



GOVERNMENT OF  
WESTERN AUSTRALIA

# WA Relationship Authorisation Manager (WARAM): Frequently Asked Questions (FAQs)

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## What is the WA Relationship Authorisation Manager (WARAM)?

The WA Relationship Authorisation Manager, WARAM for short, manages the authority for a business or person to represent another business or person and transact online on their behalf. It captures authorisations which are specific to a service and can be set for a nominated time period.

## Why was the WARAM established?

The WARAM:

- enables you to establish and remove the authority for an agent, an employee etc. to transact on behalf of your business or self;
- enables you to see all of your authorisations in one place;
- supports different types of interactions that you may wish undertake with online services;
- empowers individuals and business to self-manage their authorisations and representations online in a secure environment;
- provides multiple help avenues, including inline help and tips (where appropriate) and online self-help guides;
- can be used in both your professional and private lives; and
- is a whole-of-government solution i.e. used by multiple government agencies and services.

## What is an authorisation?

An **authorisation** is a permission that recognises a relationship between two separate parties. When an authorisation is in place, one party can transact online on behalf of the other party.

**NOTE:** You are responsible for all action, or lack of action, undertaken in your name by anyone you delegate authority to.

We encourage you to always be aware of who you are granting access to and the actions that they are undertaking on your behalf.

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## Is an authorisation the same as a power of attorney?

No. An authorisation does not replace the power of attorney. If the online service or process requires you to establish a power of attorney then please contact the appropriate agency. Failure to do so may lead to prosecution by the agency involved.

## Is an authorisation the same as a legal commercial arrangement?

No. An authorisation should not be considered any kind of commercial arrangement, legally binding or otherwise, between two parties. Please ensure that you have put appropriate contracts in place before giving access to another party.

The WARAM does not replace or override existing federal and state consumer legislative protections.

## What is an entity?

An entity can be either a business or a person. Other people and businesses (representatives) can act on their behalf.

## What is a representative?

A representative is a business or person who acts on behalf of an entity.

## What is meant when you use the term business?

A business is anything which is not a person, e.g. a:

- public or private company;
- partnership;
- trust;
- superannuation fund;
- sole trader;
- incorporated association;
- strata title;
- co-operative;
- diplomatic/consulate body or high commission;
- syndicate (who has an ABN);
- local government jurisdiction or a state, territory or commonwealth agency; or
- any other type of non-person entity.

**NOTE:** A sole trader is also regarded as a business in the WARAM.

## Which services use the WARAM?

At present, the WARAM supplies authorisations to the Department of Water and Environmental Regulation service Environment Online. Additional services are planned over the next few years.

## When will the service I use be available through the WARAM?

Not all government services require the WARAM. For those that do, the government agency providing that service will coordinate transition of their services into the WARAM.

As each online service is transitioned, the respective government agency will inform its customers as to what is happening, how to navigate the WARAM and make help resources available.

## How do I get started?

If you require authorisation to act on behalf of another party, we suggest you sign into the WARAM and follow the instructions [online](#).

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## How do I sign into the WARAM?

To sign into the WARAM:

1. go to the [WARAM homepage](#);
2. decide which account you wish to use. You may sign in via:
  - your DMIRS **My Account**;
  - Digital Identity such as myGovID;
  - Facebook; or
  - Google; and
3. follow the prompts to sign in.

**NOTE:** If you have a work email address it is recommended that you use that for your professional life.

If you have a private email address, we recommend you use this email for private matters that utilise the WARAM. This keeps your private life separate from your professional life.

Should you require more assistance to sign in, you may:

- visit the WARAM step-by-step guide for [signing into the WARAM](#); or
- contact the [government agency](#) who is providing the service you are attempting to access.

## Can I share an account with someone else?

No. Your Account is **your** personal [digital identity](#). It is what enables a government service to know that it is you who they are transacting with.

**Accounts cannot be shared.** Please do not share your confidential account and password/passphrase with another person.

## I have received an email titled “WA Relationship Authorisation Manager: Invitation”, what does this mean?

This means someone has invited you or a business you represent to act on behalf of another business or person.

You will not be authorised to do so until you accept the invitation. For privacy and security reasons, the details of the invitation are not included in the email.

You will be prompted to [sign into the WARAM](#) before you can respond to the invitation.

The WARAM step-by-step guides provide further assistance on how to [accept or decline an invitation](#).

## I can see the “My dashboard / Welcome” page, where do I go from here?

Go to the WARAM step-by-step guides section, “[My dashboard explained](#)” for an overview of the WARAM dashboard/welcome page menu items and terminology.

## I have signed into the WARAM, why can't I find my authorisations?

If you are confident that you have authorisations, then please check that you have signed into the online service with the correct account.

Your authorisations are associated with the account (login and password/passphrase) used when you signed into the WARAM, to request an authorisation or accept an invitation.

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### **I need to represent a business or person, what do I do?**

Before you can transact on behalf of a person or business you must have an active authorisation. To transact on behalf of a:

- business, submit a request via the WARAM and wait for the request to be approved. You may be asked to prove that you have a relationship with the business in question; or
- person, contact that person and arrange for them to invite you to act on their behalf. You will be authorised to transact after you accept the invitation.

### **I already represent one business or person, can I represent more?**

Yes. However if the entity is a person then that person needs to invite you to represent them. If the entity is another business then you can make a request to represent that business entity or ask the business to invite you.

### **Why have I have received an email from no-reply@dmirs.wa.gov.au when the service I am accessing is not supported by the Department of Energy, Mines, Industry Regulation and Safety (DEMIRS)?**

DEMIRS hosts the WARAM on behalf of other agencies, therefore automated WARAM emails are sent by DEMIRS. Please do not reply to these emails as the inbox is not monitored.

DEMIRS **cannot** assist with queries relating to services hosted by other agencies. Please contact the [government agency](#) which supports the service you are trying to access for assistance with WARAM matters.

### **Is there easy to use online help available?**

Yes. The WARAM is mostly self-service and has been developed with the customer in mind. Processes are designed to be as intuitive as possible and main functions are enabled with easy self-help [WARAM step-by-step guides](#).

### **Need further assistance?**

Contact the [government agency](#) which supports the service you are trying to access.