there were no indications of impairment to intangible assets.

The policy in connection with testing for impairment is outlined in note 4.1

The Department held no goodwill or intangible assets with an indefinite useful life during the reporting period. Aside from the disclosed Computer software (WIP), at the end of the reporting period there were no other intangible assets not yet available for use.

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DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

5. Other assets and liabilities

This section sets out those assets and liabilities that arose from the Department's controlled operations and includes other assets utilised for economic benefits and liabilities incurred during normal operations:

| | Notes | 2023 \$000 | 2022 \$000 |
|---------------------------------|-------|---------------|---------------|
| Receivables | 5.1 | 66 | 91 |
| Amounts receivable for services | 5.2 | 4,051 | 3,696 |
| Other assets | 5.3 | 176 | 95 |
| Payables | 5.4 | 216 | 212 |

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DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

5.1 Receivables

| | 2023 | 2022 |
|----------------------------------|--------------|--------------|
| | \$000 | \$000 |
| Current | | |
| Trade receivables | 9 | 32 |
| GST receivable | 57 | 59 |
| Total current receivables | 66 | 91 |

Receivables are recognised at original invoice amount less any allowances for uncollectible amounts (i.e. impairment). The carrying amount of net trade receivables is equivalent to fair value as it is due for settlement within 30 days.

5.2. Amounts receivable for services (Holding Account)

| | 2023 | 2022 |
|---------------------------------|--------------|--------------|
| | \$000 | \$000 |
| Current | 160 | 160 |
| Non-Current | 3,891 | 3,536 |
| Balance at end of period | 4,051 | 3,696 |

Amounts receivable for services represent the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

Amounts receivable for services are considered not impaired (i.e. there is no expected credit loss of the Holding Account).

5.3. Other assets

| | 2023 | 2022 |
|---------------------------------|--------------|--------------|
| | \$000 | \$000 |
| Current | | |
| Prepayments | 176 | 95 |
| Balance at end of period | 176 | 95 |

Prepayments represent payments in advance of receipt of goods or services or that part of expenditure made in one accounting period covering a term extending beyond that period.

5.4. Payables

| | 2023 | 2022 |
|----------------------|--------------|--------------|
| | \$000 | \$000 |
| Current | | |
| Trade payables | - | 4 |
| Accrued expenses | 45 | 70 |
| Accrued salaries | 136 | 95 |
| Other payables | 2 | 14 |
| FBT and Tax Payables | 33 | 29 |
| Total current | 216 | 212 |

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DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

Payables are recognised at the amounts payable when the Department becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as settlement for the Department is generally within 20 days.

Accrued salaries represent the amount due to staff but unpaid at the end of the reporting period. Accrued salaries are settled within a fortnight after the reporting period. The Department considers the carrying amount of accrued salaries to be equivalent to its fair value.

Other payables represent the amount due to staff but unpaid at the end of the reporting period relating to Commonwealth Parental Leave Pay.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

6. Financing

This section sets out the material balances and disclosures associated with the financing and cashflows of the Department.

| | Notes |
|---------------------------|--------------|
| Lease liabilities | 6.1 |
| Finance costs | 6.2 |
| Cash and cash equivalents | 6.3 |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

6.1 Lease liabilities

| | 2023 \$000 | 2022 \$000 |
|---|---------------|---------------|
| Not later than one year | 54 | 32 |
| Later than one year and not later than five years | 70 | 33 |
| Later than five years | - | - |
| | <u>124</u> | <u>65</u> |
| Current | 54 | 32 |
| Non-current | 70 | 33 |
| | <u>124</u> | <u>65</u> |

At the commencement date of the lease, the Department recognises a lease liability measured at the present value of lease payments to be made over the lease term. The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, the Department uses the incremental borrowing rate provided by Western Australia Treasury Corporation.

Lease payments included by the Department as part of the present value calculation of lease liability include:

- Fixed payments (including in-substance fixed payments), less any lease incentives receivable;
- Variable lease payments that depend on an index or a rate initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable by the lessee under residual value guarantees;
- The exercise price of purchase options (where these are reasonably certain to be exercised);
- Payments for penalties for terminating a lease, where the lease term reflects the agency exercising an option to terminate the lease;
- Periods covered by extension or termination options are only included in the lease term by the Department if the lease is reasonably certain to be extended (or not terminated).

The interest on the lease liability is recognised in profit or loss over the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period. Lease liabilities do not include any future changes in variable lease payments (that depend on an index or rate) until they take effect, in which case the lease liability is reassessed and adjusted against the right-of-use asset.

Variable lease payments, not included in the measurement of lease liability, that are dependent on sales are recognised by the Department in profit or loss in the period in which the condition that triggers those payments occurs.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

Subsequent Measurement

Lease liabilities are measured by increasing the carrying amount to reflect interest on the lease liabilities; reducing the carrying amount to reflect the lease payments made; and remeasuring the carrying amount at amortised cost, subject to adjustments to reflect any reassessment or lease modifications.

This section should be read in conjunction with note 4.2 Right-of-use assets.

| Lease expenses recognized in the Statement of comprehensive income | 2023 | 2022 |
|---|--------------|--------------|
| | \$000 | \$000 |
| Lease interest expense | 7 | 4 |
| Short-term leases | - | - |
| Low-value leases | - | - |
| Total lease expense | 7 | 4 |

6.2 Finance costs

| | 2023 | 2022 |
|---------------------------------------|--------------|--------------|
| | \$000 | \$000 |
| Interest expense on lease liabilities | 7 | 4 |
| Total finance costs expended | 7 | 4 |

Finance costs includes the interest component of lease liability repayments, and the increase in financial liabilities and non-employee provisions due to the unwinding of discounts to reflect the passage of time.

6.3 Cash and cash equivalents

| | 2023 | 2022 |
|--------------------------------------|--------------|--------------|
| | \$000 | \$000 |
| Cash and cash equivalent | 7,233 | 6,607 |
| Restricted cash and cash equivalents | 215 | 200 |
| Balance at end of period | 7,448 | 6,807 |

Restricted cash and cash equivalents

Non-current

| | | |
|--|-----|-----|
| - Accrued salaries suspense account ^(a) | 215 | 200 |
|--|-----|-----|

(a) Funds held in the suspense account for the purpose of meeting the 27th pay in a reporting period that occurs every 11th year. This account is classified as non-current for 10 out of 11 years.

For the purpose of the statement of cash flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value.

The accrued salaries suspense account consists of amounts paid annually, from agency appropriations for salaries expense, into a Treasury suspense account to meet the additional cash outflow for employee salary payments in reporting periods with 27 pay days instead of the normal 26. No interest is received on this account.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

7. Financial instruments and Contingencies

| | Notes |
|-----------------------------------|--------------|
| Financial instruments | 7.1 |
| Contingent assets and liabilities | 7.2 |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

7.1. Financial instruments

The carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are:

| | 2023 \$000 | 2022 \$000 |
|--|---------------|---------------|
| Financial Assets | | |
| Cash and cash equivalents | 7,448 | 6,807 |
| Financial assets at amortised cost ^(a) | 4,060 | 3,728 |
| Total financial assets | 11,508 | 10,535 |
| Financial Liabilities | | |
| Financial liabilities at amortised cost ^(b) | 183 | 183 |
| Total financial liability | 183 | 183 |

(a) The amount of loans and receivables/Financial assets at amortised cost excludes GST recoverable from the ATO (statutory receivable).

(b) The amount of Financial liabilities at amortised cost excludes GST payable to the ATO (statutory payable)

Measurement

All financial assets and liabilities are carried without subsequent remeasurement.

7.2 Contingent assets and liabilities

The Department has no known contingent liabilities or assets, at the reporting date.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

8. Other disclosures

This section includes additional material disclosures required by accounting standards or other pronouncements, for the understanding of this financial report.

| | Notes |
|--|--------------|
| Events occurring after the end of the reporting period | 8.1 |
| Changes in accounting policies | 8.2 |
| Key Management Personnel | 8.3 |
| Related Party Transactions | 8.4 |
| Related bodies | 8.5 |
| Affiliated bodies | 8.6 |
| Remuneration of Auditor | 8.7 |
| Supplementary financial information | 8.8 |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

8.1. Events occurring after the end of the reporting period

The Department is not aware of any events occurring after the reporting date that materially affect these financial statements.

8.2 Changes in accounting policies

The Department is not aware of any coming changes in accounting policies with potentially material impact on the reported results of the Department.

8.3 Key management personnel

The Department has determined key management personnel to include cabinet ministers and senior officers of the Department. The Department does not incur expenditures to compensate Ministers and those disclosures may be found in the *Annual Report on State Finances*.

The total fees, salaries, superannuation, non-monetary benefits and other benefits for senior officers of the Department for the reporting period are presented within the following bands:

| Compensation Band (\$) | 2023 | 2022 |
|--|--------------|--------------|
| 300,001 - 350,000 ¹ | 1 | 1 |
| 150,001 - 200,000 ² | 4 | 4 |
| 1 - 50,000 ² | - | 1 |
| | \$000 | \$000 |
| Total compensation of senior officers | 1,010 | 1,021 |

Total compensation includes the superannuation expense incurred by the Department in respect of senior officers.

1. During the 2022 financial year an amount of Long Service Leave was paid out to key management personnel. This added to the overall compensation paid and placed the affected key management personnel in a higher Compensation Band.

2. During the 2022 financial year the position of Deputy Registrar was vacated in May 2022 and re-filled in June 2022. For comparative purposes the total number of Key management personnel in the Compensation Band in both financial years was the same.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

8.4. Related Party Transactions

The Department is a wholly owned and controlled entity of the State of Western Australia.

Related parties of the Department include:

- all cabinet ministers and their close family members, and their controlled or jointly controlled entities;
- all senior officers and their close family members, and their controlled or jointly controlled entities;
- other agencies and statutory authorities, including related bodies, that are included in the whole of government consolidated financial statements (i.e. wholly-owned public sector entities);
- associates and joint ventures of a wholly-owned public sector entity; and
- the Government Employees Superannuation Board (GESB).

Material transactions with related parties

Outside of normal citizen type transactions with the Department, there were no other related party transactions that involved key management personnel and/or their close family members and/or their controlled (or jointly controlled) entities.

8.5 Related bodies

The Department of the Registrar, Western Australian Industrial Relations Commission does not have any related bodies.

8.6 Affiliated bodies

The Western Australian Industrial Relations Commission (WAIRC) is an affiliated body in that it received administrative support of \$7,535,000 (2022: \$6,695,000) from the Department. The WAIRC is not subject to operational control by the Department.

The Department met all the operational expenses from money appropriated to the Department for that purpose as identified under the service titled "Conciliation and Arbitration by the Western Australian Industrial Relations Commission". The service provides for the salaries and contingencies of Commission Members and their direct support staff and services. Details on the operations of the Commission are reported in the Chief Commissioner's Annual Report to the Minister made pursuant to section 16, subsection (2)(b) of the *Industrial Relations Act 1979*.

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

8.7 Remuneration of Auditor

Remuneration payable to the Auditor General in respect of the audit for the current financial year is as follows:

| | 2023 | 2022 |
|--|--------------|--------------|
| | \$000 | \$000 |
| Auditing the accounts, financial statements, controls and key performance indicators | 40 | 42 |
| | <u>40</u> | <u>42</u> |

8.8 Supplementary financial information

(a) Write-offs

During the current reporting period no items were written off by the Accountable Authority.

(b) Losses through theft, defaults and other causes

During the current and prior reporting periods there have been no losses of public property through theft, default or other causes.

(c) Gifts of public property

During the current and prior reporting periods there have been no gifts of public property provided by the Department.

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DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

9. Explanatory Statements

This section explains variations in the financial performance of the Department.

| | Notes |
|---|--------------|
| Explanatory statement for controlled operations | 9.1 |

Financial Statements

9.1 Explanatory Statement (Controlled Operations)

This explanatory section explains variations in the financial performance of the Department undertaking transactions under its own control, as represented by the primary financial statements.

All variances between annual estimates (original budget) and actual results for 2023, and between the actual results for 2023 and 2022 are shown below.

- Narratives are provided for key major variances which vary more than 10% from their comparative and that the variation is more than 1% of the:
- Total Cost of Services for the Statements of Comprehensive Income and Statement of cash flows (ie. 1% of \$12,933,000); and
 - Total Assets for the Statement of financial position (ie. 1% of \$12,270,000)

9.1.1 Statement of Comprehensive Income Variances

| | Variance note | Estimate 2023 \$000 | Actual 2023 \$000 | Actual 2022 \$000 | Variance between estimate and actual \$000 | Variance between actual results for 2023 and 2022 \$000 |
|---|---------------|---------------------|-------------------|-------------------|--|---|
| Expenses | | | | | | |
| Employee benefits expense | 1 | 7,157 | 6,981 | 5,829 | (176) | 1,152 |
| Supplies and services | A, 2 | 1,434 | 1,161 | 953 | (273) | 208 |
| Depreciation and amortisation expense | | 515 | 553 | 509 | 38 | 44 |
| Finance costs | | 7 | 7 | 4 | - | 3 |
| Accommodation expenses | | 3,818 | 3,669 | 3,515 | (149) | 154 |
| Other expenses | | 464 | 562 | 505 | 98 | 57 |
| Total Cost of Services | | 13,395 | 12,933 | 11,315 | (462) | 1,618 |
| Income | | | | | | |
| User charges and fees | | 80 | 14 | 19 | (66) | (5) |
| Other income | 3 | - | 6 | 184 | 6 | (178) |
| Total Income | | 80 | 20 | 203 | (60) | (183) |
| Total Income other than Income from State Government | | 80 | 20 | 203 | (60) | (183) |
| NET COST OF SERVICES | | 13,315 | 12,913 | 11,112 | (402) | 1,801 |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

| | Variance note | Estimate 2023 \$000 | Actual 2023 \$000 | Actual 2022 \$000 | Variance between estimate and actual \$000 | Variance between actual results for 2023 and 2022 \$000 |
|---|---------------|---------------------|-------------------|-------------------|--|---|
| INCOME FROM STATE GOVERNMENT | | | | | | |
| Service appropriation | | 13,028 | 13,296 | 13,006 | 268 | 290 |
| Resources received | | 50 | 21 | 14 | (29) | 7 |
| Total Income from State Government | | 13,078 | 13,317 | 13,020 | 239 | 297 |
| SURPLUS/(DEFICIT) FOR THE PERIOD | | | | | | |
| | | (237) | 404 | 1,908 | 641 | (1,504) |
| OTHER COMPREHENSIVE INCOME | | | | | | |
| Items not reclassified subsequently to profit or loss | | - | - | - | - | - |
| Changes in asset revaluation reserve | | - | - | - | - | - |
| Total Other Comprehensive Income | | (237) | 404 | 1,908 | 641 | (1,504) |
| TOTAL COMPREHENSIVE INCOME FOR THE PERIOD | | | | | | |

Major Estimate and Actual (2023) Variance Narratives

A) Variance in Supplies and services expense relates to underutilized accounting system maintenance, licensing, court reporting and travel fees.

Major Actual (2023) and Comparative (2022) Variance Narratives

- 1) Variance in Employee benefits expense primarily relates to the appointment of two additional Commissioners and associated administrative support staff during the FY23 period.
- 2) Variance in Supplies and services expense primarily relates to an increase in legal fees and temporary personnel fees offset by a decrease in accounting fees as a result of the transition to a new accounting system.
- 3) Variance in Other income primarily relates to fees received from hosting the Perth Crown Royal Commission (PCRC) during the FY22 period.

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DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

9.1.2 Statement of Financial Position Variances

| | Variance note | Estimate 2023 \$000 | Actual 2023 \$000 | Actual 2022 \$000 | Variance between estimate and actual \$000 | Variance between actual results for 2023 and 2022 \$000 |
|--------------------------------------|---------------|---------------------|-------------------|-------------------|--|---|
| ASSETS | | | | | | |
| Current Assets | | | | | | |
| Cash and cash equivalents | | 4,349 | 7,233 | 6,607 | 2,884 | 626 |
| Receivables | | 221 | 66 | 91 | (155) | (25) |
| Amounts receivable for services | | 160 | 160 | 160 | - | - |
| Other current assets | | 72 | 176 | 95 | 104 | 81 |
| Total Current Assets | | 4,802 | 7,635 | 6,953 | 2,833 | 682 |
| Non-Current Assets | | | | | | |
| Restricted cash and cash equivalents | | 215 | 215 | 200 | - | 15 |
| Amounts receivable for services | 4 | 3,891 | 3,891 | 3,536 | - | 355 |
| Property, plant and equipment | B, 5 | 559 | 365 | 828 | (194) | (463) |
| Right-of-use assets | | 110 | 120 | 61 | 10 | 59 |
| Intangible assets | | 3 | 44 | 61 | 41 | (17) |
| Total Non-Current Assets | | 4,778 | 4,635 | 4,686 | (143) | (51) |
| TOTAL ASSETS | | 9,580 | 12,270 | 11,639 | 2,690 | 631 |
| LIABILITIES | | | | | | |
| Current Liabilities | | | | | | |
| Employee related provisions | C | 1,187 | 1,352 | 1,291 | 165 | 61 |
| Lease liabilities | | 58 | 54 | 32 | (4) | 22 |
| Payables | | 446 | 216 | 212 | (230) | 4 |
| Total Current Liabilities | | 1,691 | 1,622 | 1,535 | (69) | 87 |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

| | Variance note | Estimate 2023 \$000 | Actual 2023 \$000 | Actual 2022 \$000 | Variance between estimate and actual \$000 | Variance between actual results for 2023 and 2022 \$000 |
|--------------------------------------|------------------|---------------------------|-------------------------|-------------------------|--|---|
| Non-Current Liabilities | | | | | | |
| Lease liabilities | | 56 | 70 | 33 | 14 | 37 |
| Employee related provisions | | 259 | 222 | 178 | (37) | 44 |
| Total Non-Current Liabilities | | 315 | 292 | 211 | (23) | 81 |
| TOTAL LIABILITIES | | 2,006 | 1,914 | 1,746 | (92) | 168 |
| NET ASSETS | | 7,574 | 10,356 | 9,893 | 2,782 | 463 |
| EQUITY | | | | | | |
| Contributed equity | | (1,347) | 217 | 158 | 1,564 | 59 |
| Accumulated surplus/(deficit) | | 8,921 | 10,139 | 9,735 | 1,218 | 404 |
| TOTAL EQUITY | | 7,574 | 10,356 | 9,893 | 2,782 | 463 |

Major Estimate and Actual (2023) Variance Narratives

- B) Variance in Property, plant and equipment primarily relates to decreased capital item expenditure in the current year when compared to estimates.
 C) Variance in current Employee related provisions primarily relates to increases in salary and FTE levels.

Major Actual (2023) and Comparative (2022) Variance Narratives

- 4) Movement in Amounts receivable for services between periods primarily relates to asset replacement and right of use asset provisions.
 5) Movement in Property, plant and equipment between periods primarily relates to the depreciation expense incurred during the year which exceeded additions.

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DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

9.1.3 Statement of Cash Flows Variances

| | Variance note | Estimate 2023 \$000 | Actual 2023 \$000 | Actual 2022 \$000 | Variance between estimate and actual \$000 | Variance between actual results for 2023 and 2022 \$000 |
|--|---------------|---------------------|-------------------|-------------------|--|---|
| CASH FLOWS FROM STATE GOVERNMENT | | | | | | |
| Service appropriations | | 12,513 | 12,781 | 12,451 | 268 | 330 |
| Capital appropriations | | 59 | 59 | 57 | - | 2 |
| Holding account drawdowns | | 160 | 160 | 160 | - | - |
| Net cash provided by State Government | | 12,732 | 13,000 | 12,668 | 268 | 332 |
| Utilised as follows: | | | | | | |
| CASH FLOWS FROM OPERATING ACTIVITIES | | | | | | |
| Payments | | | | | | |
| Employee benefits | 6 | (7,125) | (6,811) | (5,788) | 314 | (1,023) |
| Supplies and services | D, 7 | (1,371) | (1,161) | (981) | 210 | (180) |
| Finance costs | | (7) | (1) | (4) | 6 | 3 |
| Accommodation | | (3,818) | (3,651) | (3,486) | 167 | (165) |
| GST payments on purchases | | (503) | (567) | (541) | (64) | (26) |
| Other payments | E, 8 | (389) | (646) | (468) | (257) | (178) |
| Receipts | | | | | | |
| User charges and fees | | 80 | 20 | 31 | (60) | (11) |
| Other receipts | 9 | - | - | 253 | - | (253) |
| GST receipts on sales | | 3 | 12 | 59 | 9 | (47) |
| GST receipts from taxation authority | | 500 | 532 | 469 | 32 | 63 |
| Net cash provided by/(used in) operating activities | | (12,630) | (12,273) | (10,456) | 357 | (1,817) |

Financial Statements

DEPARTMENT OF THE REGISTRAR, WESTERN AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

| | Variance note | Estimate 2023 \$000 | Actual 2023 \$000 | Actual 2022 \$000 | Variance between estimate and actual \$000 | Variance between actual results for 2023 and 2022 \$000 |
|--|---------------|---------------------|-------------------|-------------------|--|---|
| CASH FLOWS FROM INVESTING ACTIVITIES | | | | | | |
| Payments | | | | | | |
| Purchase of non-current physical assets | F, 10 | (160) | (27) | (158) | 133 | 131 |
| Receipts | | | | | | |
| Proceeds from sale of non-current physical assets | | - | - | - | - | - |
| Net cash provided by/(used in) investing activities | | (160) | (27) | (158) | 133 | 131 |
| CASH FLOWS FROM FINANCING ACTIVITIES | | | | | | |
| Principal element of lease payments | | (59) | (59) | (45) | - | (14) |
| Net cash provided by/(used in) financing activities | | (59) | (59) | (45) | - | (14) |
| Net increase/(decrease) in cash and cash equivalents | | (117) | 641 | 2,009 | 758 | (1,368) |
| Cash and cash equivalents at the beginning of the period | | 4,681 | 6,807 | 4,798 | 2,126 | 2,009 |
| CASH AND CASH EQUIVALENTS AT THE END OF THE PERIOD | | 4,564 | 7,448 | 6,807 | 2,884 | 641 |

Major Estimate and Actual (2023) Variance Narratives

- D) Variance in Supplies and services payments primarily relates to reduced expenditure on travel, conferences and professional development and equipment.
- E) Variance in Other payments primarily relates to increased expenditure on system maintenance and support, computer software licenses and insurance.
- F) Variance in the purchase of non-current physical assets is in line with the reduced expenditure on capital items during the period.

Major Actual (2023) and Comparative (2022) Variance Narratives

- 6) Variance in Employee benefits expense primarily relates to the appointment of two additional Commissioners and associated administrative support staff during the FY23 period.
- 7) Variance in Supplies and services expense primarily relates to increased expenditure on legal and temporary personnel fees.
- 8) Variance in Other payments primarily relates to increased expenditure on system maintenance and support, computer software licenses and insurance.
- 9) Variance in Other receipts primarily relates to the discontinuation of revenue receipts from the Perth Crown Royal Commission.
- 10) Variance in the purchase of non-current physical assets is in line with the reduced expenditure on capital items during the period.

Key Performance Indicators For The Year Ended 30 June 2023

Certification of Key Performance Indicators for the year ended 30 June 2023

I hereby certify that the Key Performance Indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department of the Registrar, Western Australian Industrial Relations Commission's performance and fairly represent the performance of the Department for the financial year ended 30 June 2023.



Susan Bastian
Accountable Authority

24 August 2023



Key Performance Indicators For The Year Ended 30 June 2023

The Department's mission is:

- To provide the Western Australian Industrial Relations Commission, and the Industrial Magistrates Court with the support and services integral to enabling the operation of the industrial relations regime in Western Australia.
- To provide enhanced knowledge and support services to enable the general community, unions, employer associations and government agencies, to access the industrial relations jurisdictions of the Commission, IMC and IAC, and to ensure registered organisations comply with their *Industrial Relations Act 1979* (WA) obligations.

Our Agency level desired outcome: The prevention and resolution of industrial relations matters supports the Government goal: Financial and Economic Responsibility.

| Government Goal | Agency Level Desired Outcome | Services | Key Effectiveness/ Efficiency Indicators |
|---|---|--|--|
| Sustainable Finances: Responsible financial management and better service delivery | The prevention and resolution of industrial relations matters | Service 1: Support to the Western Australian Industrial Relations Commission and Industrial Magistrates Court. Service 2: Conciliation and Arbitration by the Western Australian Industrial Relations Commission (WAIRC). | Key Effectiveness Indicators <ul style="list-style-type: none"> ■ Timeliness of services ■ Accuracy and relevance of information Key Efficiency Indicator <ul style="list-style-type: none"> ■ Average cost per application The Department does not report on Service 2 which relates to the activities of the WAIRC as an independent Tribunal. The WAIRC relies on the Department to manage and report on its financial affairs. It is not subject to any form of operational control or reporting requirements by either the Department or Government. The WAIRC reports directly to Parliament via an annual report by the Chief Commissioner. |

Key Performance Indicators For The Year Ended 30 June 2023

Broad, high level government goals are supported at agency level by more specific desired outcomes. Agencies deliver services to achieve these desired outcomes which ultimately contribute to meeting the higher-level government goals. The table on the previous page illustrates the relationship between agency level desired outcomes and the government goal it contributes to. The key effectiveness indicators measure the extent of impact of the delivery of services on the achievement of desired outcomes. The key efficiency indicators monitor the relationship between the service delivered and the resources used to produce the service.

The Department contributes to the Government's strategic goal by ensuring the Western Australian Industrial Relations Commission (Commission) has the necessary resources to effectively prevent or resolve disputes between employers and employees. With an effective and efficient means to resolve employment relationship conflicts, the community is able to devote its means of production more directly to opportunities for investment and growth leading to greater wealth for Western Australians.

Key Effectiveness Indicator

Percentage of employee, employers, representatives and Western Australian Industrial Relations Commission (the Commission) members satisfied with the service provided by the Department in relation to timeliness and accuracy and relevance of information.

The government has established an industrial relations regime that delivers the Western Australian public with an efficient and effective system for determining the rights and obligations of employers and employees and the prevention or resolution of employment related disputes between employers and employees. The *Industrial Relations Act 1979 (the Act)* established the Western Australian Industrial Relations Commission and the Industrial Magistrates Court (IMC) for this purpose, amongst other objects of the Act.

The Department of the Registrar provides the Commissioners and Industrial Magistrates with physical and virtual infrastructure in the form of court and conciliation rooms, information communication technology and cloud based technologies. The Department also provides all the requisite human and financial resources necessary to deliver the administrative and statutory processes integral to the performance of the Commission.

The high quality of the service provided by the departmental officers is fundamental to the ability of the Commission and the IMC to effectively perform their roles. Departmental officers provide Registry Services and information to the public.

The Department also aids the public on matters of procedures and processes and does so within the agreed service levels, designed to maintain Commission efficiency.

The Department sought feedback from those parties who have dealings with us throughout the year using a survey. The purpose of the survey was to obtain feedback from external parties on their satisfaction with the service provided.

We surveyed 192 individuals, representative bodies of employers, employees and government agencies. Of those surveyed, 67 responded. The response rate is lower than previous years despite three reminders being sent. Given the heightened awareness of cyber security, a number of respondents indicated they were reluctant to complete on-line surveys.

Key Performance Indicators For The Year Ended 30 June 2023

The following graphs were compiled from responses to the client surveys. The parties were asked to rate our service on a scale of one to five, where five represents an excellent level of service and one equates to a poor rating. A rating of three to five was considered equivalent to a “Yes” response, a rating of two was considered equivalent to an “Unsure” response and a one was considered a “No”.

Timeliness

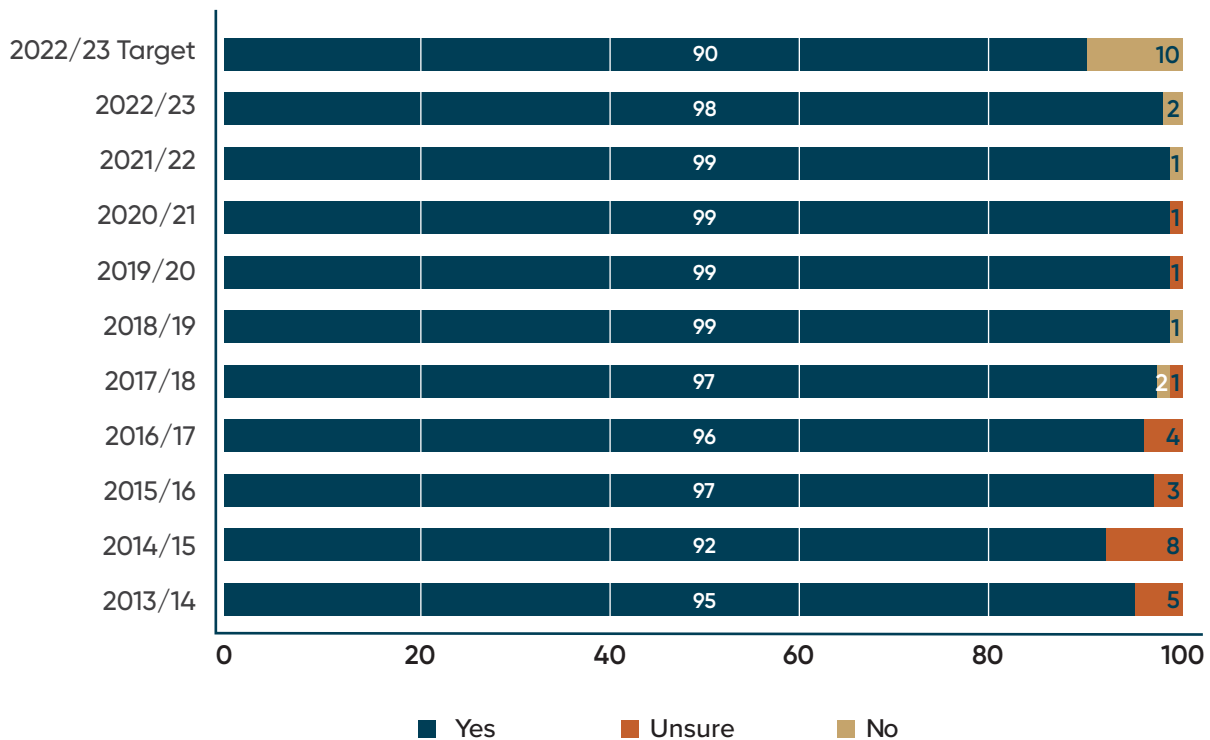


Figure 1

Timeliness is a key indicator in that it demonstrates that the systems, procedures and resources are in place to deliver a reasonable and acceptable service to the community. Services must be delivered in a timely manner to meet customer service standards and the expectations of the Commission.

Our customers were asked to indicate their level of satisfaction with the time taken to respond to their needs in all situations, including telephone enquiries, attendance at our office and the timely provision of relevant documentation and instructions. The survey returned a satisfaction level of 98% with a confidence interval (margin of error) of +/-0.47 per cent at the 99 per cent confidence level.

The survey results for client satisfaction about Timeliness, exceeded the target by 8%. (Figure 1).

Key Performance Indicators For The Year Ended 30 June 2023

Accuracy and Relevance

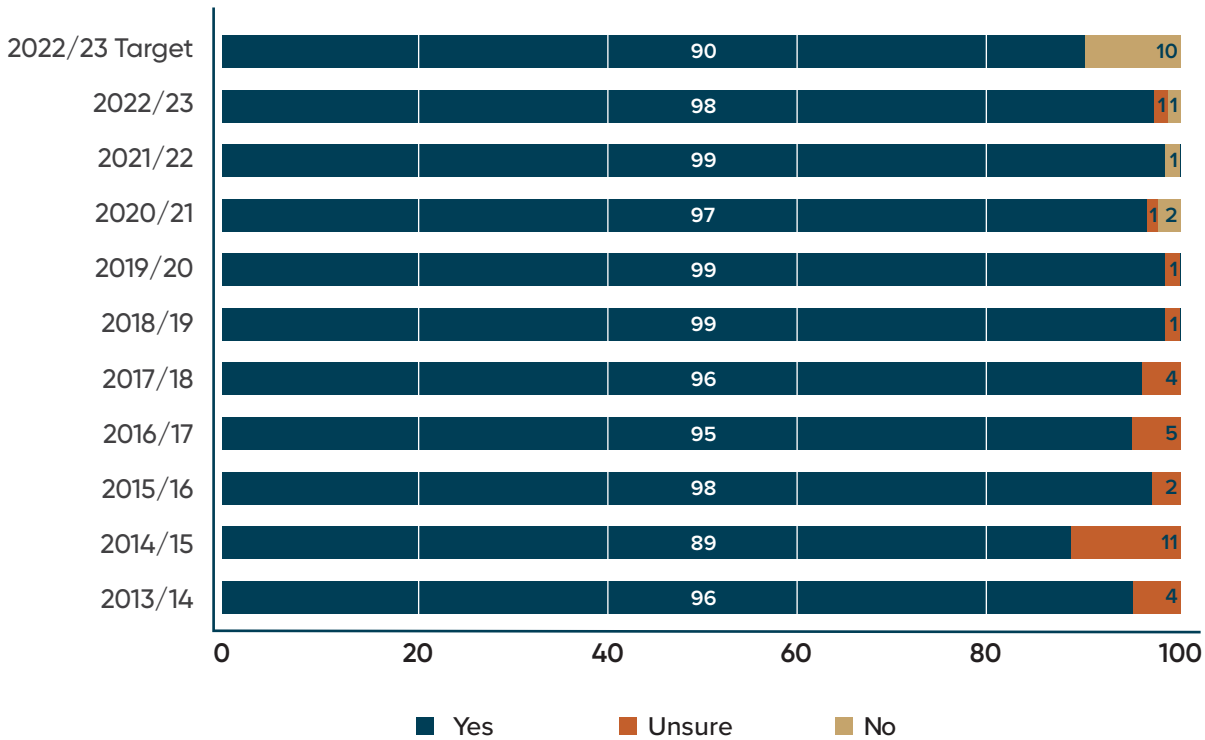


Figure 2

The ability to conduct our business accurately is vital in enabling the Commission to effectively perform its role, therefore it is imperative that we have high standards in the accuracy and relevance of our documentation and information provided to our customers. Accuracy and relevance of information are key indicators as the community relies on this information to assist in the preparation and presentation of matters before the Commission.

Our customers were asked to assess our service for relevance of information provided to them and how well this information was explained and presented. Customers were asked how accurate and up to date the documentation was and to what extent it met their individual requirements. The survey showed that 98% of our customers were satisfied with the accuracy and relevance of information provided to them. This reflects a 99% confidence level with a confidence interval (margin of error) of +/-0.47%. The results for the satisfaction level about, Accuracy and Relevance, (Figure 2) has exceeded the target by 8%. The Department continues to aim for high satisfaction levels from our clients with ongoing effective training and development of staff.

Key Performance Indicators For The Year Ended 30 June 2023

Key Efficiency Indicator

Service 1: Support to the Western Australian Industrial Relations Commission and Industrial Magistrates Court.

Service Description:

To provide effective and efficient support to the Western Australian Industrial Relations Commission, allowing that tribunal to provide the community with an efficient means of preventing or resolving industrial relations matters. This output includes the provision of services and support to the Industrial Magistrates Court.

The total cost of this service to the Commission and Industrial Magistrates Court was \$5.398m in 2022/23 which is consistent with the budgeted cost of \$5.408m.

It is important that the Registry services that support the Commission in resolving industrial relations matters, are provided on a value for money basis. The efficiency of this service is measured by the average cost per application registered and recorded.

Cost per Application

The cost per application is derived by dividing the total cost by the number of applications received. The number of applications is determined by the legislative jurisdiction of the Commission and the Department has no capacity to influence the number of applications lodged.

The number of applications for the year was higher than the target, therefore the average cost per application was \$3,886 which is lower than the target cost per application of \$4,326. The variance was \$440 (10%). See Figure 3.

The graph shown at Figure 3 represents the 1,389 applications registered for the year.

Key Performance Indicators For The Year Ended 30 June 2023

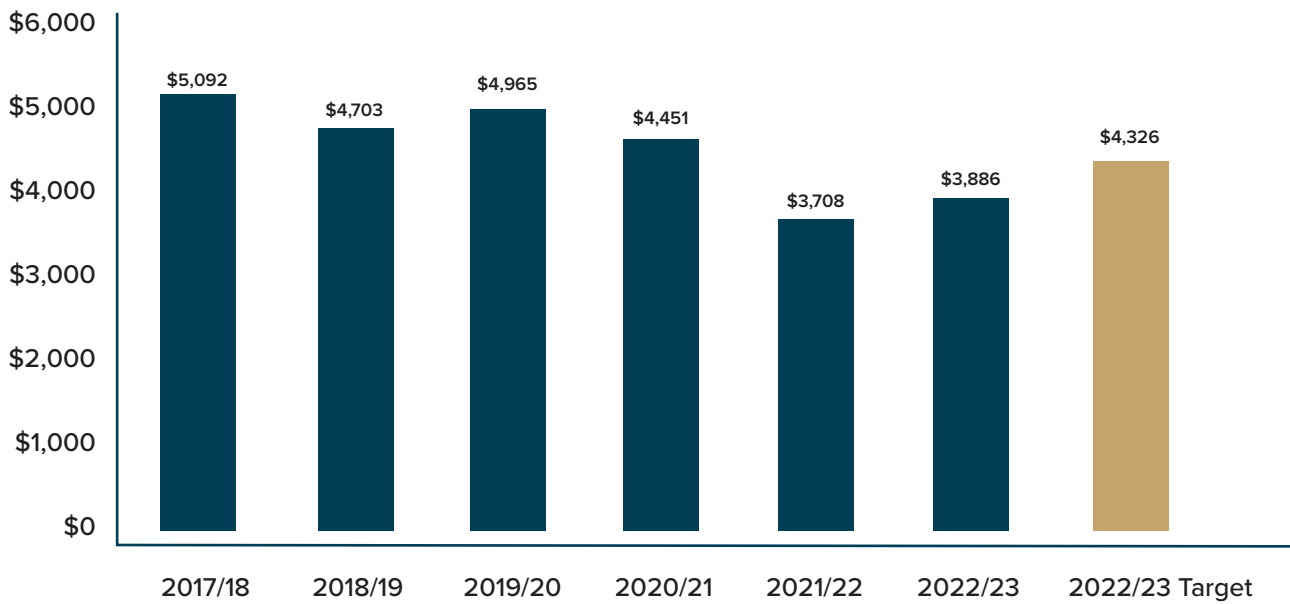


Figure 3

The table below illustrates the Cost of Service 1, the number of applications and cost per application for each year from 2017/18.

| Year | Cost of Service 1 | Number of Applications* | Cost per Application |
|----------------|-------------------|-------------------------|----------------------|
| 2017/18 | \$4.944m | 971 | \$5,092 |
| 2018/19 | \$4.778m | 1,016 | \$4,703 |
| 2019/20 | \$4.920m | 991 | \$4,965 |
| 2020/21 | \$5.127m | 1,152 | \$4,451 |
| 2021/22 | \$4.620m | 1,246 | \$3,708 |
| 2022/23 | \$5.398m | 1,389 | \$3,886 |
| 2022/23 Target | \$5.408m | 1,250 | \$4,326 |

Notwithstanding the number of applications received, there is to be a minimum level of infrastructure in place to receive and process applications. The number of applications lodged reflects the level of community industrial disputation and the Department has no capacity to influence the number of applications lodged.

Key Performance Indicators For The Year Ended 30 June 2023

Service 2: Conciliation and Arbitration by the Western Australian Industrial Relations Commission.

This service represents the activities of the Independent Court and Tribunal.

As defined in section 60 of the *Financial Management Act 2006* (WA) and Treasurer's Instruction 951, the Western Australian Industrial Relations Commission is an Affiliated Body of the Department and is serviced by the Department. The Commission relies on the Department to manage and report its financial affairs but is not subject to any form of operational control or reporting requirements by either the Department or Government, as it reports directly to Parliament. Therefore, the Department does not report on the performance of the Commission and this service.

Ministerial Directions

No Ministerial directives were received during the financial year.

Other Financial Disclosures

Pricing Policies of Services Provided

All pricing and costing is undertaken in accordance with Public Sector Commission circulars and the Costing and Pricing Government Services guidelines published by the Department of Treasury.

Fees and charges for services levied by the Department are in accordance with the following regulations:

- *Industrial Relations Commission Regulations 2005 (WA)*
- *Industrial Relations (General) Regulation 1997 (WA)*
- *Industrial Relations (Industrial Agents) Regulations 1997 (WA)*
- *Industrial Magistrates Court (General Jurisdiction) Regulations 2005 (WA)*

Capital Works

The Capital Works Program is structured around the Strategic Asset Plan for the delivery of services and ensuring there are efficient and effective technologies available to service the operations of the Department, the Commission and the IMC.

The capital appropriation is received in line with the Strategic Asset Plan and is primarily for the replacement of assets which are at the end of their useful life. This includes specialised and critical audio-visual equipment for court facilities, computer hardware, telecommunication equipment and photocopiers.

Other Financial Disclosures

Employment and Industrial Relations

Staff Profile

At 30 June 2023, the Department had 38.8 Full Time Equivalent (FTE) staff. The actual headcount was 42.

This figure does not include Commissioners or their Associates who are Ministerial appointments.

| Employee Headcount | 2022 | 2023 |
|-------------------------------|------|------|
| Full time permanent employees | 27 | 27 |
| Full time contract employees | 2 | 5 |
| Full time Secondees | 0 | 0 |
| Part time permanent employees | 5 | 8 |
| Part time contract employees | 1 | 2 |

Table 6 – Departmental staff headcount

Staff Development

The Department's approach to staff development is guided by the Public Sector Commission's "Future Enabled" strategic narrative, particularly with regard to the development of leadership skills, policy development and service delivery. The Department has increased its focus on building influencing skills, enhancing evidence-based policy development, building staff digital proficiency, and strengthening governance and integrity knowledge.

The impetus for these initiatives arose from a whole of department capability review implemented by the CEO, utilising the framework detailed in the Public Sector Commission's Agency Capability Review Program. This activity had the objective of ensuring the key management and administration accountabilities of the CEO are sufficiently mature to enable high performance by the Department, the outcome of which resulted in enhancements that have increased overall governance and administrative performance.

The Department's Business Planning and Performance Framework (BPPF) cascades directly from the key performance requirements of the Chief Executive Officer as agreed with the Minister for Mines and Petroleum, Energy, Hydrogen Industry, and Industrial Relations. The BPPF provides guidance as to what must be achieved over the year and who is accountable. In so doing all performance can be directly linked from the accountabilities of the CEO to any function within the Department, which includes both IR Act accountabilities, government priorities and PSM Act, accountabilities, particularly sections 7, 8, 9, 29 and 30.

Workers Compensation

The Department complies with the *Workers Compensation and Injury Management Act 1981* (WA). The Department's Injury Management System and Injury Management Policy framework outlines the steps to be taken to assist workers injured in the workplace. No compensation claims were recorded during the financial year.

Governance Disclosures

Contracts with Senior Officers

As at 30 June 2023, no senior officers, or firms of which senior officers are members, or entities in which senior officers have substantial interests, had any interests in existing or proposed contracts with the Department of the Registrar, other than normal contracts of employment of service.

This disclosure is reported in accordance with the Treasurer's Instruction 903(14).

Risk Management and Business Continuity

Accountability for risk management and business continuity are vested in the Chief Executive Officer and the Executive team. The Department's Governance Framework details the accountabilities and responsibilities of each member of the Executive and staff more broadly.

The risk management policy, risk matrix, and business continuity plans outline risk management strategies, plans and procedures to address any major interference to business operations and are subject to both routine and ad-hoc testing, reporting, maintenance, and enhancement.

The Department promotes a proactive approach to risk management by requiring all employees to adhere to policies and processes that accord with legislative requirements applying to the public sector in Western Australia. All staff are made aware of their responsibilities through training, management meetings and staff communications and are expected to apply appropriate and effective risk management practices in their work practices and interaction with the community.

The Executive is responsible for maintaining business continuity in the event of a disaster or an adverse event and is confident that the current controls are sufficiently robust and proportionate.



Other Legal Requirements

Unauthorised Use of Credit Cards

All credit cards were used as authorised.

Act of Grace Payments

Nil.

Expenditure on Advertising

In accordance with section 175ZE of the *Electoral Act 1907* (WA), the Department is required to report on expenditure incurred during the financial year in relation to advertising agencies, market research organisations, polling organisations, direct mail organisations and media advertising organisations.

Total expenditure for 2022/23 was \$14,737. The details of the expenditure are as follows:

| Type of Expenditure | Value |
|---------------------------------|----------|
| Advertising Agencies | Nil |
| Market Research Organisations | Nil |
| Polling Organisations | Nil |
| Direct Mail Organisations | Nil |
| Media Advertising Organisations | |
| ■ Initiative Media | \$9,473 |
| ■ Scott Print | \$5,083 |
| ■ Workplace Express | \$181 |
| Total Expenditure | \$14,737 |

Table 7 – Total Advertising Expenditure for 2022/23

Other Legal Requirements

Disability Access and Inclusion Plan

The Department is committed to providing those with disability or disadvantage access to its information, services and facilities. The Department's Disability Access and Inclusion Plan (DAIP) was renewed in 2023 for the ensuing five years and addresses barriers to access and inclusion by identifying potential solutions for people with disability, their families and carers in accordance with the *Disability Services Act 1993* (WA).

The Disability Access and Inclusion Plan 2023–2028 focuses on the following strategies:

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by the Department and/or the Commission.

- The DAIP Committee is required by the Executive to monitor access and inclusion and make recommendations for improvement, in accordance with good governance principles and legislative obligations.
- Internal communications will ensure that staff and contractors are aware of the requirements of the DAIP and ensure that all services are accessible to people with disability.
- The DAIP Committee will conduct a yearly audit and ensure all public services and resources are accessible for staff and visitors with a disability.
- Disability is one of the key criteria for assessing eligibility of applicants and respondents to receive assistance from the WAIRC Pro Bono Scheme. This assistance consists of avenues for access to justice, including free legal advice and representation from private law firms and community legal services.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Department and the Commission.

- The Department's Executive will ensure that any planned alterations to the existing facilities are conducted and completed in such a manner that services and facilities remain accessible to people with disability.
- Accessibility information will be maintained on all floors of the Commission and Department.
- Access and Inclusion information will be published on external websites.
- Fire Wardens and employees assisting members of the community are trained to ensure they understand the procedure on how to assist people with disability in an emergency situation.
- People have opportunity to seek assistance to ensure appropriate support is provided on occasions when people with disability attend our premises.



Other Legal Requirements

Outcome 3: People with disability have the same opportunity as other people to access information from the Department and the Commission in a format that will enable them to access the information as readily as other people are able to access it.

- Public information will be made available in alternative formats upon request.
- Staff will receive training on accessible information needs and how to obtain information in other formats.
- Auslan and text services will be provided upon request. These include TTY, TDD and TT services.
- Websites and content will comply with the Website Accessibility Standards established by the Office of the Office of Digital Government.

Outcome 4: People with disability receive the same level and quality of service from the staff of the Department and the Commission, as other people receive from the staff of the Department and the Commission.

- Disability awareness information will be provided to new staff as part of their induction.
- Contemporary information regarding access and inclusion for people with disability will be included on the staff intranet and updated when required.
- Service delivery options will take into account the full range of disability types, including cognitive, intellectual, sensory and psychological, in addition to mobility and access requirements.

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Department and/or the Commission.

- A readily accessible complaints process will be promoted at the reception desk, public areas and website.
- Complaints received about disability access will be responded to in a timely manner.
- Staff will be sufficiently informed in disability and access issues to provide appropriate assistance to people with disability making complaints.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Department and/or the Commission.

- Alternative formats will be made available on request, for all members of the public to comment on the provision of services offered by the Department.
- All sections of the community were invited to participate in consultation on the proposed DAIP 2023–2028, via advertising in the Western Australian newspaper and on external websites.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment within the Department or the Commission.

- Maintain current selection and recruitment practices that encourage people with disability to apply for advertised vacancies.
- Provide support for employees with disability, including workplace modifications as required.
- Ensure appropriate development opportunities for career planning for employees with disability.

Other Legal Requirements

Compliance with Public Sector Standards and Ethical Codes

All departmental staff participate in robust integrity training. The Department's Integrity Framework ensures regular review of processes and policies utilising integrity checklists, routine policy review and assessment, and workflow reviews. Integrity awareness sessions, online training and other communications are used to ensure that all staff are familiar with the accountabilities that come with being employed in the public sector and within the Department, including Public Sector Standards, Public Sector Code of Ethics and the Department's Code of Conduct.

No disciplinary action was undertaken during this reporting period.

Recordkeeping Plan

The Department operates in accordance with recordkeeping principles and standards issued by the State Records Commission (SRC) and the requirements of the *State Records Act 2000* (WA) (SR Act). The Department has a Recordkeeping Plan (RKP) as required under the SR Act.

The Department recently submitted an updated RKP to the SRC for approval. This amended RKP included recent enhancements to the department's record keeping systems and policies, including the recently implemented digital operating environment, Working in a Digital Environment Guidelines and the implementation of a new business classification system and annual training on record keeping practices.

The Department's transition over the past year to a digital environment occurred in accordance with the SRO's guidance for operating in a digital environment and in compliance with the existing RKP with respect to existing hard copy records.

There is a recordkeeping training program in place for all new and existing staff which deals with recordkeeping compliance and accountabilities. The Department's recordkeeping training program is reviewed using feedback received from participants and adjusted in response to amendments to the SR Act, SRC standards and principles and the RKP.

The Department's RKP is available on the Department's intranet and accessible by all staff.

The structured induction program for new employees on commencement with the Department ensures that:

- a recordkeeping reference manual is provided and employees have access to the Department's RKP
- the fundamentals of recordkeeping, the responsibilities of State government organisations, and the responsibilities of individual employees under the SR Act and the RKP are fully outlined
- the Department's Code of Conduct is provided to new employees which reinforces the appropriate management of business records.



Government Policy Requirements

Western Australian Multicultural Framework Plan

The Department developed a Western Australian Multicultural Framework Plan (the Plan) in 2023 which guided various initiatives on cultural inclusivity. The purpose of the plan was to promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally diverse backgrounds, and thereafter review, identify, and implement strategies that improve accessibility.

The key priority areas within the Plan included the promotion of a harmonious and inclusive workplace, maintain strategies that encourage fairness and equality, and promote participation from those of culturally and linguistically diverse backgrounds.

Initiatives ranged from reviewing existing recruitment policies, to the rolling out of Diverse WA training to all employees. A review of the Plan has resulted in further initiatives that are to be rolled out in the next reporting period.

Work Health and Safety, and Injury Management

Work Health and Safety (WHS)

The Department's WHS Policy Framework complies with the legislative requirements detailed in the *Work Health and Safety Act 2020 (WA)* and the *Workers' Compensation and Injury Management Act 1981 (WA)*.

The Department's Executive is focused on providing a workplace that is free from hazards where reasonably practicable, with the objective of ensuring the safety and health of all employees, contractors and visitors. The Executive works in partnership with the WHS Steering Group, the WHS Committee, employees, contractors and visitors, to achieve continuous improvement in the mental and physical health and safety of our people. Similarly, safety discussions occur between managers and every employee during performance development program consultations and meetings of the management team.

The WHS Policy Framework incorporates details of safety responsibilities and accountabilities of all staff and contractors including:

- designating primary responsibility for safety management to the Chief Executive Officer and defining cascading safety responsibilities across other management levels through to employees, contractors and visitors
- identifying specific safety targets and objectives
- annual planning drawing on relevant hazard and accident incident data, and safety performance
- scheduling regular Executive and management discussions to allow for reporting and discussion on safety within the Department
- consulting and communicating with employees and contractors in relation to safety matters
- Executive support for the operations of the WHS.



Government Policy Requirements

The Department's WHS culture is supported in the following ways:

- all new employees receive a WHS induction, that includes information on WHS policies and procedures, emergency evacuation procedures as well as instruction on their personal obligations and responsibilities to ensure a safe working environment
- managers include safety awareness as part of the performance development process with employees
- promotion of the formal mechanism for consultation and communication of WHS matters and for the reporting of hazards and incidents
- the offering of a range of health and wellbeing initiatives for staff including:
 - promotion of the Department's Employee Assistance Program
 - provision of flu vaccinations and eyesight screening
 - onsite visit and assessments from a skin cancer clinic professional
 - ergonomic assessments of workstations for staff.

Government Policy Requirements

The following strategies are adopted by the Department to promote effective communication and consultation with employees and contractors in relation to WHS matters, including:

- providing the opportunity for all employees and contractors to comment on draft WHS policies and procedures prior to implementation
- providing mechanisms for employees, contractors and visitors to communicate and report hazards, incidents and safety concerns to the WHS Committee
- providing training at the time of induction and annually, for all employees and contractors on their WHS rights and responsibilities
- discussion on the WHS rights and responsibilities of employees within performance development programs
- ensuring that WHS remains a standing agenda item for management meetings
- maintaining an open-door policy for discussion of WHS issues between management (at all levels) and employees and contractors
- providing written information concerning WHS matters via email, and providing notification of updates to the WHS intranet site to employees and contractors
- displaying WHS related information throughout the Department's premises.

Government Policy Requirements

Performance Reporting

| Measure | Actual Results | | Result | Results against Target | |
|--|------------------------------|-------------------------------|---------------------------------|------------------------|--------------------------|
| | Results 2020/21 Base year | Results 2021/22 Prior year | Results 2022/23 Current year | Target | Comments towards targets |
| Number of fatalities | Nil | Nil | Nil | Nil | Achieved |
| Lost time injury/disease (LTI/D) incidence rate | Nil | Nil | Nil | Nil | Achieved |
| Lost time injury severity rate | Nil | Nil | Nil | Nil | Achieved |
| Percentage of injured workers returned to work: (i) within 13 weeks (ii) within 26 weeks | Nil Nil | Nil Nil | Nil Nil | Nil Nil | Zero injuries |
| Percentage of managers trained in work safety and health, and injury management responsibilities | 100% | 100% | 100% | 100% | Achieved |

Table 8 – WHS Statistics

Government Policy Requirements

Injury Management

The Department complies with the *Workers Compensation and Injury Management Act 1981* (WA). The Department's Injury Management System and Injury Management Policy framework outline the steps to be taken to assist workers injured in the workplace. This involves a combination of specialist assistance from external providers and the development of an effective return to work program.

The Injury Management Policy, Injury Management System and the Return-to-Work program are maintained on the Department's intranet.

The Executive is committed to providing injury management support to all workers who sustain work related injury or illness. The focus is on a safe and early return to meaningful work in accordance with the *Workers' Compensation and Injury Management Act 1981* (WA).

The injury management system is designed to be implemented at the time a worker reports a work-related injury or illness and will continue until a full return to work has been achieved, or is no longer a realistic goal, as determined in consultation with the employee, the Department, the treating medical practitioner and RiskCover.



Government of Western Australia
Department of the Registrar
Western Australian Industrial Relations Commission