

PUBLIC SECTOR YOUNG PROFESSIONALS' CONFERENCE

I Work for Government: Celebrating and Amplifying Your Work for WA



IPAA WA



YOUNG PROFESSIONAL COMMITTEE



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PREMIER CORPORATE MEMBERS



Public Sector
Commission

GOVERNMENT OF
WESTERN AUSTRALIA



CommonwealthBank



Government of Western Australia
Department of **Mines,**
Industry Regulation and Safety

Government of
Western Australia
Transport Portfolio

Department of **Transport**
Main Roads Western Australia
Public Transport Authority

StatePlus 

Corrie Scheepers

**Deloitte National Partner, Leader Led Change and
WA Lead, Human Capital**

Deloitte

Lanie Chopping

Commissioner for Consumer Protection

Department of Mines, Industry Regulation and Safety

Ride the waves - motivation, amplification and the destination in modern public service



- **Motivation**
- **Destination**
- **Application**
- **Amplification**
- **Celebration**

Motivation









DMIRS Strategic Plan

– Response to the COVID-19 Environment

Our Purpose: Supporting a fair, safe and responsible future for the Western Australian community, industry and resources sector.

Premier's focus areas for public sector

To manage and respond to the changing circumstances that we currently face with COVID-19, the Western Australian Premier announced that the priorities for the sector are firmly focused on three areas:

- Delivering critical frontline services and support functions;
- Driving the State's COVID-19 response; and
- Preparing for Western Australia's economic and social recovery.

Premier's focus areas – our response themes:

Premier's focus areas	Delivery of critical frontline services and support functions – <i>day-to-day business</i>	Driving the State's COVID-19 response – <i>ongoing response</i>	Preparing for Western Australia's economic and social recovery – <i>planning for the future</i>
Our response themes	1.1 Maintaining responsive and accessible provision of services in a changing environment	2.1 Adapting our business model to the post COVID-19 environment	3.1 Preparing for and being responsive to increased activities
	1.2 Continuous improvement to our technical and other capacities and processes to improve delivery of services	2.2 Continuing to strengthen collaboration with other agencies to contribute to better social and economic outcomes	3.2 Identifying and supporting new and emerging industries
	1.3, 2.3 & 3.3 Providing guidance and support to staff, community, business and other stakeholders		
	1.4, 2.4 & 3.4 Supporting and managing a flexible and inclusive workforce, and providing a safe workplace with a strong focus on our values, health and wellness		
		2.5 & 3.5 Supporting Government relief measures for individuals and business in a transparent, fair and ethical manner	
		2.6 Delivering regulatory and other reforms to support economic recovery and protect the community	3.6 Forward thinking in our approach to regulatory reform and assisting in transforming social, industry and economic recovery

Strategic Intent



Service Provider



Regulator



Policy Maker

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

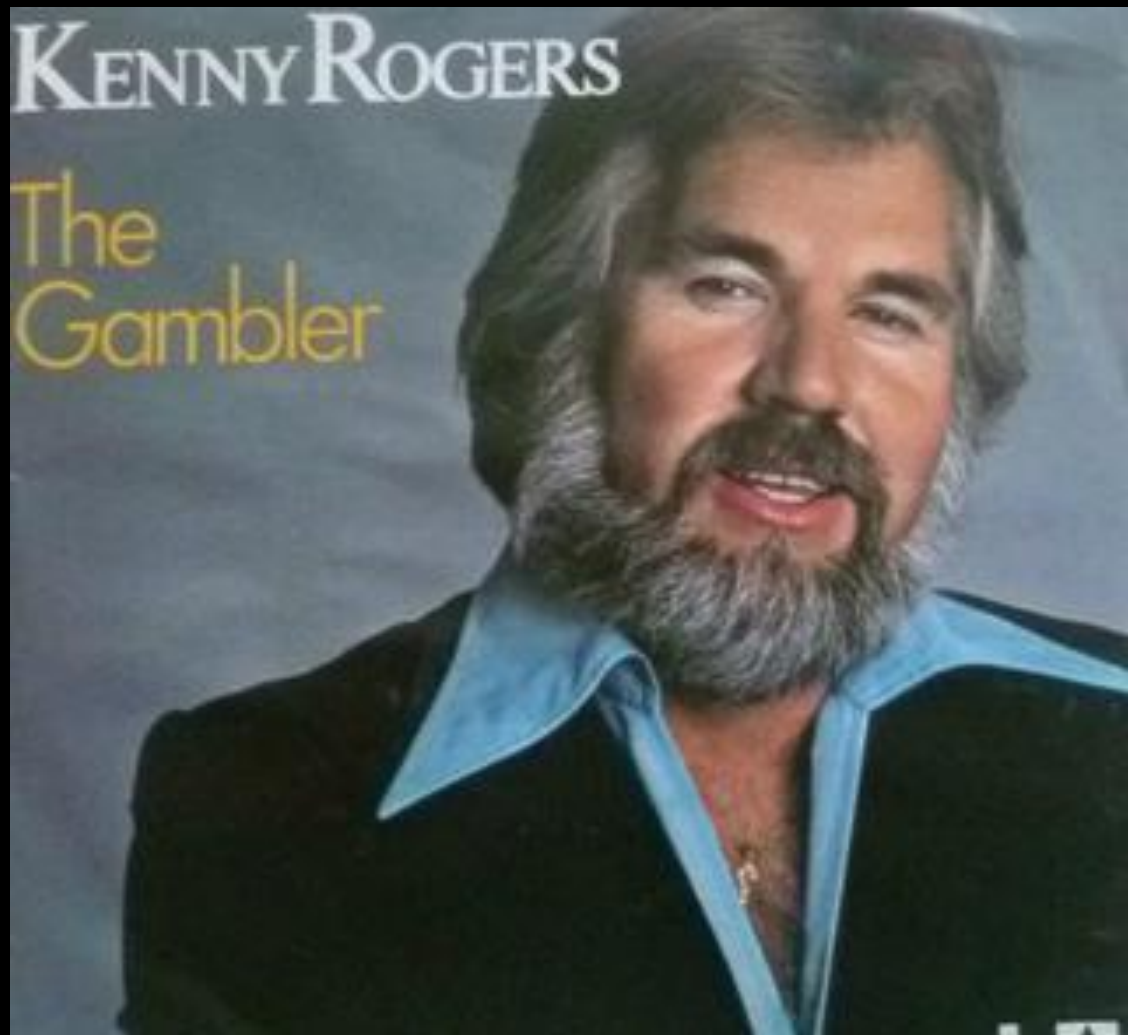
Respectful • Responsive • Forward thinking • Transparent • Fair • Ethical





KENNY ROGERS

The
Gambler



Destination

Transition – Commissioner for Consumer Protection



Modernise – while maintaining the legacy



Department of
Consumer Affairs



fair trading



Department of Consumer
and Employment Protection
Government of Western Australia
Consumer Protection Division

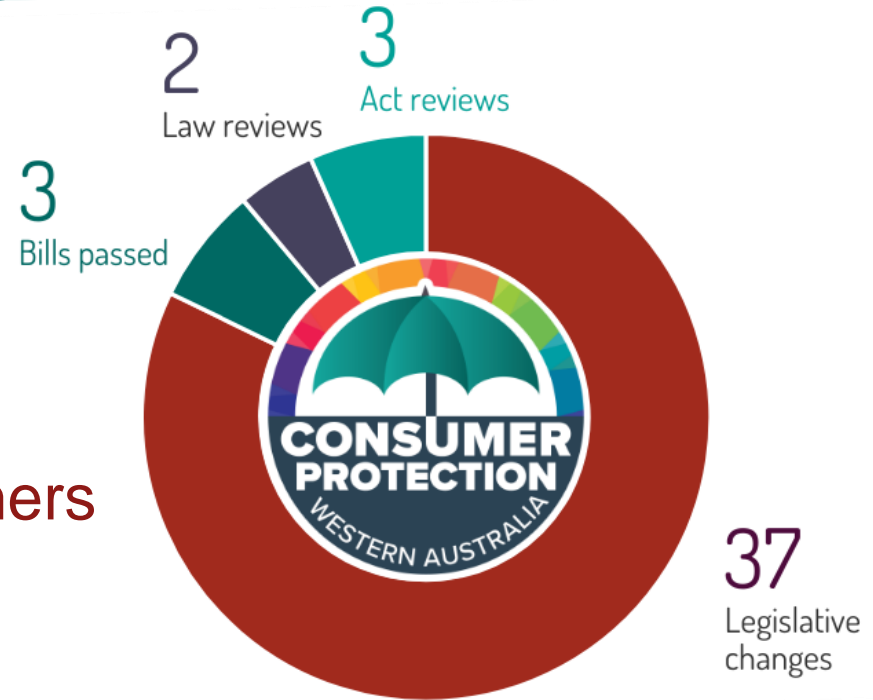
MINISTRY OF
FAIR TRADING



Deliver – results for the WA community

2019/20

- Conciliated 6,700+ complaints
- \$6 million+ returned to consumers



Application

Provide practical and rapid responses

Is your wedding cancelled due to COVID-19?

Bride and groom info at www.consumerprotection.wa.gov.au



Six month moratorium on evictions in force

Landlord & tenant info at www.consumerprotection.wa.gov.au



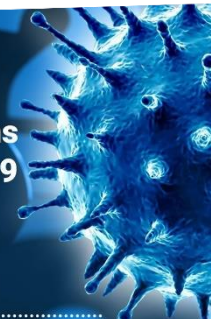
Gym closed due to COVID-19?

Member rights info at www.consumerprotection.wa.gov.au



For frequently asked questions about COVID-19 consumer and tenancy matters

Visit www.consumerprotection.wa.gov.au



 COVID-19 Update

Flight or cruise can't depart due to COVID-19?

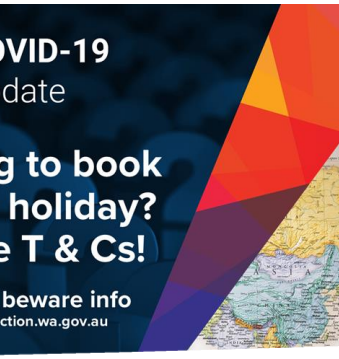
Consumer travel info at www.consumerprotection.wa.gov.au



 COVID-19 Update

Planning to book a future holiday? Examine T & Cs!

Travel buyer beware info www.consumerprotection.wa.gov.au



 COVID-19 Update

Rental inspection due at your home during COVID-19?

Tenant and landlord info at www.consumerprotection.wa.gov.au



Be proactive in crisis

“We bought some for Christmas presents and we've given our kids tickets as 18th and 21st birthday presents and now we feel bad as parents.”

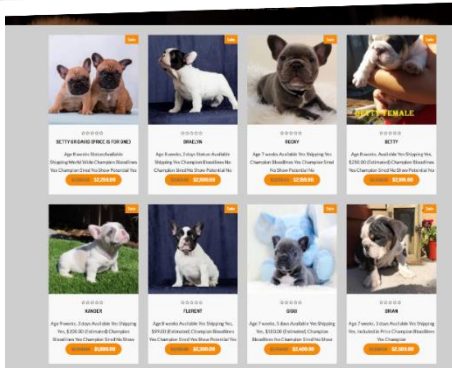
Melanie and Spencer Rich

“I even recommended (the tickets) to my friends, all in good faith. I've come to regret that now.”

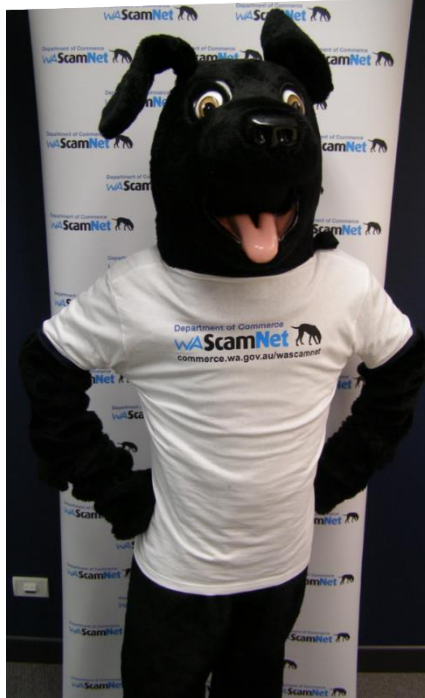
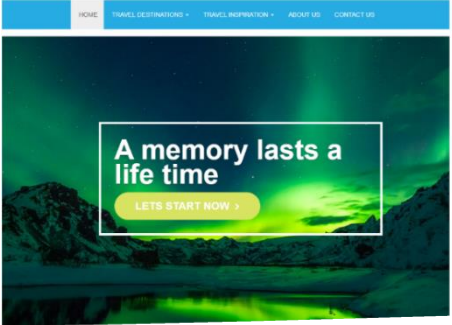
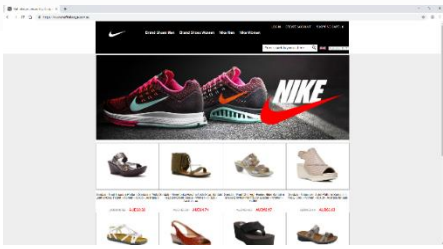
Ros Munro



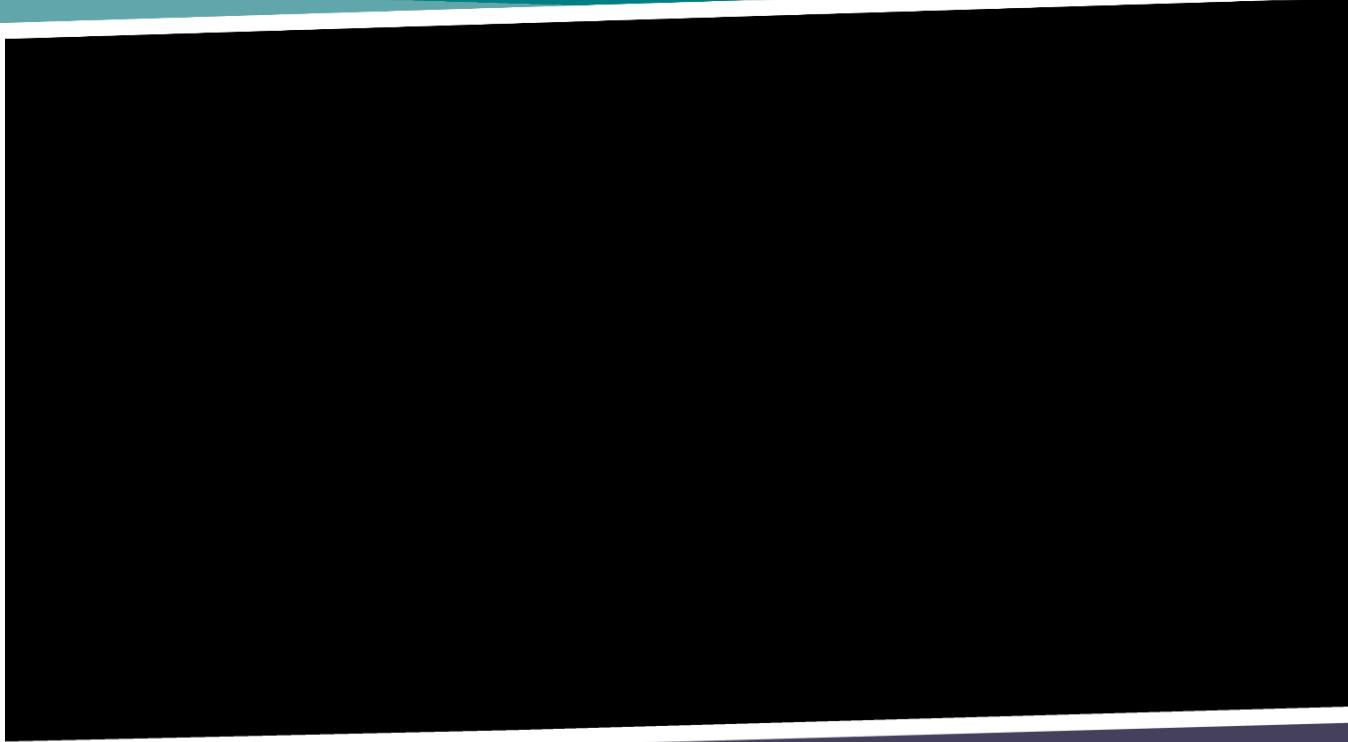
Help people and then help them help others



Samantha, we have tried to reach you! The giveaway from JB-HIFI will expire today. Please claim now: ee3cmue.site/H0f 8:20 am



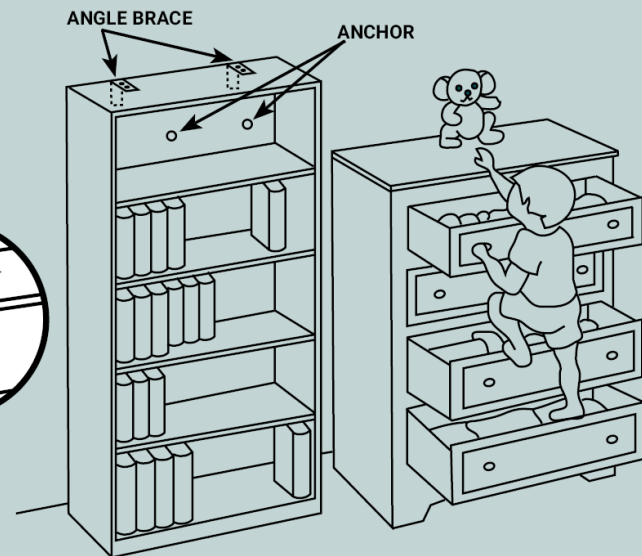
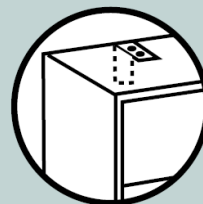
Help people and then help them help others



If it's broken – help fix it



Preventing injury or death – new laws allow tenants in Western Australia to fix furniture to walls to stop it toppling over.



Get amongst it



Build trust and relationships



Information and support for Aboriginal and Torres Strait Islander consumers



These Samsung washing machines top loader ones can catch fire.



We've come a long way and we just got started



"Working with DMIRS as an Aboriginal person has been really good. It has also been an opportunity to share my culture."

Bree Ingram
Chair of the Gnalla Committee



Director General
Department of Mines, Industry
Regulation and Safety

Corporate Executive

Diversity and Inclusion
Sub-committee

RAP Committee

Gnalla Committee



Endorsed Employers for Women

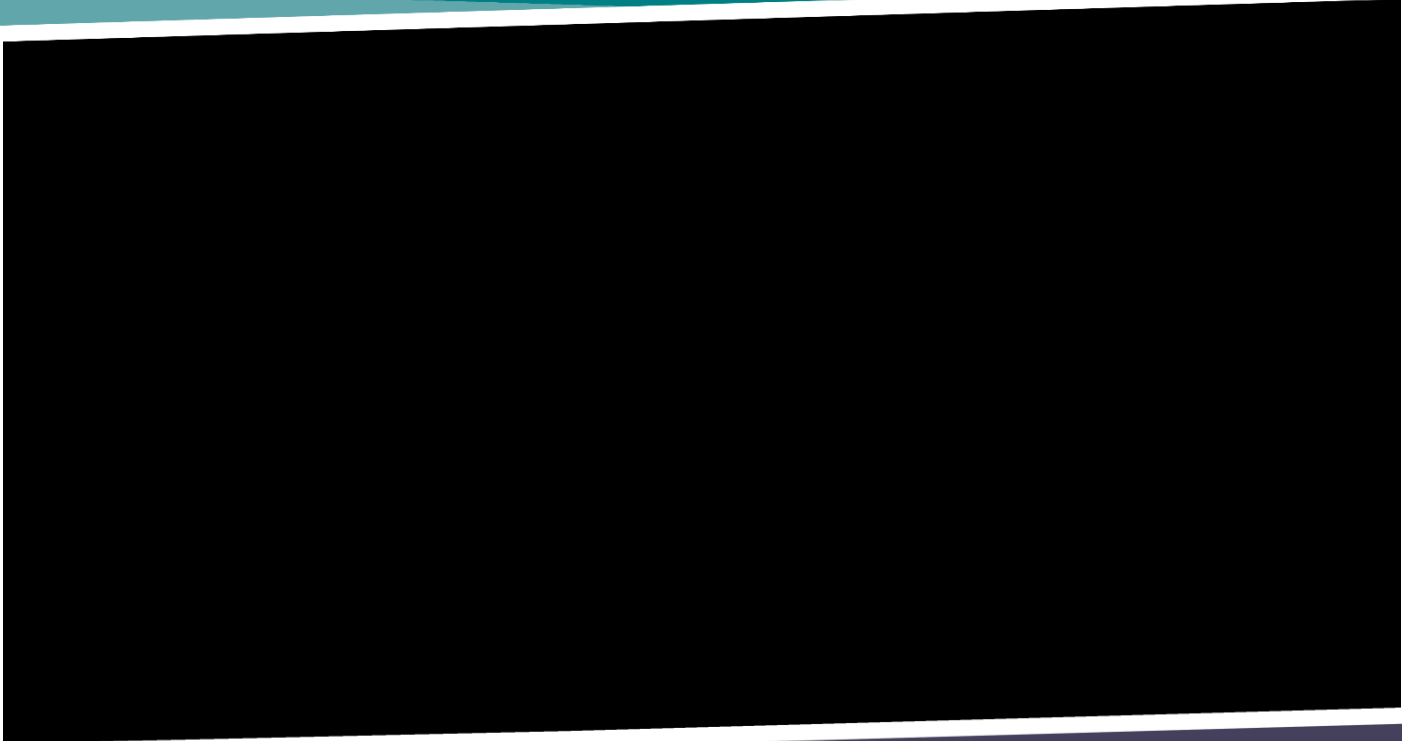


Amplification

Empower our people to make a difference



And encourage them to share how that feels



We're all in this *together.*


Collaborate for outcomes



Media - reaching millions of West Aussies



Social Media – making new friends

 **Lanie Chopping** • 1st
Commissioner for Consumer Protection & A/Executive Director
6d • Edited • 🌐

Happy New Year everyone and Happy Birthday to the Australian Consumer Law which turned 10 on 1 January 2021.

I had the pleasure of catching up with former Consumer Protection Commissioners Gary Newcombe (to my left), David Hillyard (on my right) and Anne Driscoll (right) to talk over ACL-related outcomes of the last decade. It was a great opportunity to reflect on the protections the legislation offers for the community and guidance it provides for businesses.

We're running a social media campaign to highlight some of the achievements. You can follow here on LinkedIn, or on Facebook, Twitter or Instagram using the hashtag #ACLturns10.




👍 🗨️ 🌐 136 • 11 comments

 **Michelle Mackenzie** • 2nd
Policy, Strategy, Advocacy, Engagement, Corporate Social Responsibility, Partnerships
2mo • 🌐

It was great to catch up with [Lanie Chopping](#) the Commissioner for Consumer Protection and [Jennie Gray](#) to discuss the impact of the end of the moratorium on evictions and rent increases on WA renters - we look forward to working ...see more



 **Consumer Protection Western Australia**
Consumer Protection provides advice and information for Western Australian consu...
2mo • 🌐

We're excited to be working with [Ben Cox](#), pictured with Consumer Protection Awards Coordinator Angela.

Ben's going to be involved in the 2021 Consumer Protection Awards – watch this space.

#consumerprotection #cpawards2021 #disabilityinclusion



Social Media – when we make a mistake



Frankly a very biased rental law which puts an unnecessary blanket ruling on everyone to the detriment of the landlord. In the current market circumstances, this is going to become very difficult for many tenants as well as landlords. Pretty sure there are already some who are taking advantage of others in this current scenario.

Like · Reply · Message · 14w



↳ 1 Reply



The thing that near broke me was Tennant's and their entitlement yet I had to cough up the coin everytime I sympathise with both parties but not fair the rightful owner have no rights

Like · Reply · Message · 14w



There is an assumption here that landlords are better off than tennants when in fact this is ususly a falacy.

Like · Reply · Message · 14w



↳ 13 Replies



Consumer Protection WA



Renters – do you know that your rent can't be increased until 28 March 2021? Extended COVID-19 rent laws mean it's no deal if your landlord wants to charge more.
Landlords – do you know that tenants can't refuse to pay rent if they aren't financially impacted by the pandemic?
For details: www.dmirs.wa.gov.au/covidrenting or call our dedicated Landlord's Hotline: 1300 30 40 54.



Stand (Up) & Deliver – get a reputation!



COVID-19
Mandatory conciliation
service



**LANDLORD
HOTLINE**
1300 304 054



**My house
Your home**

Rethinking renting in WA



Celebration

Recognise collaborators



*Congratulations
2020
Consumer Protection Awards
winners*



LIVE STREAM

For the first time ever, Consumer Protection will announce the 2020 Award winners at a virtual event.

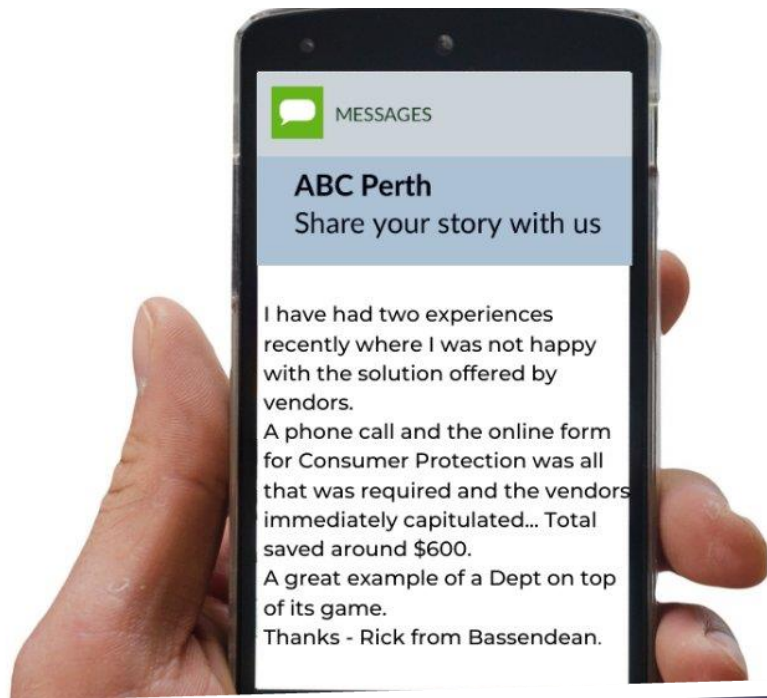
Western Australian
Consumer Protection Awards 2020

Where will you be watching?

Logos for the Government of Western Australia and Consumer Protection are also present.

Share feedback

I WISH TO FORMALLY THANK YOUR DEPARTMENT AND ESPECIALLY YOUR OFFICER, [REDACTED], FOR HER DILIGENCE AND PURSUIT AND ULTIMATE RETRIEVAL OF MY OMEGA WRISTWATCH. AFTER MANY MONTHS OF PHONE CALLS AND VISITS TO THE FREMANTLE AREA OURSELVES TRYING TO LOCATE THE TRADER INVOLVED AND ALSO EARLIER ATTEMPTS BY YOUR DEPT WE HAD GIVEN UP HOPE OF EVER RETRIEVING THE WATCH. IT WAS AN UNEXPECTED JOY ON OUR PART TO RECEIVE A CALL FROM YOUR DEPT AND A SUCCESSION OF CALLS FROM MS [REDACTED] KEEPING US INFORMED OF THE NEW PROGRESS. WE TRULY APPRECIATE THE OUTCOME AND THE PROFESSIONAL MANNER BY WHICH IT WAS ACHIEVED.



Spread good news

Consumer Protection WA ✓
March 4, 2020 · 🌐

Selfies with the Premier, our former and current Director General and some beautiful photos of Kings Park. Our Geraldton-based Senior Regional Officer Danni has been at an International Women's Day Event she was nominated to attend in recognition of her Consumer Protection / public sector work. 🌟

#WD2020 #GenerationEquality #cpreions



Consumer Protection WA ✓
January 17, 2020 · 🌐

Our #Geraldton branch has been able to assist a group of holidaymakers with a complaint regarding their group trip and issues with the quality of their overseas hotel and amenities that were unavailable on their cruise ship. The officer successfully negotiated with the business, which resulted in compensation to the value of around \$7000 for the group! #cpreions

If you're located in Regional WA and require assistance, please get in touch with your local Consumer Protection office 📍
<http://www.commerce.wa.gov.au/.../consumer-protection...>



COMMISSIONER'S NEWS
WITH COMMISSIONER FOR CONSUMER PROTECTION LANIE CHOPPING



Hands up - who could do with a good news story right now? Our #Kalgoorlie office has recently received a complaint about an electric sofa where the electronics failed just outside of the manufacturer's warranty. Our officer has negotiated with the retailer and secured a store credit of nearly \$4000 for the elderly consumer in the #Goldfields who can now select a brand new sofa. #cpreions #goodnews 🙌👍



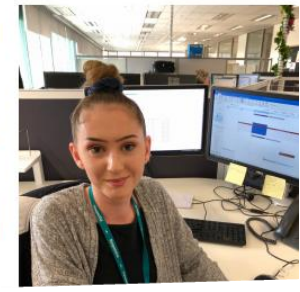
Message from the Director General
DMIRS highlights June - December 2020.

Trainee about to graduate

New arrival in the Bonds branch Emily Batey is a school-based trainee who has been undertaking the Certificate II in Government as part of her Year 11 and Year 12 studies.

Emily completes three days at school and two days with the department. She has worked in Associations and Charities, Geological Survey and Bonds Administration.

During her time in Bonds Administration, Emily has been learning all the facets of the Tenancy Bonds Officer role and has been doing an excellent job. She is about to graduate from Year 12 and successfully complete the traineeship.





IPAA WA



YOUNG PROFESSIONAL COMMITTEE

Young Professional Membership

Young Professional (YP) Membership has been designed to provide you with a range of professional opportunities to help you in your current role, and in developing your career. It also provides social opportunities to help you build your networks across the sector.

Young Professionals (aged 35 and under), can join as a YP Member in either the Personal or Associate Member category.



INSTITUTE OF
PUBLIC ADMINISTRATION
AUSTRALIA