



Australian Government

**Department of Infrastructure, Transport,
Regional Development, Communications and the Arts**

Indian Ocean Territories Service Delivery Arrangements 2023–24 Annual Report



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Cover image: Nek Callum (Zaitu Feyrel) Master Shipwright at Work 2024, photography by Niamh Swingler.

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Executive Summary

On behalf of the Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA), I am pleased to present the Service Delivery Arrangements (SDA) 2023-24 Annual Report for services provided by Western Australian (WA) Government agencies. This report provides transparency to the IOT communities, and the broader Australian public about the Australian Government's delivery of services and essential infrastructure to the Indian Ocean Territories.

This annual report provides information about services the WA Government were contracted to deliver by the Australian Government for the external non-self-governing territories of Christmas Island (CI), and the Cocos (Keeling) Islands (CKI) – Home Island (HI) and West Island (WI). Collectively these Territories are referred to as the Indian Ocean Territories (IOT). This is the 10th report published since the recommencement of annual reporting in 2014-15 and the content is aligned with the WA Government structure which came into effect from 1 July 2017.

As at 30 June 2024, there were 38 state agencies providing 54 services to the IOT. A list of these services can be viewed [here](#) with corresponding fact sheets (in English, Chinese, Malay and Cocos Malay) available [here](#). WA Government agencies whose services were not required during 2023–24 and therefore have not submitted a report include: Economic Regulation Authority, Energy Policy WA and the Public Trustee.

In 2023-24, the partnership between the Australian and WA governments saw the delivery of \$53.19 million in essential services, to the remote communities of CI and CKI. This Australian Government investment in state-type services, which is in addition to broader Commonwealth funding for services and infrastructure on CI and CKI, reflects the commitment to meeting the diverse needs of the IOT communities.

Some highlights from the 2023-24 reporting year include:

- ensuring delivery of ongoing child protection and family support mandatory reporting education sessions on CKI and CI.
- provision of the *Better Beginnings* family literacy program and delivery of 64 reading packs to parents and children by the IOT libraries.
- delivery of the training pathway program to crews of the CKI and CI Volunteer Fire and Emergency Services.
- conducted 293 mammogram screenings for women aged between 50 and 74 years.
- an increased take-up of WA Seniors Cards since a pilot visit in March 2024. The team administered physical Seniors Cards, using an on-the-spot mobile card printing machine.
- Football West and Perth Glory's MiniRoos program delivery and community game coordinated to complement the CKI 40th Year Anniversary of the Act of Self Determination Day celebration event.
- provision of cultural activities including a tour by performing artists Salama Odyssey, an acclaimed intercultural music and dance act.
- commencement of the Jukong Restoration project, with one successfully restored boat already. The initiative has engaged master boat builders from community and volunteers to restore a collection of historic Jukong boats, while in the process, transferring traditional skills and knowledge to the younger generation through workshops.

Adam Stankevicius
Assistant Secretary
Indian Ocean Territories Branch
March 2025

Department of Communities

The Department of Communities (DOC) delivers vital community services in WA including preventing family and domestic violence, keeping children safe, delivering services to seniors, and assisting with public housing. More information is available at www.wa.gov.au/organisation/departments-of-communities

Child Protection and Family Support

Services

The DOC Child Protection and Family Support (CPFS) team provides support and encourages young people and families to reach their potential and promote safety in the community. In the IOT, CPFS provides social work supervision services and advice in respect of applied legislation, including mandatory reporting and Working with Children Check requirements.

Highlights and activities

The Senior Child Protection Worker (SCPW) conducted activities across CI and CKI during regular visits. The SCPW's duties increased during 2023-24 to address the demand for child protection services. The duties performed included statutory child safety assessments and investigations, targeted child protection community education and mandatory reporting awareness sessions, and community capacity-building.

In 2023-24, CPFS provided key services for:

- individual and family support
- child protection and investigations
- care arrangements for children in the Chief Executive Officer's care
- community capacity building
- inter-agency and community collaboration activities.

Horizon Scan

- In 2024-25, the DOC will continue to prioritise key issues and provide services during regular CKI and CI visits.
- The DOC will investigate an appropriate office space on CKI for the SCPW's use.

Working with Children

Services

The Working with Children (WWC) Screening Unit provides the assistance, information, and services to facilitate the compliance by relevant organisations and people in the IOT with their obligations under the applied legislation concerning WWC Checks.

Highlights and activities

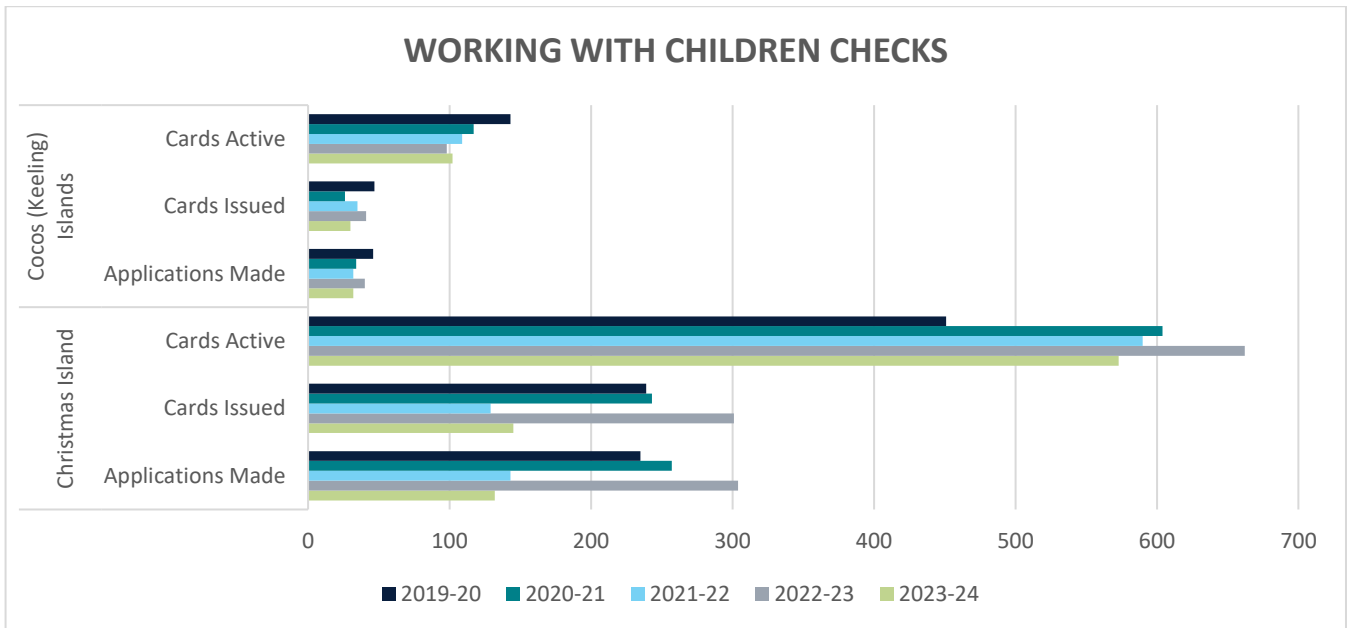
- In 2023-24, the WWC Screening Unit continued to provide online and telephone support to IOT and fulfilled all functions in receiving and processing WWC check applications. This included the screening, assessment and card issue of 164 applications and the ongoing monitoring of a total of 175 card holders.

- During a visit to the IOT in September 2024, activities conducted by the WWC Screening Unit included:
 - combined information forums
 - organisational and community meetings
 - responding to enquiries from community members of both CI and CKI
- The WWC Screening Unit’s engagement focused on:
 - gathering feedback in relation to the legislation and experience of applying for or holding a WWC Check
 - responding to enquiries and defining child-related work
 - assisting with access to materials or applying for a WWC Check.

Table 1: WWC key performance indicators

Location	Applications Made	WWC Cards Issued	WWC Cards active as at 30 June 2024	WWC Cards Issued All Time	Negative or Interim Negative Notices Issued	Negative Notices or Interim Negative Notices Issued All Time
Christmas Island	132	145	573	2,677	0	1
Cocos (Keeling) Islands	32	30	102	584	0	2

Graph 1: Key WWC data over five years



Horizon scan

During 2024-25, the DOC will continue to:

- respond to enquiries by:
 - providing a telephone, email and online enquiry service to inform IOT community members of their rights and obligations under the legislation
 - providing easy to read culturally and situationally appropriate resources in English, Mandarin (Chinese Simplified) and Malay

- ensuring all resources undergo thorough community consultation, via Ethnolink’s translation services.
- conduct online information sessions and presentations to inform and engage with community group members and their families of their rights and obligations under the *Working with Children (Screening) Act 2004*.
- deliver customised information sessions to organisations in the IOT, online and in person.
- promote the WWC Check within the context of child safety and as a key strategy of the National Principles for Child Safe Organisations.
- use virtual and phone check-ins to maintain relationships and investigate scheduling options with diverse stakeholders.

Education and Care Regulatory Unit

Services

The Education and Care Regulatory Unit (ECRU) provides information and support to the approved education and care service on CI, known as the Christmas Island Daycare Centre. The centre has operated since October 2003 by an incorporated management body called the Christmas Island Day Care Inc. This is the Approved Provider for the service.

The management committee is dedicated to providing quality education and care services on CI. They are professionals working in a range of positions on CI (such as teachers, banking staff, and social workers). Most have experience of mainstream education and care service operations, and understanding of the professionalism required in this type of service.

Highlights and activities

- In 2023-24, the ECRU continued to provide email and telephone support, online resources and information in the form of web content, fact sheets, e-bulletins, and free webinars to support the IOT community.
- In November 2023 and April 2024, ECRU conducted compliance and monitoring visits and completed a staffing and attendance checklist at Christmas Island Daycare Centre.
- These visits remain an opportunity to carry out inspections of the facility and hold discussions on issues such as safe sleep practices for babies, supervision of children using the bathroom, transitioning children from high chairs to the table and updating policies in relation to current legislation.
- The findings were provided to rectify any non-compliance matters identified and to support continuous quality improvement including building repairs.

Horizon scan

- During 2024-25, the DOC aims to provide support via email, telephone, and online web content.
- Compliance and monitoring visits will continue to be aimed at monitoring the service’s overall compliance with national law and regulations, as well as providing any support, advice or applicable training.

WA Seniors Card

Services

WA Seniors Card (WASC) collaborates with local libraries, seniors' interest groups, and Community Resource Centres to hold information sessions. The sessions discuss member benefits such as: concessions on public transport, water rates charges, local government rates, provision of the annual Cost of Living Rebate, and the recently announced Safety and Security Rebate. Using a mobile printer, WA Seniors Card also provides on-the-spot replacement card services for any worn, damaged, or lost WA Seniors Cards.

Highlights and activities

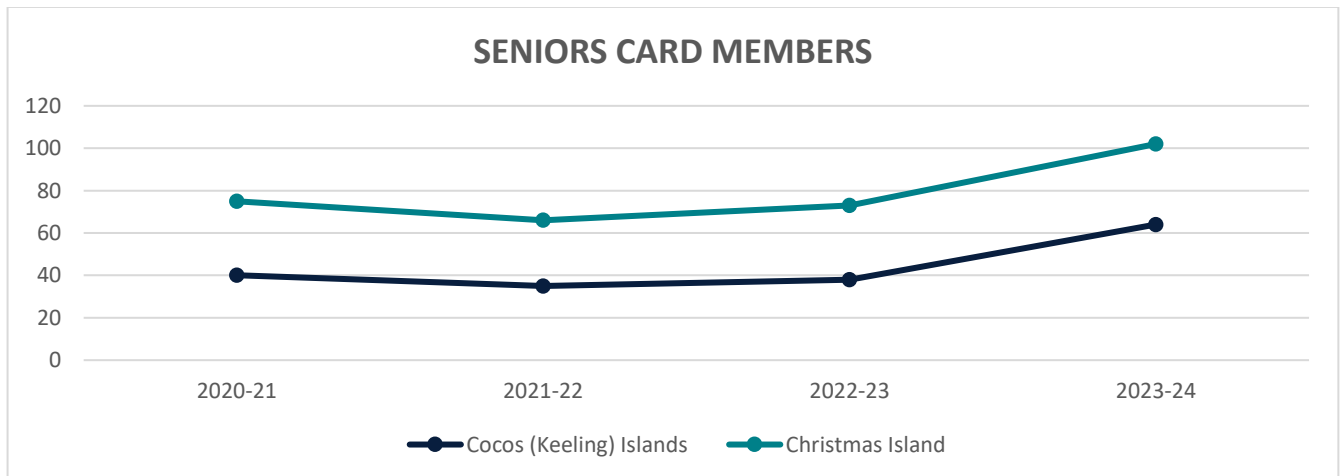
- In 2023-24 there were 102 WA Seniors Card members living on CI, and 64 on CKI, representing an increase of 55 new members year on year.
- The WA Seniors Card [Regional Roadshows](#) launched in January 2023. Regional Roadshows enable front-line service delivery to all regional and remote communities, including the IOT.



Image: WA Seniors Card officer administering on-the-spot Seniors Cards using a mobile card printer.

- In addition to standard outcomes for the WA Seniors Card program, some achievements for 2023-24 include:
 - Staff from the WA Seniors Card Centre visiting both CKI and CI between 6-13 March 2024
 - Administering the annual Cost of Living Rebate
 - Introduction of the Safety and Security Rebate for IOT members
 - Promotion of the first business partner of the WA Seniors Card program in the IOT – Christmas Island Recreation Centre
 - Provision of the hard copy Discount Directory release for WA Seniors Card members.

Graph 2: IOT Seniors Card members over four years



- For the 2024 visit, the WA Seniors Card Centre appreciated the support provided by the CKI and CI Community Resource Centres to promote the information sessions being provided in advance.
- On CKI, staff from the DOC also had the opportunity to meet with the Suka dan Duka Seniors group prior to the information sessions.
- The CI visit included a pre-meeting with community members at a BBQ event (pre-Ramadan) in the Community Resource Centre and catering was provided for seniors.

The following outcomes were achieved from the information sessions, which also included catering for attendees:

Table 2: WA Seniors Card key performance indicators for CKI and CI

Location / Date	Attendees	Seniors Cards Replaced	New Applications Received	Safety and Security Rebate Forms Issues	Cost of Living Rebate Applications Received
Cocos (Keeling) Islands					
6 March 2024	20	4	2	0	0
7 March 2024	30	7	15	2	19
Christmas Island					
10 March 2024	30	2	2	0	0
11 March 2024	40	9	19	5	32
13 March 2024	10	3	4	2	5

Horizon scan

- During 2024-25, DOC aims to provide the same opportunities for accessing front-line services in the IOT.
- The DOC will monitor whether there is any uptake of the Safety and Security Rebate by IOT seniors, noting there is limited supply of goods and trades available.

Housing

Services

The DOC Housing team provides advice and services to the IOT Administration (IOTA) including housing and property management guidelines and support, policy structure guidelines and interpretation, and contracting and construction when requested.

Highlights and activities

- The 2023-24 audit of property inspections for IOT public housing were rescheduled to January 2025. A full audit of annual inspections was also rescheduled for employee housing dwellings.
- An audit of debtor management by IOTA of public housing tenancies confirmed that appropriate action is being taken to manage and reduce rental arrears.
- A full audit of rent calculated on tenants' accounts confirmed that rent calculation tools and information provided by Housing continue to be utilised and rent is correctly calculated.
- A comprehensive check of property condition reports indicated these had been correctly completed and provided a detailed description of the property at vacation and occupation.
- Housing coordinated the supply of a Valuer-General's Office review of market rental rates for Public and IOTA owned assets.

Horizon scan

- In 2023-24, DOC is exploring the possible use of its existing Habitat Housing management system to digitise all property inspections and maintain one central database.
- Continue to assist, educate on, and progress asset protection strategies as part of the annual inspection regime to support cyclical maintenance programs and budgets.
- Continue to ensure best practice and policy updates are maintained in the IOT.
- Support and assist IOTA in achieving asset protection and refurbishment.
- Continue to review and support the development and implementation of IOT-specific housing policies relating to occupation and eligibility.
- Review and provide updated policy and procedures manuals.

Department of Education

The Department of Education (DOE) provides services in the IOT to deliver a high quality education to all students in all learning environments. DOE is committed to all students achieving their best and being lifelong learners who contribute actively to their communities and to society. More information is available at www.education.wa.edu.au

Services

The DOE provides services in line with the requirements of the *School Education Act 1999* to students at Christmas Island District High School (CIDHS) and Cocos Islands District High School (CKIDHS). DOE staff based in the North Metropolitan Education regional office provided consultation, support, advice and information to the staff in the IOT, and to relevant stakeholders, regarding the provision of education services.

Highlights and activities

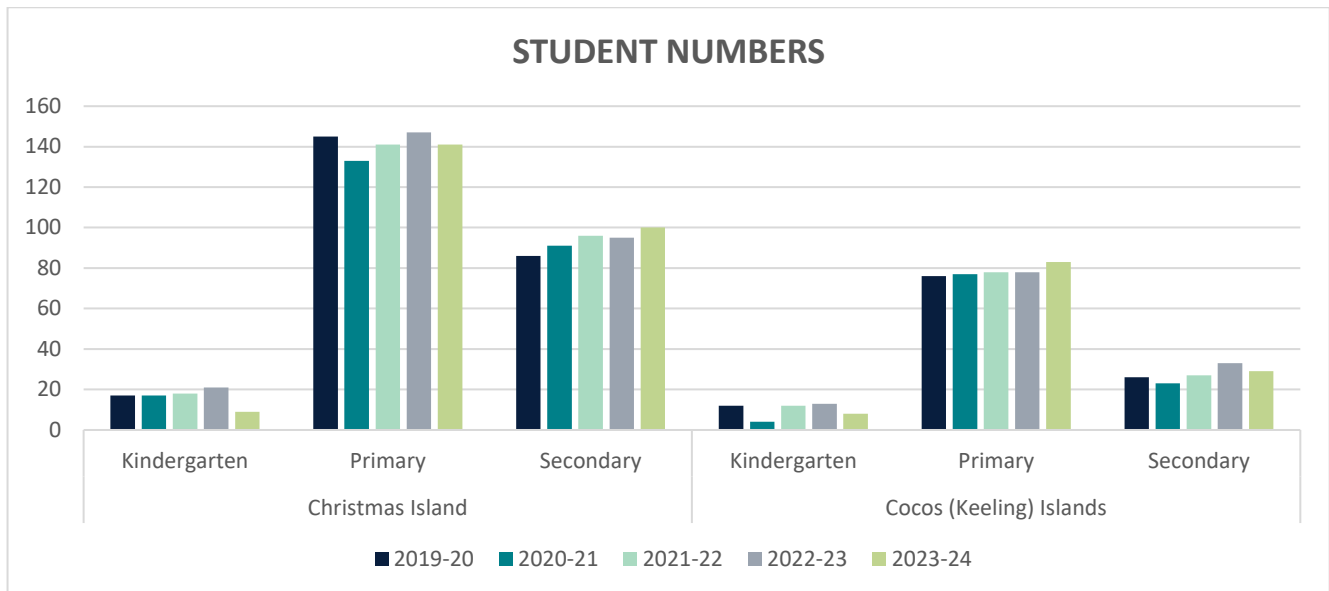
In 2023-24, student and staff numbers at CIDHS and CKIDHS remained consistent through to 30 June 2024.

Table 3: Student and staff numbers at CIDHS and CKIDHS 2023-24

	Christmas Island District High School (CIDHS)	Cocos (Keeling) Island District High School (CKIDHS)
Students		
Kindergarten	9	8
Primary	141	83
Secondary	100	29
Total	250	120
Staff		
Education FTE	41	17.8

- Coordinated visiting services to provide support to the teaching and learning needs of staff and students, which included:
 - Consultant teacher services for students with special educational need, in line with agreed service proposals
 - Visits by the Lead School Psychologist to support students and staff, in accordance with relevant education plans
 - DOE and external contractors provided professional learning to all staff, in line with whole school plans
 - DOE and external contractors provided programs to staff, students, and the community, in line with whole school plans and community needs.
- Provided operational advice to staff working in the IOT to ensure compliance with relevant legislation, DOE policies, and education service provisions.
- Coordinated recruitment, selection, and relocation processes for teaching staff in the IOT.
- Managed complaints relating to the provision of education services through the DOE's complaints handling process.

Graph 3: IOT Student numbers over five years



Horizon scan

- In 2024-25, the DOE are aware of the movement of students with identified special needs presenting an ongoing impact to the cost of delivering education services. The provision of facilities with access for students with special needs, to ensure compliance with the *Disability Discrimination Act 1992* requirements, remains an active issue for consideration in future budget planning.
- Future challenges regarding retention and recruitment of teaching staff due to teacher supply. It is expected that WA will continue to face difficulties securing teaching staff in remote and regional areas. This may affect the ability to deliver education services if teaching staff sources are scarce.

Department of Energy, Mines, Industry Regulation and Safety

The Department of Energy, Mines, Industry Regulation and Safety (DEMIRS) supports a safe, fair and responsible future for WA communities, industries, energy and resources sectors. DEMIRS performs and delivers a wide range of regulatory services and functions. More information is available at, www.wa.gov.au/organisation/departement-of-energy-mines-industry-regulation-and-safety

Services

DEMIRS performs and delivers services in the IOT. These services include:

- Regulating mining operations, building, utility, property, motor vehicle and resource industries, co-operative and not-for-profit sectors
- Providing consumers with dispute resolution, compliance, and conciliation services
- Providing information, education and advice to consumers, workplace inspections and regulation activities
- Promoting and securing the health and safety of people at work.

DEMIRS is also responsible for:

- The assessment, approval, and management of resource tenure for exploration and production activities, including the provision of environmental approvals and compliance activities
- Collection, auditing and reimbursement of royalties to the Australian Government
- Regulation of resources safety issues, including storage, transportation and handling of dangerous goods
- Assessment and approval of land tenure changes and access licences.

Highlights and activities

- During 2023-24, DEMIRS conducted plumbing, gas and electrical safety, and compliance inspections which included safety talks, meetings and educational presentations to stakeholders.
- Consumer Protection engaged with the CI Women's Association, CKI Seniors Group, CI Poon Saan Club and hosted a community BBQ offering consumers dispute resolution and conciliation services.
- Consumer Protection provided multi-language safety flyers relating to button and lithium battery safety and children's safety.



Image: Consumer Protection’s multi-language scams awareness posters.



Image: Consumer Protection's multi-language safety flyers relating to battery safety

- WorkSafe inspectors visited to provide information and compliance services enabling stakeholders to meet their work health and safety obligations.
- WorkSafe inspectors completed two inspections on CI providing information and regulatory actions.
- Published a range of resources, including guidance documents, videos, and webinars on the DEMIRS website which assisted stakeholders with new Work Health and Safety laws.
- Conducted mining site regulatory activities including inspections, reviews of reports, enquiries, and attended a mine rehabilitation workshop held on CI.
- Performed a review of CI and CKI tenements, transferred from the official hard copy registers to the department's electronic tenement register.

Horizon scan

- In 2024-25, DEMIRS is expecting updates relating to apprentice supervision guidelines and solar installations.
- Ongoing support relating to the compliance and safety of the IOT plumbing, gas and electrical areas will continue and is paramount to maintaining the safety of the community and workers.
- The *Short-Term Rental Accommodation Act 2024* approved on 16 April 2024 in effect from 2024-25.
- Development and further reforms following approval of the *Residential Tenancies Amendment Act 2024* on 16 April 2024.
- Continue to regulate and provide advice and guidance to stakeholders in relation to dangerous goods, with inspections scheduled for 2024-25.
- WorkSafe inspectors scheduled to conduct inspections to continue to drive work health and safety improvements.
- WorkSafe will continue to expand and update its online resources to support stakeholders and raise awareness about work health and safety compliance.
- Receive and review a revised Mining Proposal and Mine Closure Plan for CI Phosphate Mining Operations.
- Continue to monitor compliance by tenement holders with their obligations of their existing titles.

Department of Finance

The Department of Finance (DOF) provides services in the IOT to deliver property, facilities, contract, and project management expertise which includes assessments, repairs, and maintenance of a non-residential portfolio of properties. DOF is also responsible for tax collection and compliance operations on behalf of the Australian Government. More information is available at www.wa.gov.au/organisation/department-of-finance

Customer Experience and Strategy

Services

DOF manages a portfolio of non-residential properties in the IOT in conjunction with contract property, facilities and project management specialists, Jones Lang LaSalle (JLL).

Highlights and activities

In 2023-24, JLL focused on the delivery of property, facilities and project management services across various sites with an increased focus on a strategic approach to property management and improvements.

These activities included:

- Delivered work health and safety sessions for contractors
- Improved water hygiene compliance through increased monitoring and testing of water quality at CI Hospital
- Improved fire system compliance across various sites following the implementation of Fire Safety Services contracts.
- Tendered contracts for plumbing and hydraulic preventative maintenance, CI pest control, CI Old Technical School building clean and CI landscaping
- Enhanced service reporting requirements, increased invoice oversight, implemented monthly contractor performance meetings, increased emphasis on contractor compliance and mandatory completion of online inductions
- Introduced a new work order management system with a user-friendly phone application capability.
- Implemented visitor and contractor management system to all JLL managed-sites
- Developed a 10-year future capital investment plan for JLL-managed sites, informed by data from inspections and building condition assessments.



Image: CI Administration building after completion of concrete repairs, corrosion treatment and waterproofing

Delivered capital works projects and upgrades, maintained a focus on improvements that achieved a safe and healthy environment for all building occupants. These key projects included:

- CKIDHS accessibility upgrade
- CIDHS air conditioning upgrade (stage 1)
- CI Hospital air conditioning upgrade (stage 2)
- IOT Administration building wharf and carpark facade remediation
- CI Australian Federal Police ceiling and roof repairs
- CI Hospital roof replacement (stage 1).

Horizon scan

- During 2024-25, DOF aims to continue management of the non-residential property portfolio.
- In collaboration with JLL, DOF aims to develop plans to mitigate risks to assets in the event of extreme weather events.

RevenueWA

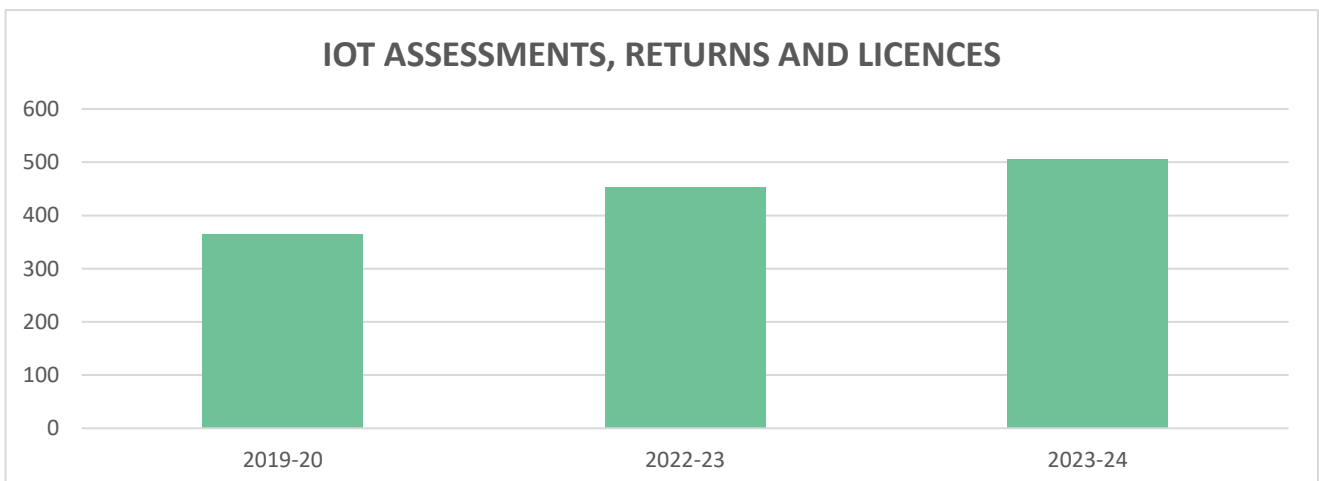
Services

The Office of State Revenue (RevenueWA) collects state-type revenue in accordance with applied legislation and remits revenue to the Australian Government.

Highlights and activities

- In 2023-24, state-type revenue was collected on behalf of the Australian Government. A total of 505 assessments, returns, and licences were issued by RevenueWA in the IOT.
- In October 2023, RevenueWA completed compliance investigations, 11 payroll tax audits, and 8 licence audits.

Graph 4: Assessments, Returns and Licences over three years



Horizon scan

- During 2024-25, RevenueWA aims to continue undertaking compliance activities in the IOT.

Department of Fire and Emergency Services

The Department of Fire and Emergency Services (DFES) supports the WA community to prepare for disasters and protect them against the unpredictability of natural hazards and emergency incidents. More information is available at www.dfes.wa.gov.au/about-us

Services

DFES builds the capability and capacity of the community to prevent, prepare for, respond to and recover from emergencies. DFES provide services to improve community safety practices, provide timely, quality and effective emergency services, in partnership with the local communities and emergency management partners.

Highlights and activities

Volunteers from CI and CKI participated in additional training opportunities with the Mandurah WA and Two Rocks WA Marine Rescue teams. As part of the Volunteer Fire and Emergency Services Training Pathway program, DFES delivered the following training courses and assessments on HI, WI and CI.

- Firefighting Skills
- Bushfire Safety Awareness
- Structural Firefighting
- Pump Operations
- Single Operator Vertical Rescue
- Rope Rescue Systems Vertical Rescue
- Vertical Rescue Currency
- Breathing Apparatus qualification assessment
- Breathing Apparatus refreshers
- Mental Health First Aid
- Road Crash Rescue maintenance
- Australasian Interagency Incident Management System awareness
- Hazardous Materials
- Storm Damage
- Chainsaw Operator
- Roof Safety Systems courses
- Thermal Imaging Camera
- Joint Road Crash Rescue exercise with St John’s Ambulance volunteers.



Image: Volunteers participating in fire and emergency services training

DFES conducted Fire and Emergency Services Emergency Response Guides site inspections and facilitated School Aged Education programs.

Horizon scan

- During 2024-25, the DFES aims to continue enhancing inter-agency collaboration and emergency response capabilities as well as audit personal protective clothing to ensure compliance with DFES standards.
- DFES aims to assist relevant personnel with introduction of the new Australian Warning System and investigate use of Emergency WA for alerts and warnings

Department of Health

The Department of Health (DOH) provides:

- regulatory, advisory and other support services to the Australian Government, including to the IOT Health Service (IOTHS)
- accessible in-hospital services and care in WA
- community and public health policy advice and support, tobacco licensing services and compliance.
- screening and diagnostic mammography services through BreastScreenWA
- virtual emergency care services through the WA Country Health Service Command Centre. More information is available at www.health.wa.gov.au/about-us

BreastScreenWA

Services

BreastScreenWA (BSWA) is part of the national breast cancer screening program that aims to reduce morbidity and mortality from breast cancer through early detection of the disease. BreastScreenWA is under the jurisdiction of the North Metropolitan Health Services in WA. The service invites women aged between 50 and 74 years for a free mammogram every two years.

BSWA visits CI and CK on a two-yearly cycle, matching the Rural Mobile Services model in WA. Women requiring annual screening and those who could not access on-site screening, attend mammography screening services on the mainland.

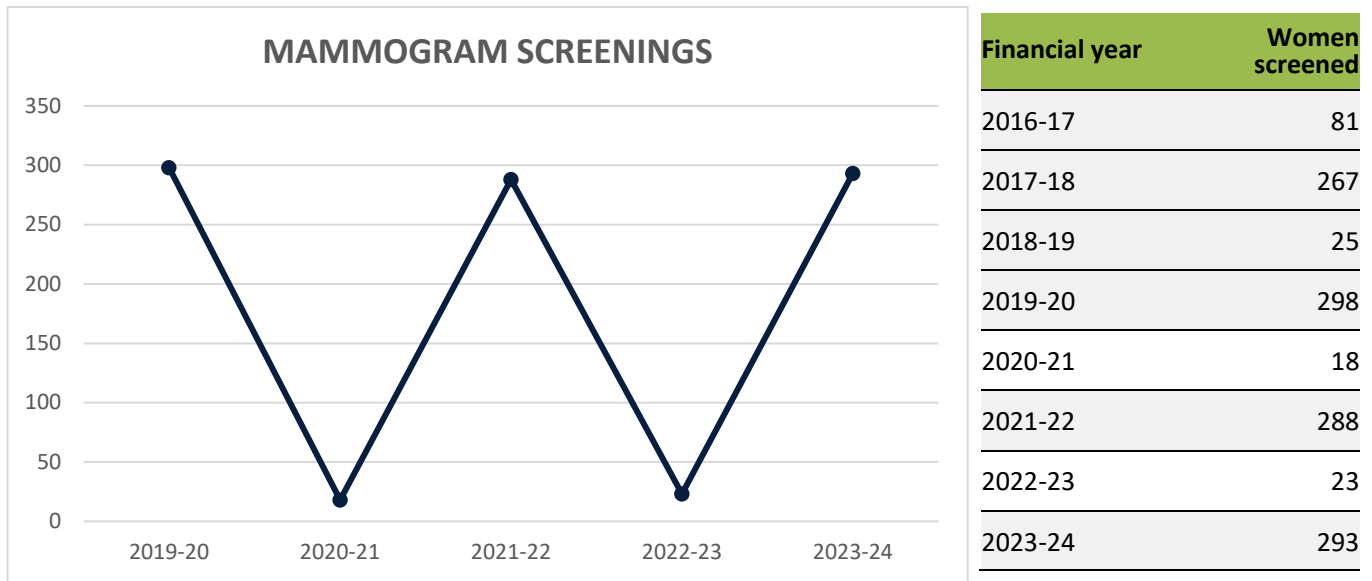
Highlights and activities

- In 2023-24, BSWA screened 293 women for breast cancer, and recorded an increase in screenings from the previous on-island screening in 2021-22.
- Promotional activities of the BSWA service were conducted in the lead-up, using traditional print media, produced in multiple languages, promotional resources, media releases and direct liaison with the IOTHS team.
- Mammography service aligns with the BreastScreen Australia Accreditation Standards and is equivalent to the mobile clinics available in WA.
- Where required, further images can be taken within 24 hours of a client's screening, reducing the number of women needing to travel to Perth for further work-up. Client results are sent to Island-based general practitioners utilising Health Level-7 secure messaging technology as opposed to posting results, allowing faster access to client screening outcomes.

Horizon scan

- BreastScreenWA plans to conduct the next on-island national breast cancer screening program in September 2025. In the interim, women visiting WA are welcome to attend any existing screening service.

Graph 5 /Table 4: Number of mammogram screenings by financial year



WA Country Health Service

Services

The WA Country Health Service (WACHS) is engaged to provide advice and intellectual property in relation to clinical and non-clinical matters, when requested by the IOTHS. In 2023-24, WACHS clinicians provided direct access to virtual emergency care services and telehealth services through the WACHS Command Centre.

Highlights and activities

In 2023-24, the WACHS engaged with the IOTHS in relation to:

- provision of policy advice, including access to WACHS clinical and non-clinical related policies and forms
- advice on clinical governance matters
- delivery of WACHS telehealth programs and services, such as the emergency telehealth service and the mental health telehealth service
- preparation for accreditation, access to health management, and clinical advice to improve service delivery.

The number of inpatients, emergency department patients, and outpatients of IOT residents in WA public hospitals are outlined below.

Graph 6: Public Inpatients and Outpatients over five years

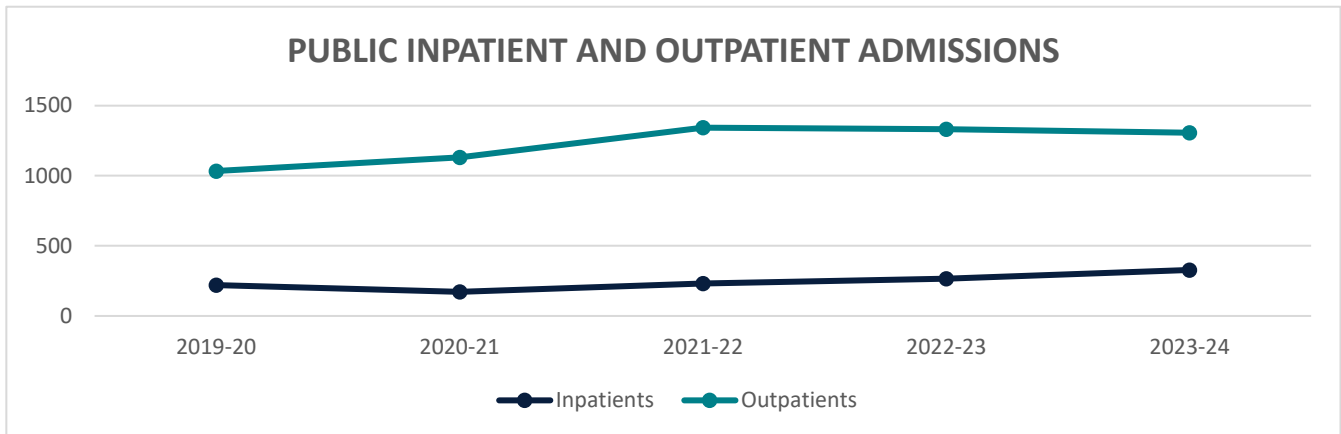


Table 5: Public inpatient, outpatient and emergency admissions by financial year

Financial year	Public emergency department patients	Public inpatients	Public outpatients
2016-17	93	254	942
2017-18	85	277	1,159
2018-19	81	293	1,397
2019-20	87	221	1,034
2020-21	37	172	1,132
2021-22	96	232	1,343
2022-23	108	266	1,333
2023-24	103	328	1,307

Horizon scan

- In 2024-25, WACHS aims to improve awareness of its online learning program for clinical and non-clinical IOTHS staff to support skills development.
- WACHS will continue to provide emergency telehealth and Command Centre services to the IOTHS.

Public Health Regulation

Services

The Tobacco Control Compliance (TCC) team at DOH provides administrative licensing services for tobacco retailers on CKI and CI. The TCC regulate the sale of tobacco and prevent its use in enclosed public places by administering the provisions of the *Tobacco Products Control Act 2006*. The DOH also routinely schedules and performs on-island tobacco compliance inspections.

Highlights and activities

In 2023-24, the tobacco licensing activities included:

- two retail tobacco licences renewed on CKI

- five retail tobacco licences renewed on CI and two new licences issued.

Horizon scan

- In 2024-25, the DOH will continue to provide administrative licensing services for tobacco retailers on CKI and CI.

Environmental Health

Services

The Environmental Health Directorate (EHD) at DOH delivers environmental health expertise to the IOT through on-call advice and guidance on issues to support the local government Environmental Health Officer based in the region. The EHD is the issuing authority for pest management technician licenses and pest management business registrations on CKI and CI.

Highlights and activities

In 2023-24, the pest management licence and registration activities included:

- one pest management technician licence, new or renewed on CKI
- one pest management business registration, new or renewed on CKI
- six pest management technician licences, new or renewed on CI
- three pest management business registrations, new or renewed on CI.

Horizon scan

- In 2024-25, the DOH will continue to provide administrative licensing services for pest management businesses and pest management technicians on CKI and CI.

Vaccine supply

Services

The Immunisation Program at DOH provides services associated with the ordering and delivery of government-funded vaccines to CI and CKI to support the region’s immunisation programs. The immunisation teams on CI and CKI are provided with communication of order approvals, shipment dates, and additional delivery requirements.

Highlights and activities

In 2023-24, DOH provided:

- processing of 22 vaccine orders
- distribution of 2,474 vaccine doses for immunisation programs.
- There was an increase in the number of vaccine doses delivered year on year and 68 per cent of the total vaccines distributed in 2023-24, were influenza vaccines.

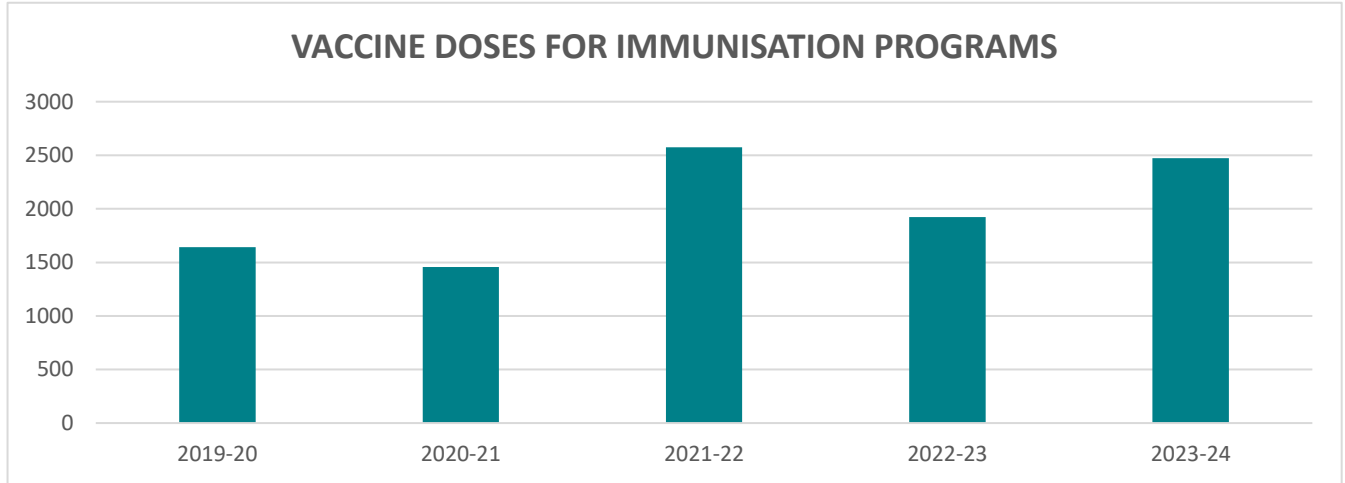
Table 6: Vaccine Doses and Orders over three years

Financial Year	Vaccine Orders	Vaccine Doses
2021-22	113	2,573
2022-23	23	1,924
2023-24	22	2,474

Horizon Scan

- In 2024-25, the DOH will continue to provide services associated with the ordering and delivery of government-funded vaccines to CI and CKI.

Graph 7: Vaccine Does over five years



Department of Justice

The Department of Justice (DOJ) supports the community, government, judiciary, and Parliament by providing access to high quality justice, legal and corrective services, information, and products. The DOJ also supports the delivery of legal processes, courts, and legal aid. More information is available at, www.wa.gov.au/organisation/department-of-justice

Attorney-General

Services

The Attorney-General team provides Court and Tribunal services that meet the needs of the judiciary and community, including non-judicial support and other administrative support such as registry of births, deaths and marriages.

Highlights and activities

- In 2023-24, four in-person hearings were conducted at CI with two further court sittings via an audio and video link. One hearing was conducted for CKI via an audio and video link.
- Provided Justices of the Peace (JP) access to online training with training in relation to other administrative JP functions provided on an ‘as required’ basis.
- There was no librarian visit conducted in 2023-24 as considerable time was undertaken in 2022-23, bringing library resources up to date.
- Conducted an inspection and audit of the Courts on CKI and CI, resulting in recommendations made regarding building and facilities and other operational matters.
- No coronial inquests were finalised in CI or CKI during 2023-24.
- There was an increase in marriages and deaths registrations year on year.

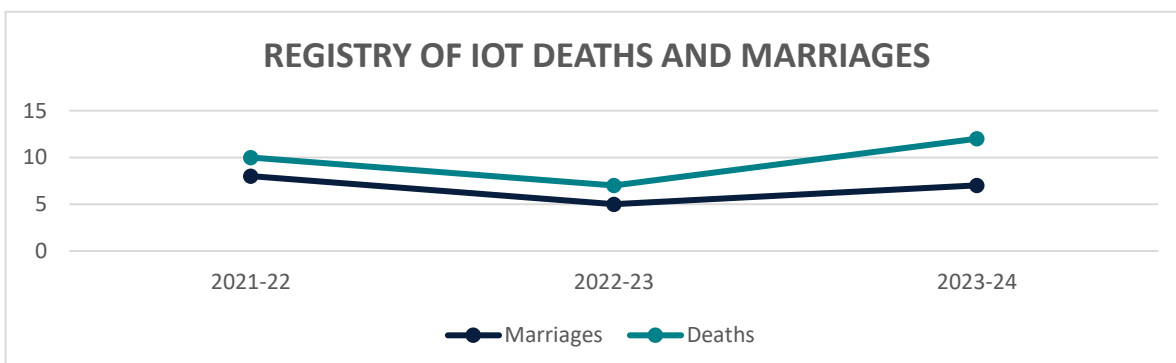
Horizon scan

- In 2024-25, the Attorney-General team will continue to deliver high quality services to the IOT, including annual inspections

Table 7: Registry of deaths and marriages from the IOT

Financial Year	Deaths	Marriages
2021-22	10	8
2022-23	7	5
2023-24	12	7

Graph 8: Deaths and Marriages over three years



Corrective Services

Services

Corrective Services is responsible for WA's adult prison and youth detention populations as well as adults and young people managed by community corrections.

The Corrective Services team conducts Adult Community Corrections activities and Youth Justice Services such as:

- Preparation of Court reports.
- Preparation of parole reports on those serving a term of imprisonment.
- Management and supervision of offenders on orders.
- Facilitating referrals for counselling and programs.
- Processing Juvenile Justice Team referrals.
- Liaison with Australian Federal Police and other service providers.
- Transfer and incarceration of IOT offenders in WA prisons.

Highlights and activities

- In 2023-24, Corrective Services conducted regular visits to support the Judicial Officer during Court circuits. There were no Court sittings on CKI.
- Three offenders on community corrections orders, one on an intensive supervision order, and two on parole orders were under case management and supervised in the community accordingly.
- No offenders were breached for non-compliance with the conditions of their order and there were no offenders serving sentences in a WA prison in 2023-24.
- Corrective Services worked closely with the Australian Federal Police, DOC, and IOT Administration regarding case management of offenders. This collaborative approach assisted in enabling the safety and protection of the community.

Horizon scan

- In 2024-25, the Corrective Services team will continue to deliver high quality services to the IOT.

Department of Local Government, Sport and Cultural Industries

The Department of Local Government, Sport and Cultural Industries (DLGSC) works collaboratively with local government, community organisations, peak bodies and other stakeholders to foster a cohesive, prosperous, vibrant and healthy WA community. More information is available at www.dlgsc.wa.gov.au

Culture and the Arts

Services

DLGSC continues to support the development of a diverse arts and culture sector within the IOT through policy development and funding. Services to the IOT include performing arts tours, visual arts tours, and recurrent funding to the on-island arts and culture peak body, Arts and Culture Christmas Island (ACCI). The ACCI is a vibrant and creative community group committed to supporting and engaging the local community through various artistic and cultural events, and workshops.

Highlights and activities

- In 2023-24, the programming facilitated by ACCI was fulsome and enthusiastically attended by community members. The program included intergenerational music sessions, family art workshops, print and design evening for International Women’s Day and marine debris Christmas trees.
- Further workshops were delivered in partnership with Regional Arts WA and were positively received by the community and all of those that engaged in the workshops.
- In collaboration with CircuitWest, performing artists of Salama Odyssey toured CI and CKI. The acclaimed intercultural music and dance act included three musicians and two vocalists/dancers and combines influences from Reunion Island, Mauritius, Seychelles, New Caledonia, West and South Africa, Australia and England.
- The ensemble performed five performances attracting 525 audience members, and ran 17 dance, singing, and music workshops in schools across the islands in consultation with the local presenters and teachers, engaging with 305 participants. The workshops were a resounding success, engaging students and educators alike in a vibrant exploration intercultural dance and music.

Horizon scan

- In 2024-25, CircuitWest will liaise with relevant stakeholders regarding future performing arts tours.



Image: Salama Maloya, A Celebration of Creole Music and Dance Workshop, Photography by Sarah Coote

Local Government

Services

DLGSC is focused on providing a better service to the local government sector and, in turn, a better outcome for ratepayers and residents. DLGSC provides advice and support to the local government sector to build capacity and encourage best practice in responding to community expectations, improving levels of accountability and legislative compliance.

Highlights and activities

- In 2023-24, both IOT local governments provided governance and services to their respective communities. They continued to achieve accountability, financial, and statutory compliance standards equivalent to local governments in rural and remote WA.
- Provided support to IOT local government elected members and officers in relation to the application of the *Local Government Act 1995* and Regulations.
- Provided support to IOT local government staff related to the October 2023 Ordinary Elections due to changes from the *Local Government Amendment Act 2023*.
- Reviewed local government compliance audit returns, budgets, budget reviews, annual financial reports, and auditor's reports.
- Undertook regulatory functions including approvals, compliance monitoring, investigations and other statutory support. Determined the financial assistance grants for the IOT accordingly.
- Supported six IOT elected members from CI in attending the 2023 WA Local Government Week Conference, as hosted by the Western Australian Local Government Association (WALGA).
- Supported IOT elected members from CKI to receive on-site delivery of WALGA training modules; Understanding Local Government, Conflicts of Interest, and Meeting Procedures.

Horizon scan

- In 2024-25, DLGSC aims to continue engagement and consultation with IOT local governments on legislative reforms as part of the reform review.
- Continue to support and discuss Grants Commission methodology including providing advice in developing funding submissions to the Grants Commission.
- Following the recent introduction of the *Local Government Amendment Bill 2024*, a clarification of roles and responsibilities as well as other governance reforms to closed council meetings, will be in effect.
- DLGSC Child Safeguarding Implementation Unit engagement with IOT local governments, to assist with understanding which child safe reforms will apply to them. A process for providing tailored support for local governments is currently being scoped, to assist with implementation of relevant child safe reforms.

Office of Multicultural Interests

Services

The Office of Multicultural Interests (OMI) works with culturally and linguistically diverse (CaLD) communities, service providers and government agencies in the IOT, to promote equity and accessibility, and enhance their participation in cultural, social, economic, civic and political life. OMI also develops and

supports initiatives alongside community organisations and local governments to increase intercultural interaction and awareness, and counter racism and discrimination.

Highlights and activities

- In 2023-24, OMI visited CKI to scope opportunities to design future initiatives that support and promote inter-cultural understanding, within and between communities in the IOT.
- Delivered a capacity-building program on CI via [Youngsters.co](https://www.youngsters.co), a digital literacy platform designed for intergenerational connections, delivered by Year 11 students from CI District High School to seniors in the community. The program commenced in April 2024:
 - 11 students and 29 seniors participated in the program
 - 81 separate 'connections' or learning opportunities were made
 - 98 per cent of issues faced by seniors relating to digital literacy were resolved by the students and received a 4.9/5 star average feedback from seniors.
- Engaged with Indian Ocean Group Training Association to explore options for interpreter training and language services, providing them resources and information to support effective language services. The OMI also shared WA Language Services Policy 2020 resources and interpreter cards with relevant agencies such as IOTHS, Australian Federal Police and IOT local government offices.

Horizon scan

- In 2024-25, DLGSC aims to review past program effectiveness and build stronger stakeholder relationships with community groups, government agencies, service providers and local government.
- OMI will explore project delivery of a Mental Health and Wellbeing program to be developed and delivered in collaboration with IOT communities, health, and service providers.

Racing, Gaming and Liquor

Services

The Racing, Gaming and Liquor team continues to support the development of liquor and gaming industries within the IOT, through the provision of industry advice and licensing services, including compliance audits and the inspection of liquor licensed premises.

Highlights and activities

In 2023-24, Racing, Gaming and Liquor activities included:

- Annual liquor returns collected from liquor licence licensees
- Quarterly calculation and collection of liquor licence fees
- Two applications were received and processed to vary the trading hours of a licence
- One application was received and processed to change the trading of a licensed premises.

Horizon scan

- In 2024-25, Racing, Gaming and Liquor will focus on reviewing delegations issued by the Director of Liquor Licensing.
- Introduce revised policies of the Director of Liquor Licensing regarding application processes, while maintaining the integrity of liquor activities within the IOT.

Sport and Recreation

Services

The Sport and Recreation team coordinates sport and recreation visits, liaising with key stakeholders and working with CKI and CI on the strategic direction for sport and recreation.

Highlights and activities

In 2023-24, DLGSC planned future sport and recreation programs and organised several activation and capacity-building opportunities for the community. Programs delivered in 2023-24 included:

- Australian Sailing's nine-day program to students, teaching them wind reading, boat rigging and de-rigging, knots and capsized recovery, plus on-water practical sailing participation.



Image: Competent crew and explorers in the making

- Athletics West's coaching and up-skilling workshops in track and field events, plus review and update of the CI District High School athletics manual, resources, and information provided to schools and clubs for continued activation of athletics.
- WA Football Commission conducted school clinics over five days and coordinated a football game to complement the major Cocos Olympics community event.
- Gymnastics WA's school clinics and community sessions, plus gymnastics coaching, resources, and information provided to key contacts for continued activation of gymnastics.
- Basketball WA's Aussie Hoops program delivery with supporting resources, 3x3 game play and Streetball school clinics and community sessions, plus modified game play for seniors during a *Stay on Your Feet* session.
- Volleyball WA's participation and high-performing coaching for students to teachers, presenting a leadership educational session to student councillors, delivery of school clinics and community sessions.
- Football West and Perth Glory's MiniRoos program delivery with supporting resources, school clinics, modified game play for seniors during a *Stay on Your Feet* session, plus community sessions coordinated to complement the CKI 40th Year Anniversary of the Act of Self Determination Day community event.



Image: MiniRoos program delivery in action

- Golf WA’s clinics for schools and community sessions, modified activities for seniors during a *Stay on Your Feet* session, plus resources, and information provided to key contacts for continued activation of golf.
- Educational webinars delivered to IOT sporting clubs, organisations and local government staff, to develop the knowledge and skills of staff and volunteers involved in sport and recreation delivery.
- Educational webinars delivered through CI District High School to coaches and individuals involved in high performance sport.

Horizon scan

- In 2024-25, DLGSC will continue to coordinate sport and recreation programs and coaching opportunities to the IOT communities.
- Facilitate access to learning and development opportunities and encourage additional support from State Sporting Associations, to build the knowledge, skills and experience of volunteers to deliver sport and recreation activations.
- Identify sport and recreation infrastructure projects within the IOT, and provide advice in developing funding applications to support the construction of relevant infrastructure and associated maintenance programs.
- Establish pathways to support identified high performing athletes and coaches with funding and opportunities.

Department of Planning, Lands and Heritage

The Department of Planning, Lands and Heritage (DPLH) brings all land use and heritage responsibilities under the one umbrella to shape the future of WA's cities, regions and towns. DPLH is responsible for state-level land use planning and management, and oversight of Aboriginal cultural heritage and built heritage matters. More information is available at www.wa.gov.au/organisation/departments-of-planning-lands-and-heritage

Land Use Planning

Services

The DPLH planning services provide expertise in land use planning and in the administration of planning legislation. DPLH planning supports the WA Planning Commission and provides professional and technical expertise, services and resources to implement decisions relating to the planning and development of the IOT communities.

Highlights and activities

- During 2023-24, DPLH delivered land use planning services to undertake the CKI Coastal Hazard Risk Management and Adaptation Planning (CHRMAP) project, in collaboration with CKI local government.
- Provided professional and technical planning services, resources, and advice to CI local government regarding the review of its local planning strategy and local planning scheme.
- Provided planning advice in response to various queries from the IOT community, WA and Australian Government agencies regarding land use planning matters in the IOT.

Horizon scan

- In 2024-25, DPLH will continue to collaborate with stakeholders to progress the delivery of the CHRMAP project and a review of the CKI local planning scheme, and preparation of a new local planning strategy.
- Collaborate with CI local government to progress the preparation of a revised local planning strategy and local planning scheme.

Land Use Management

Services

The DPLH land use management services provide expertise in Crown land administration to the Australian Government and prepare, execute and lodge documentation to enact land transactions.

Highlights and activities

- In 2023-24, DPLH delivered advice and assistance in the disposition and management of Crown land in the IOT. This work assisted public infrastructure and development needs and administrative services to provide support to Crown land allocation decisions of the Australian Government.
- Assisted with project management of several projects and developments over Crown land within the IOT, including:
 - Management and advice in relation to the proposal for the Cocos Borenia Resort on Direction Island

- Completion of statutory referrals and drafting to enable the grant of a Licence and Lease for the construction of a telecommunications facility at CI Airport as part of the Regional Connectivity Program
- Completion of statutory referrals and drafting to assist in the re-grant of a licence nearby Taman Sweetland.
- Assisted with mapping, stakeholder referrals and land valuations.
- Prepared and amended updated precedent land tenure deeds to align with Commonwealth, WA and Territory legislation.
- Provided general advice on surveys and processes associated with Crown land dispositions.

Horizon scan

- In 2024-25, DPLH will continue to provide land tenure services to the IOT as required.
- Support the delivery of land tenure services and review current processes for the delivery of Crown land tenure in the IOT.

Heritage

Services

The DPLH heritage services provide expertise in the protection, management, and conservation of historic heritage within the IOT.

Highlights and activities

- During 2023-24, DPLH collaborated with the CI local government to review and advise on the heritage aspects of its revised local planning strategy.
- Provided heritage advice and resources in response to various queries from stakeholders regarding implementation of CI local government's local heritage survey and local heritage list.
- Provided heritage advice in response to development applications on CI.
- Facilitated meetings with stakeholders to explore consideration of heritage matters in CKI as part of the forecast delivery of the CKI local planning scheme and new local planning strategy during 2024-25 and 2025-26.

Horizon scan

- In 2024-25, DPLH will continue to collaborate with CI local government to progress the delivery of a fit-for-purpose local heritage survey and local heritage list.
- Progress a review of heritage provisions of the revised local planning strategy and local planning scheme.
- DPLH heritage services will explore the provision of heritage services to the CKI local government in preparation for the review of the CKI local planning scheme and new local planning strategy.

Department of Primary Industries and Regional Development

The Department of Primary Industries and Regional Development (DPIRD) is responsible for regulating and advancing agriculture, food industry, and aquatic resources while also building vibrant regional communities with flourishing economies within WA. More information is available at www.wa.gov.au/organisation/departments-of-primary-industries-and-regional-development

Marine Pest Surveillance

Services

DPIRD designs and implements marine biosecurity surveillance programs for the detection of marine pest species in the IOT, aligning with the WA Prevention List for introduced marine pests, and the National Priority Pest List. Introduced marine species surveillance is essential to preventing the introduction of marine pests to Australia, by aiming to detect new species at an early stage of invasion.

Highlights and activities

- During 2023-24, DPIRD completed the marine pest surveillance biosecurity survey design and scheduled future field work.
- Supported the CI Port who intercepted a nearby floating Fish Aggregation Device (FAD), which had come adrift from an unknown source. The FAD was brought ashore as it posed a risk to shipping and was investigated for the presence of marine pests. There was no evidence of introduced marine pest species.

Horizon scan

- In 2024-25, DPIRD will engage with the community to commence the marine biosecurity survey.
- DPIRD will continue to support stakeholders and deliver services, whilst navigating challenges presented by diving regulations. Field work scheduling and contingencies will be carefully considered.

Sustainability and Biosecurity

Services

DPIRD provides biosecurity services in the IOT, including policy advice, agricultural development, horticultural development, animal welfare, biosecurity, and pest and disease information.

Highlights and activities

- During 2023-24, DPIRD conducted a parthenium weed survey on CI across all known sites previously infested by parthenium weed. The survey detected nil plants. 96 per cent of the sites were free from parthenium weed for over six years.
- One site was treated with sulfometuron-methyl to prevent further germination. This site was free from parthenium for just over one year and was monitored four times a year by Parks Australia and DPIRD.
- Developed and disseminated 200 hard copies of parthenium weed biosecurity alerts across CI.
- Conducted three Siam weed surveys across all known sites on WI and HI, which resulted in the control of 377 plants across WI and HI.

- DPIRD developed and distributed a Siam weed biosecurity alert/factsheet across CKI.
- The Macao Paper Wasp (MPW) control program destroyed 1,398 nests across WI and HI. No MPW nests were detected in follow up surveys on the North CKI and also monitored the South CKI for the spread of MPWs.
- Tested efficacy of insecticides (Spinetoram, Chlorantraniliprole, Spinosad), and entomopathogenic biocontrol agents (Metarhizium anisopliae, Beauveria bassiana), applied topically to MPW nests.
- Assessed efficacy and repellency of Chlorantraniliprole diluted in water (water baiting) and Bacillus thuringiensis israelensis through application on grass and soil for MPW nest mortality.
- Measured survival and growth rate of selected MPW nests over various periods of time.
- Developed and disseminated 200 hard copies of exotic ant biosecurity alerts across CKI.
- Monitored species diversity and abundance of exotic ants within two previously infested public areas on WI, surveyed and treated two additional high-risk locations, and around the airport on WI.
- Inspected ten dwellings for Drywood Termites (DWT) which found all dwellings had DWT activity but one dwelling found DWT had absconded the site but evidence collected suggested it was an endemic Prorhinotermes canalifrons, a species of native damp wood termite.
- Assessed minimum and maximum temperatures in a 20-foot shipping container to determine if a dark-coloured and well-sealed shipping container positioned in full sun could reach sufficient temperature to destroy DWT in wooden objects (60 degrees Celsius). The measured temperature was in a range of 22 to 44 degrees Celsius, which is too low for heat treatment.

Horizon scan

- In 2024-25, DPIRD will engage with key stakeholders to develop Pest Management Guidelines for the IOT, which will set recommendations for the collective efforts to help minimise biosecurity risks.
- Prioritise engagement with community and stakeholders with sharing of knowledge and reviewing of the MPW Response Plan.
- Continue to support local team member in MPW and Siam weed control, data acquisition and support for the research project, upkeep of stings register, and communication of the program to community.
- Monitor and test traps for feral honeybee hives across CKI, as this can have environmental as well as human health implications if people are stung.
- Screen for ungazetted biosecurity pests following the collection of psyllids and moths after collecting Scarabaeid beetles for a beetle specialist.

Regional Development

Services

DPIRD provides the following:

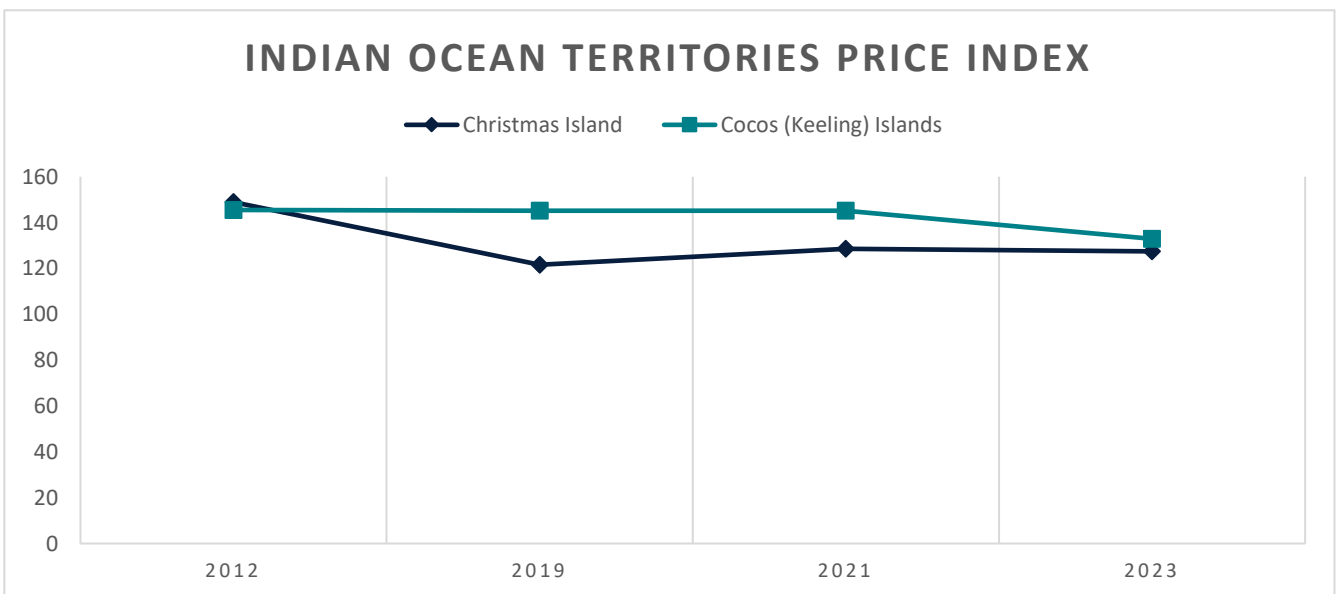
- Community Resource Centres (CRCs), which are locally owned and managed organisations providing a wide array of information and community-based services and activities.
- Territories Price Index (TPI), which is undertaken to analyse the cost of a basket of goods for a person living in the IOT compared to a person living in Perth.

Highlights and activities

- During 2023-24, both CRCs:
 - Were open a minimum of 25 hours per week.

- Provided computers for community use, access to government information and referral services for local providers.
- Hosted community education, social and business activities.
- The CKI CRC met or exceeded all performance indicators of its community service agreement. The CRC provided a presence on HI to extend CRC services to the general community and visitors. CKI CRC secured Regional Traineeship Grant funding to assist in the employment of a trainee at the CRC. The CRC is well regarded by the community and visitors to the IOT.
- Worked with the CI CRC to increase its profile and services. The CI CRC continued to operate the CI Op Shop where items are refurbished for resale to the community. The CRC is a well-used facility on CI.
- Supported both CRCs to achieve agreed outcomes and provided regular phone, video conferencing, and email support.
- Supported chairperson of the CKI CRC to attend the CRC Chairperson workshop in Perth in March 2024. The training event attracted 40 per cent of the network chairpersons and provided the CKI CRC with a wealth of governance and tailored industrial relations training.
- The CKI CRC produced The Atoll, a regular community information newsletter and published a community directory.
- The CI CRC maintained an online register of local service providers, businesses and government agencies.
- The CI CRC closed for six operating weeks in December 2023 to January 2024 due to refurbishment of the floors in the building. Events were impacted however, some computers remained available for community use.
- Prepared the Indian Ocean Territories Price Index 2023 which was approved in January 2024. More information is available at www.infrastructure.gov.au/sites/default/files/documents/indian-ocean-territories-price-index-2023-17january2024.pdf
- Commenced a review of the methodology and processes associated with the Regional Price Index, as it will also impact the TPI.

Graph 9: Trend of IOT Price Index



Horizon scan

- In 2024-25, DPIRD will continue to work closely with both CRCs to determine if additional support is required to improve and enhance services.
- Support the CKI CRC to attend a new coordinators workshop in October 2024.
- Support the CI CRC with employment and support of a trainee, should a traineeship application be required.
- Support CRC representatives to attend biennial Linkwest Conference in 2025.
- Engage stakeholders prior to implementing any changes to the TPI methodology. This will provide opportunities to make other improvements for efficiency and usefulness of the report.
- The next TPI is not yet scheduled but is anticipated to be undertaken in 2025 and will build on previous surveys undertaken in 2011, 2019, 2021 and 2023.

Department of Training and Workforce Development

The Department of Training and Workforce Development (DTWD) manages and coordinates WA's vocational education and training (VET) sector. It engages with industry, community and training service providers and provides advice on VET and related training services. More information is available at www.wa.gov.au/organisation/department-of-training-and-workforce-development

Services

DTWD provides advice, assistance and support on VET matters and related training services. This includes the management of training contracts for apprentices, trainees, and group training arrangements.

Highlights and activities

- In 2023-24, the DTWD advised the Indian Ocean Group Training Association (IOGTA) and other stakeholders of VET policies and reforms including national and state programs.
- Administered apprentices and trainees from the IOT employed under Training Contracts in accordance with the *Vocational Education and Training Act 1996* and regulations.
- Registered six trade apprentices on CI in engineering tradesperson refrigeration, fabrication, fixed plant and mobile plant mechanics, and carpentry using the DTWD training records system.
- Registered 10 trainees in business, surface extraction operations, surveying, horticulture, employment services, sport and recreation, and information technology.
- Provided support and advice to employers, apprentices, and trainees in training. This included dispute resolution, variation, suspension and cancellation of training contracts as required.
- Issued trade certificates to eight apprentices who completed their apprenticeships in 2023-24, and actioned 25 traineeship completions.
- Assessed eligibility and processed payment claims for IOT employers under the WA Employer Incentive Scheme.
- Provided information on the WA Group Training Program (WAGTP) funding program, including program specifications and funded categories.
- Paid the achieved level of WAGTP funding to IOGTA for support services to apprentices and trainees.
- Advised and supported IOGTA in relation to its role as a registered group training organisation to assist in meeting its obligations under the national group training standards.
- Audited IOGTA against the National Standards for Group Training Organisations 2017 which found IOGTA compliant with the standards. Its registration to operate as a group training organisation was extended to 31 August 2027.
- Delivered the Career Taster program in CI and CKI. The program aims to inspire secondary school students to become career curious about further study opportunities and potential careers.
- The Career Taster program attracted student participation in a series of activities designed to explore the occupational fields of beauty, construction, hospitality and creative arts industries. The practical activities, combined with insights from industry professionals, enriched students' understanding of potential career pathways.

Horizon Scan

- In 2024-25, the DTWD aims to review the delivery of the Career Taster program including the frequency and occupational industries, in consultation with local stakeholders.

Department of Transport

The Department of Transport (DOT) leads the development of safe, integrated and efficient transport systems in WA. DOT collaborates with other government agencies, private organisations, industry partners and the community to deliver safe and sustainable transport solutions. DOT develop strategic plans, policy and provide services for coastal infrastructure, marine safety, on-demand transport, and driver and vehicle services. More information is available at www.transport.wa.gov.au

Services

The DOT provides advice, assistance and support on transport issues including driver and vehicle licensing, vehicle safety standards, marine safety, on-demand transport, transport planning, aviation, freight and active transport.

Highlights and activities

- In 2023-24, new hire car registration stickers were introduced to CI and CKI as a visual confirmation the hire car, or privately-owned rented vehicle, has the required third-party insurance to protect the driver and vehicle owner in the event of an accident where a third party is injured.
- Community notices were issued in advance, advising of the new registration stickers which show the words "Hire Car" in red.
- Transport conducted Authorised Inspection Station (AIS) audits, Authorised Vehicle Examiner (AVE) refresher training and vehicle safety inspections on a number of heavy CKI vehicles.
- Held in-person community information sessions on CKI and CI to listen to and assist local residents on vehicle and driver related issues.
- Provided refresher training to the Motor Vehicle Registry (MVR) on driver and vehicle payments and transactions, following system upgrades to assist with processing driver and vehicle transactions.
- Conducted compliance and education patrols with the Australian Federal Police including marine inspector training and advice and information on all aspects of Maritime Safety education, compliance and investigations functions, and the new on water drug and alcohol laws.
- Community notices issued on CKI and CI notifying residents of the requirements of changing interstate vehicle plates to local island plates, and interstate or overseas driver's licences to the local driver's licence once they had resided on-island for more than three months.
- Created a quick reference guide for the Australian Federal Police to assist new officers arriving on CI or CKI regarding driver, vehicle and maritime related matters.

Horizon scan

- In 2024-25, DOT will conduct a coastal hazard and vulnerability assessment and provide recommendations.
- A range of optional licence plates will be made available for the first time on CI and an extended range for CKI.
- DOT aim to create an easy-to-read document regarding minimum trailer safety standard requirements to improve awareness in the IOT.
- Upgrading equipment used by the MVR to process driver and vehicle transactions and payments.
- Following changes to road traffic legislation, DOT will introduce a new payment process option relating to traffic infringements.

Department of Water and Environmental Regulation

The Department of Water and Environmental Regulation (DWER) supports the WA community, economy and environment by managing and regulating the State's environment and water resources. DWER supports the Environmental Protection Authority (EPA) in conducting environmental impact assessments and developing policies to protect the environment. More information is available at www.wa.gov.au/organisation/department-of-water-and-environmental-regulation

Environmental Protection Authority

Services

DWER delivers quality advice and services to the EPA to support the protection of the environment.

Highlights and activities

- During 2023-24, EPA provided advice to stakeholders on planning reviews undertaken in the IOT.

Horizon scan

- In 2024-25, EPA will continue to provide advice and support progression of scheme amendments required as a result of local government planning reviews.
- Enable appeals to be received in respect of scheme or scheme amendments.

Environmental Regulation

Services

DWER provides services through the administration of environmental law, including regulation of prescribed premises, emissions and wastes, incident protection and response, community engagement and education. Prescribed premises are industrial premises with the potential to cause emissions and discharges to air, land, or water.

Highlights and activities

- During 2023-24, DWER worked on approval for the commencement of works for the Department of Defence Runway Upgrade project on WI.
- Worked to undertake review and inspection on CKI for algae blooms, the identification of phytoplankton to support Parks Australia.

Horizon scan

- In 2024-25, DWER aims to commence a regulatory licensing review process to implement the IOT Strategic Waste Management Plan.
- Undertake an environmental compliance assessment of all DWER registered major hydrocarbon prescribed premises activities on CI and CK.
- Liaising with the Department of Defence regarding reporting obligations under the *Contaminated Sites Act 2003*.
- Implement a stack emission, dust monitoring program in relation to the processing of phosphate and load out operations.

- Conduct assessments of water and environmental approvals to facilitate the Department of Defence Runway Upgrade project.
- Continued assessment of applications for native vegetation clearing permits in the IOT and support the native vegetation rehabilitation program.
- Deliver the Working with Waste education program to demonstrate management of community waste, plastic waste, and facilitate waste reduction and reuse.
- Continued 24-hour pollution response and complaints management through DWER's Pollution Watch Hotline.

Water

Services

DWER provides advice and support on licensing and water source regulation and protection, assessment of groundwater, and allocation of consumptive water use.

Highlights and activities

- During 2023-24, DWER supported DOH and Parks Australia regarding marine algae blooms.
- Provided water science protection advice for CI landfill prescribed premises.
- Continued introduction of water monitoring telemetry on HI to assist in the understanding of climate change.

Horizon scan

- In 2024-25, DWER will continue to provide water policy advice to support drinking water strategies and provide advice for stormwater management on HI.
- Undertake an on-site hydrogeological and water protection review of the IOT water sources with DWER hydrogeologists, senior engineers and water protection experts to inform decisions in relation to water protection, regulation and monitoring of IOT water sources.
- Provide advice to support the Department of Defence Runway Upgrade project in relation to:
 - Sustainable take from Quarantine Station (QS) 1, QS2 and Horticulture Block (HB) 3 water galleries
 - Water quality baseline, management objectives and reporting for QS1, QS2, HB3, Airport (A) 2 and A3 water galleries WI runway water lens
 - Development of drinking water source protection reports providing recommendations through the Australian Drinking Water Guidelines 2019 framework to assist with reducing contamination risk and outline management objectives as part of integrated land use planning within the IOT
 - Potential impacts of stormwater due to the changed runway profile requirements.
- Implement an IOT bore monitoring program that will provide more consistent information of the status of current and potential future water sources, including environmental requirements.
- Implement a measurement program for CKI for groundwater levels of the HI freshwater lens under the Kampong area.
- Review water quality monitoring data received to inform projects and water service delivery.
- Conduct freshwater lens investigation for South and Horsborough Islands, CKI.
- Develop a lagoon water quality monitoring program to better understand the impacts to the lagoon, particularly, seagrass, turtles, phytoplankton and algae blooms.

Equal Opportunity Commission

The Equal Opportunity Commission (EOC) is responsible for the administration of the *Equal Opportunity Act 1984*. More information is available at www.wa.gov.au/organisation/equal-opportunity-commission

Services

The EOC provides information and advice regarding equal opportunity and human rights issues and investigates, and endeavours to conciliate, complaints under the *Equal Opportunity Act 1984* (WA).

Highlights and activities

- In 2023-24, the EOC continued to provide email and telephone support, online resources and information in the form of web content and education videos to the IOT community.
- No formal complaints were lodged during this time.

Horizon scan

- In 2024-25, the EOC will continue to provide mainland office, email, and telephone enquiry services to inform IOT community members of their rights and responsibilities and to provide an avenue for complaints.
- The EOC aims to conduct information forums and complaint clinics during visits to provide direct access to EOC officers for community members.
- Following a review of the applied legislation by the Law Reform Commission of Western Australia, a Bill to legislate a new Equal Opportunity Act is yet to come before Parliament.

Health and Disability Services Complaints Office

The Health and Disability Services Complaints Office (HaDSCO) is an independent Statutory Authority that manages complaints about health, disability, and mental health services for community. HaDSCO also deals with complaints and undertakes investigations under the jurisdiction for unregistered health practitioners and the code of conduct for certain health care workers. More information is available at www.hadSCO.wa.gov.au/about-us

Services

HaDSCO manages complaints about health, disability, and mental health services for the IOT communities. HaDSCO services include assessment, conciliation, negotiated settlement and investigation of complaints plus education and training in the prevention and resolution of complaints.

Highlights and activities

- HaDSCO visited the IOT in March 2024. The visit focused on raising awareness of HaDSCO services and provide information on complaint resolution pathways.
- The team engaged with community members, service providers and the local government.
- HaDSCO representatives provided an enquiry and complaint handling function on island, and this directly led to two complaints being completed with the team.
- The team provided the IOT communities with general information that was translated into Cocos Malay, and the health service on CI was provided with general information in English, and Code of Conduct information in English.
- Information was also provided through translation services, and community members were invited to complete a public survey relating to the statutory review of HaDSCO's guiding legislation.
- In 2023-24, HaDSCO received and closed three complaints from the IOT. This is an increase from one complaint recorded the previous year.

Table 8: Complaints lodged from the IOT

Financial Year	Complaints
2021-22	3
2022-23	1
2023-24	3



Image: Attendees from the Cocos (Keeling) Islands information session

Horizon scan

- HaDSCO will continue to monitor emerging issues in the health, disability, and mental health sectors to respond accordingly. It will also apply any efficiencies achieved or resolution process improvements to the management of complaints to the community.
- HaDSCO will continue to develop multilingual communication materials and publications for use in the IOT.

Insurance Commission of Western Australia

The Insurance Commission of WA (ICWA) provides funds management, expert advice and claims handling services in relation to the operations of the compulsory third party (CTP) and no-fault motor vehicle catastrophic injuries support scheme (CISS) in the IOT.

Services

Under the arrangement, ICWA manages all claims for personal injury, including nominal defendant claims, resulting from motor vehicle crashes or crashes involving unidentified or unlicensed vehicles in the IOT. More information is available at, www.icwa.wa.gov.au

Highlights and activities

- In 2023-24, there were no open CTP or CISS claims submitted.

Horizon scan

- In 2024-25, the ICWA aims to visit the IOT to engage with community members, to improve awareness and facilitate understanding of ICWA services.
- The ICWA will continue to provide mainland office, email, and telephone enquiry services to inform IOT community members of their relevant Freedom of Information services, and accept online crash reports.

Legal Aid Western Australia

Legal Aid WA (LAWA) is the public face of the Legal Aid Commission of Western Australia. LAWA is the largest provider of legal aid services in WA, with some 480 lawyers and support staff across nine offices in WA and the IOT. LAWA maintains an office on CI which is staffed three days per week and a solicitor travels to CI and CKI throughout the year. When a solicitor is not on island, IOT residents can seek LAWA support via email and telephone enquiries and with Infoline, phone and video conferencing services available. More information is available at www.legalaid.wa.gov.au

Services

LAWA provides services such as legal advice sessions, court representation, community legal education, referrals, tasks and general advocacy to ensure access to justice for the communities of the IOT.

Highlights and activities

- In 2023-24, LAWA conducted regular visits enabling access to a solicitor in person and during Court.
- The LAWA solicitor appeared as the duty lawyer for 14 clients, 12 adults and two juveniles. LAWA’s advocacy ensured clients were represented professionally in court. LAWA’s work also resulted in some of the clients having their charges discontinued by Prosecution.

Table 9: Legal Aid Services 2023-24

Service	Total	Juvenile	Adult
Duty Lawyer	14 clients	2	12
Legal Tasks/Advice	87 individual sessions		

- LAWA represented a CKI resident for a successful bail application in the Perth Magistrates Court and later arranged a grant of legal aid for the client’s District Court matters.
- Outside of court appearances, LAWA provided 87 individual legal advice sessions and/or legal tasks to IOT residents. This work was split between family law, civil law, and criminal law enquiries.
- Multiple community legal education sessions were conducted at the schools on CI and CKI. Positive feedback from the education sessions was received regarding the opportunity to provide legal education clinics for students, including a presentation and mock Court proceedings from the Deputy Chief Magistrate.
- LAWA continued to publish topical and informative articles about legal issues in local news. The articles were published in English and other relevant languages.
- Successful legal education sessions with elder citizens were conducted on CI and CKI, in collaboration with Elder Rights WA and in recognition of World Elder Abuse Awareness Day.

Horizon scan

- In 2024-25, LAWA will continue to deliver high quality services to the IOT and continue building strong community relationships.

Image: Legal Aid WA Officers supporting Elder Rights WA activities in recognition of World Elder Abuse Awareness Day



Main Roads Western Australia

Main Roads WA (MRWA) is responsible for WA's road network. MRWA works to ensure roads meet the needs of the community, industry and stakeholders. MRWA strives to provide safe, reliable roads, bridges and paths in WA. More information is available at www.mainroads.wa.gov.au

Services

MRWA provides advice on road funding and support to the local governments on road assets that may include programming, maintenance, plant and equipment, and traffic management.

Highlights and activities

- In 2023-24, MRWA finalised the approval for area speed zone signs to be implemented on CI. MRWA also provided quantities for signs and associated fixtures and fittings to CI.
- Collaborated with key stakeholders by attending regular meetings in person and online.
- Continued to correspond with CI and CKI local governments to provide technical advice.
- Liaised with CKI local government regarding the Sydney Highway upgrade project and provided design comments and advice on the design of the highway upgrade. MRWA supported the development of a fit for purpose design.

Horizon scan

- In 2024-25 MRWA will continue to provide advice and support on any Sydney Highway upgrade works which form part of the Defence CKI airfield upgrade project.
- Assist with the development of unsealed road technologies, including undertaking a pavement investigation.
- Assist with the development of generic traffic management plans for temporary roadworks.
- Finalise the install of area speed zones across CI.
- Continue supporting local governments in the IOT.

Office of the Information Commissioner

The Information Commissioner provides independent merit review of decisions made by WA Government agencies and IOT local governments on access applications and requests to amend personal information under the *Freedom of Information Act 1992*.

Services

The Office of the Information Commissioner (OIC) assists IOT local governments and community members to understand rights and obligations under freedom of information (FOI) services. More information is available at www.oic.wa.gov.au

Highlights and activities

- In 2023-24, two enquiries were received and no formal requests for an external review were lodged.

Horizon scan

- In 2024-25, the OIC aims to visit the IOT to engage with community members, local governments, and agencies providing services, to facilitate understanding of FOI services.
- Following the recent introduction of the *Privacy and Responsible Information Sharing Bill 2024* and the *Information Commissioner Bill 2024*, a framework to protect the privacy of personal information handled by public entities and to authorise the responsible sharing of information held by public entities, is now available.
- The OIC will continue to provide mainland office, email, and telephone enquiry services to inform IOT community members of their relevant FOI services, and accept applications for external reviews.

Parliamentary Commissioner for Administrative Investigations (Ombudsman Western Australia)

The Parliamentary Commissioner for Administrative Investigations (Ombudsman) investigates and resolves complaints about the administrative decision making and practices of the public sector, local government and universities. More information is available at www.ombudsman.wa.gov.au

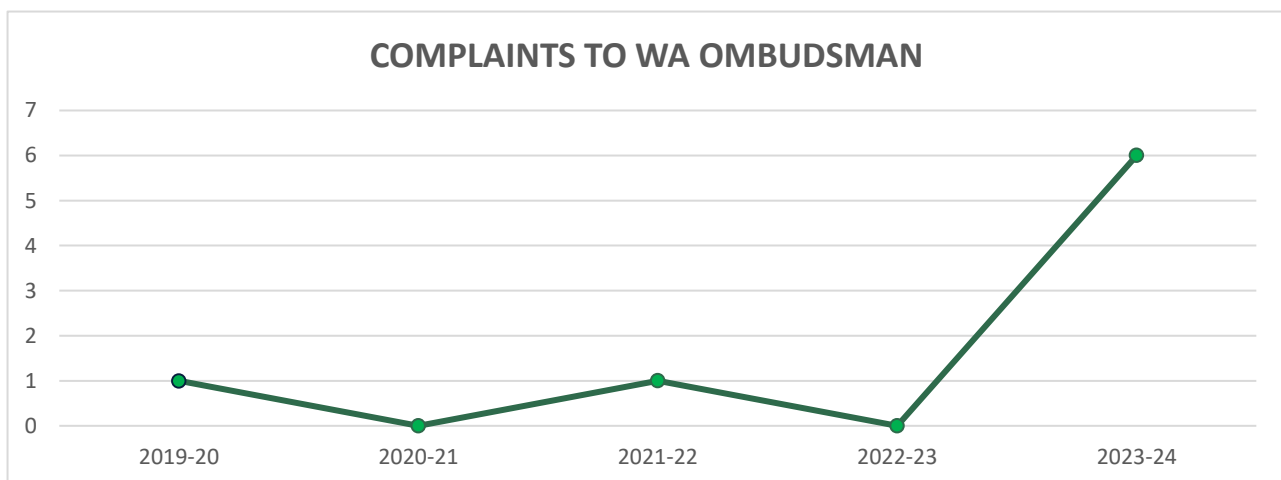
Services

The Ombudsman is an independent officer who investigates and resolves complaints about WA agencies, authorities delivering services in the IOT and the IOT local governments. The Ombudsman has a key role in supporting lawful, reasonable, fair and accountable decision making and practices by WA public authorities in the IOT and by IOT local government authorities.

Highlights and activities

- During 2023-24, six complaints relating to the IOT were received.
- The Ombudsman continued to provide online, email and toll-free telephone support to IOT and fulfilled all functions in receiving and processing complaints.
- Information on how to make a complaint to the Ombudsman was available in 18 languages, including local languages, in print and audio formats.
- Provided access to the Translating and Interpreting Service if people need an interpreter and the National Relay Service if they have a hearing or speech impairment.

Graph 10: Complaints to WA Ombudsman from the IOTs over five years



Horizon scan

- In 2024-25, the Ombudsman will continue to provide awareness of, and access to, the services provided by the Ombudsman. Activities include providing hard copy brochures, in local languages, for public display and access.
- Continue to provide independent and timely complaint resolution and enquiry services and aims to maintain strong relationships with public authorities and communities in the IOT.

Salaries and Allowances Tribunal

The Salaries and Allowances Tribunal (SAT) is established pursuant to section 5 of the *Salaries and Allowances Act 1975*. The SAT set remuneration for offices such as the Governor, Members of Parliament, judicial officers, senior public sector offices and Chief Executive Officers (CEOs) of Government Trading Enterprises. More information is available at www.wa.gov.au/organisation/salaries-and-allowances-tribunal

Services

The SAT is an independent statutory authority that, on behalf of the Australian Government, determines the remuneration to be paid to the Territories' local government chief executive officers and the fees, expenses, and allowances provided to elected members. On an annual basis, the SAT inquiries into and determines:

- The amount of remuneration, or the minimum and maximum amounts of remuneration, to be paid or provided to CEOs of local governments.
- The amount of fees, or the minimum and maximum amounts of fees, to be paid or provided to elected council members for attendance at meetings.
- The amount of expenses, or the minimum and maximum amounts of expenses, to be reimbursed to elected council members.
- The amount of allowances, or the minimum and maximum amounts of allowances, to be paid to elected council members and CEOs of local governments.

Highlights and activities

- In 2023-24, the SAT conducted the local government CEOs and elected members remuneration inquiry. The final determination was issued on 5 April 2024, which set the remuneration to be payable to the local government CEOs and elected members for 2024-25.

Horizon scan

- During 2024-25, SAT will conduct the annual inquiry for local government CEOs and elected members remuneration and will issue a determination no later than 5 April 2025.

State Library of Western Australia

The State Library of Western Australia (SLWA) treasures WA stories and builds, preserves and shares physical and digital collections that reflect the State’s rich heritage, diversity and history. More information is available at www.slwa.wa.gov.au

Services

The libraries on CI and CKI operate with stock provided by SLWA. SLWA preserves the documentary heritage of IOT, provides a collection of books and other materials, provides relevant consultancy and advisory services, and training for CI and CKI librarians. SLWA supports the development of literacy in children, providing them with greater potential to grow, learn and develop. Under agreements with the CI and CKI local governments, library staff, library accommodation, equipment and other infrastructure, plus book exchanges from the IOT to Perth is provided.

Highlights and activities

- In 2023-24, SLWA activities included exchanges of library materials from the mainland regularly throughout the year. IOT libraries received 3,444 items in English language and items in languages other than English.
- Enabled free access to WA electronic resources, including e-books, audiobooks, e-magazines, streaming films, videos and music, comics and TV shows.
- Provided face-to-face support and training to IOT library staff.
- Provided accessible support for library staff through an online tool (included a training platform), email and phone.
- Delivered the *Better Beginnings* family literacy program reading packs to parents with a baby, a reading pack for toddlers, as well as a reading packs for kindergarten children. The program supported early literacy development and school readiness.

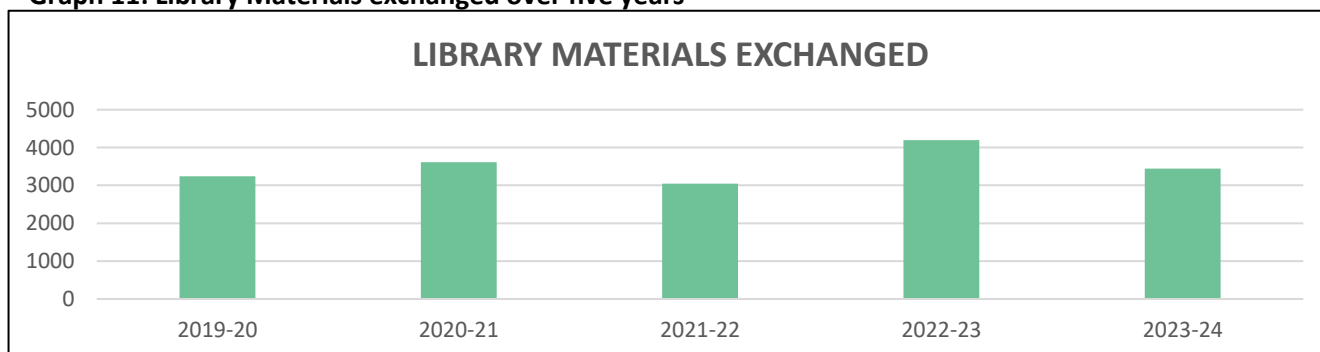
Table 10: *Better Beginnings* reading packs delivered to parents or kindergarten students

Financial Year	Christmas Island	Cocos (Keeling) Islands
2021-22	37	37
2022-23	112	21
2023-24	50	14

Horizon scan

- In 2024-25, IOT library members will continue to have the same level of access to online materials as for all WA public library members.
- SLWA will provide support, training, and advice to library staff.
- Deliver the *Better Beginnings* program training and advice to library staff.

Graph 11: Library Materials exchanged over five years



Water Corporation

The Water Corporation is the principal supplier of water, wastewater and drainage services in WA to homes, businesses and farms. More information is available at www.watercorporation.com.au

Services

The Water Corporation supports the administration and management of water and wastewater services to the IOT community. It also generates and distributes electricity to the CKI community.

Highlights and activities

- During 2023-24, the Water Corporation recognised milestone achievements of employees achieving more than 20 years of service.
- For 2023-24, all WI treated water quality was within the Australian Drinking Water Guidelines (ADWG) Health and Non-Health guidelines.



Image: In action, clarifier overhead pipe replacement

- All CI treated water quality has been within ADWG guidelines for 2023-24, with the exception of aesthetic performance for hardness, which is a characteristic of the water source.
- 1,122 water quality samples were analysed in National Association of Testing Authorities (NATA) accredited laboratories for compliance and operational purposes.
- 527 wastewater quality and environmental samples were analysed in NATA accredited laboratories for compliance and operational purposes.
- Continued the valve and hydrant replacement program and completed generator engine rebuild.
- Identified and controlled 208 hazards in the IOT, prioritising occupational safety and health.
- Assisted local government with negotiations for the HI landfill facility boundary extension which

enabled long term sludge disposal on HI.

- Completed the first stage of the CI Summit to Drumsite water main pipeline replacement project.

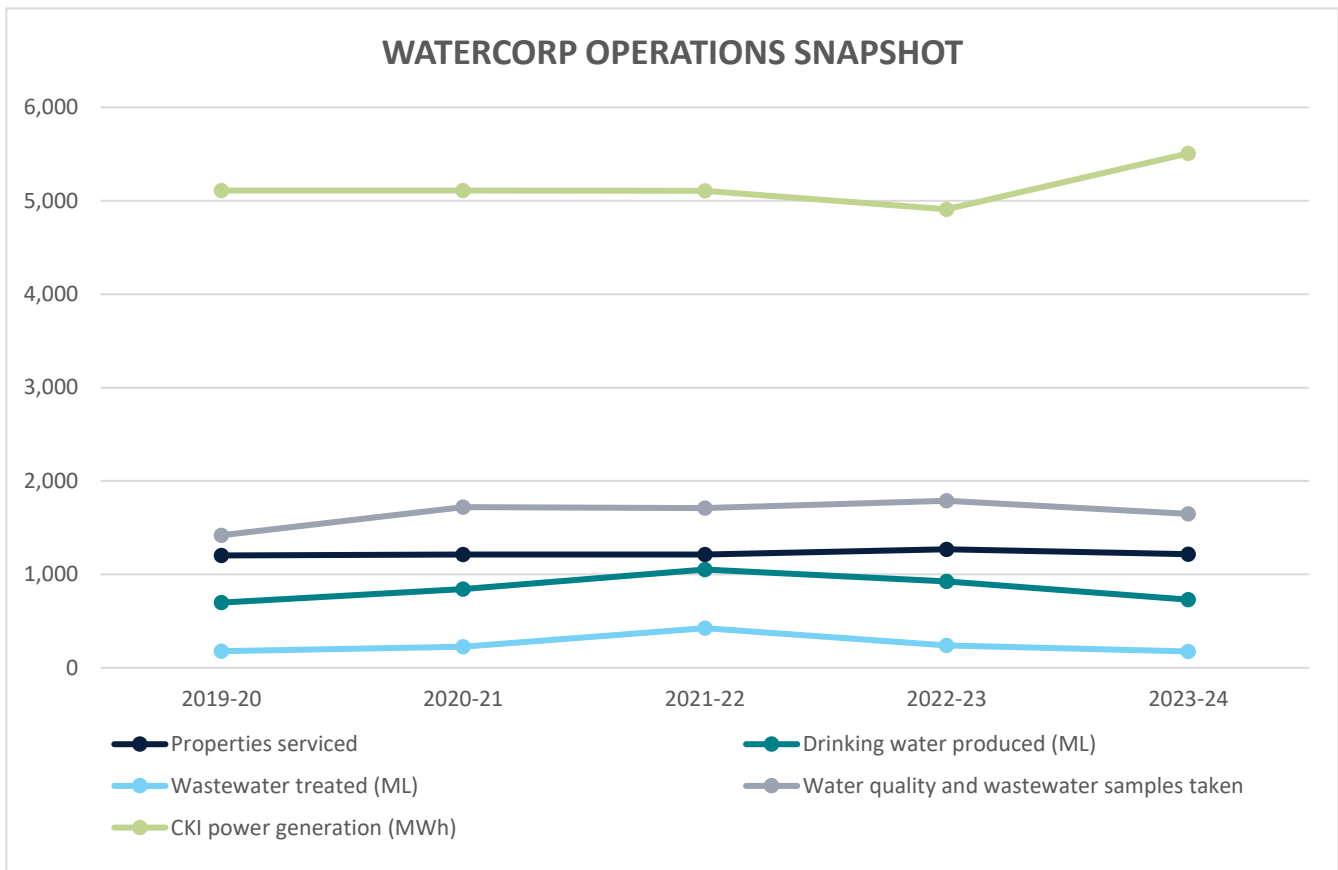


Image: CI Summit to Drumsite water main pipeline replacement

Table 11: Water Corporation operations snapshot over four years

Operations Snapshot	2020-21	2021-22	2022-23	2023-24
Properties serviced	1,213	1,213	1,269	1,215
Drinking water produced (ML)	842	1,052	924	728
Wastewater treated (ML)	225	424	240	175
Water quality and wastewater samples taken	1,720	1,709	1,788	1,649
CKI power generation (MWh)	5,109	5,106	4,909	5,507

Chart 12: Trend Water Corporation operations snapshot



Horizon Scan

- In 2024-25, the Water Corporation aims to provide a traineeship program for CI and continue training and development of the CKI electrical apprentice.
- Provide health and wellbeing provisions to employees such as physiotherapy and hearing and respirator fit testing.
- Focus on asset renewals and fleet management strategies including replacement and disposal processes.
- Continue to deliver school and education programs and annual presentations to stakeholders.
- Deliver a new water source for WI through desalination.
- Development of a waste management strategy for the IOT, including disposal options.
- Completion towards phase two of the Summit to Drumsite main replacement project.
- Relocation of the Kampong wastewater pressure main.

Western Australian Electoral Commission

The WA Electoral Commission (WAEC) provides all Western Australians with accessible, efficient and high quality electoral and enrolment services. More information is available at www.elections.wa.gov.au

Services

WAEC is responsible for conducting local government elections and promoting community awareness of the electoral process. Services include providing education regarding the role of the WAEC, the electoral process, and voting to interested parties.

Highlights and activities

- During 2023-24, WAEC delivered community awareness sessions in the lead up to local government elections and the Voice to Parliament Referendum.
- Delivered electoral education programs to students on CI.
- Discussed amendments to the *Local Government Act 1995* with CI and CKI local governments.
- Demonstrated the CountWA computer software used for counting ballot papers during the visit to CI. The software was utilised for the count of the 2023 local government elections.
- An ordinary election ran on 21 October 2023 on CI and CKI. The count resulted in the election of four councillors on CKI and four councillors on CI.

Horizon scan

- In 2024-25, the WAEC will prioritise local government elections in 2025 and focus on developing relevant information that is translatable to assist community groups.

Western Australian Land Information Authority (Landgate)

The WA Land Information Authority (Landgate) is WA’s land information authority, providing information about land and its ownership, use, location, and management which is vital to WA's economic, social and environmental development. Landgate is governed by the *Land Information Authority Act 2006*, which is reviewed every five years. More information is available at, www.landgate.wa.gov.au

Services

Landgate delivers land information services, including the registration of titles, location and cadastral information market services including valuations, stamp duty assessments, rating and valuation rolls, and asset valuations to the IOT.

Highlights and activities

- In 2023-24, Landgate recorded all registered titles in the IOT, as outlined in Table 12.

Table 12: Titles registered in 2023-24

Titles Registered	Christmas Island	Cocos (Keeling) Islands
Crown Land	274	82
Freehold	298	71
Freehold – Granted to Australian Government	19	5
Strata Granted to Commonwealth	248	3
Certificate of Title under the Strata Titles Act	3	0
Reserves (including CLT data above)	222	75
Documents processed	622	89

- In 2023-24 Landgate completed the annual unimproved value (UV) general valuation program, consisting of 558 values for CI and 266 values for CKI, for land tax purposes.
- A gross rental value (GRV) general valuation of CI and CKI did not occur however, two GRV interim valuations, four stamp duty assessments, and one market valuation were completed on CI. Ten GRV interim valuations, one stamp duty assessment, and one market valuation was completed on CKI.
- During 2023-24, no informal queries or formal objections were lodged against UVs or GRVs for the IOT. No formal appeals were lodged.



Image: Tide gauge levelling check on Home Island

- The geodetic survey team visited CKI for the purpose of conducting maintenance and preservation of the geodetic network.

Horizon scan

- In 2024-25, Landgate aims to work toward the introduction of electronic conveyancing in the IOT to align with Landgate and national policy to move from paper-based transactions to a national electronic conveyancing system.
- Complete the next GRV general valuation program for the IOT with these values to come into force on 1 July 2025.
- As part of the general valuation program, valuers will visit both CI and CKI to conduct inspections.
- The geodetic survey team to visit CI in 2024-25 for the purpose of mark location and validation, tsunami monitoring station levelling, geodetic network observations, and maintenance.

Table 13: Titles registered over three years

	Christmas Island			Cocos (Keeling) Islands		
	2021-22	2022-23	2023-24	2021-22	2022-23	2023-24
Crown Land	275	275	274	82	82	82
Freehold	298	298	298	71	71	71
Freehold – Granted to Australian Government	19	19	19	5	5	5
Strata Granted to Commonwealth	3	248	248	0	3	3
Certificate of Title under the Strata Titles Act	248	3	3	3	0	0
Reserves (including CLT data above)	222	222	222	72	72	75
Documents processed	55	61	622	15	9	89

Western Australian Museum

The Western Australian Museum is a statutory authority within the DLGSC portfolio, established under the *Museum Act 1969*. It is a body corporate with perpetual succession and common seal, governed by a board of trustees. WA Museum aims to inspire curiosity to explore the past, question the present and shape the future. More information is available at, www.museum.wa.gov.au

Services

The WA Museum continues to support IOT communities in the preservation and sharing of cultural heritage and knowledge. WA Museum provides advice and practical assistance, through direct contact with museum professionals to develop on-island skills and sound museum practice.

Highlights and activities

- During 2023-24, WA Museum provided training and mentoring in collection management, conservation, and exhibition management to on-island staff. Hands-on training also included:
 - Gallery layout and improvements to layout were designed and implemented, including storage
 - Showcase design of new displays, prioritising more sensitive collection objects
 - Object handling and storage
 - Conservation practice and identification of object damage due to environmental impacts.
 - Work, health and safety within a museum context
 - Registration.
- Jukong Restoration project commenced. The initiative has engaged master boat builders from community and volunteers to restore a collection of historic Jukong boats, while in the process transferring traditional skills and knowledge to the younger generation through workshops.
- Using a professional Oral Historian, interviews were recorded collecting the oral histories of community members.
- Tai Jin House strategy development commenced which included the status of collection management, exhibition management, and museum governance.



Image: Tools in the hands of CKI's shipwright

Horizon scan

- In 2024-25, the WA Museum multi-year projects continue progression on the Jukong Restoration, Oral Histories, and Tai Jin House projects.
- WA Museum will continue developing programs that meet the needs of CI and CKI communities.

Western Australian Planning Commission

The WA Planning Commission (WAPC) is responsible for integrated urban and regional land use planning and development, working in conjunction with State and local government to develop a system, policies and plans for the long-term benefit of WA. More information is available at, www.planning.wa.gov.au

Services

The WAPC undertakes its functions as prescribed in the *Planning and Development Act 2005* and provides information, advice, and recommendations to Government on land use planning, land development and infrastructure coordination in the IOT.

Highlights and activities

During 2023-24, WAPC reviewed various land use planning policies relevant to the IOT, including:

- Shire of Christmas Island Local Planning Scheme No. 2
- Shire of Cocos (Keeling) Islands Local Planning Scheme No. 1
- new Part 11B, of the *Planning and Development Act 2005* which became operational from 1 March 2024 and provides a tailored assessment option for complex and significant development proposals which are greater than \$5 million in value in regional areas
- new State Planning Policy 7.3 Residential Design Codes Volume 1 and 2 which became operational from 10 April 2024 and provides planning and design provisions for residential development
- new Position Statement: Residential accommodation for ageing persons (March 2024) which sets out a policy position to remove barriers and encourage diverse supply of residential accommodation for ageing persons
- new Position Statement: Electric Vehicle Charging Infrastructure (March 2024) which sets out a policy position for how electric vehicle charging infrastructure should be considered and assessed
- consistent Local Planning Schemes Final Report (May 2024) and associated Consultation Outcomes Report (May 2024) which provides greater consistency for zones, reserves and land use definitions in local planning schemes.

Horizon scan

- In 2024-25, the WAPC will continue to deliver services to the IOT as required.

Workcover WA

WorkCover WA (WorkCover) administers the *Workers' Compensation and Injury Management Act 1981* (WA)(CI)(CKI). The agency provides advice, assistance and education, dispute resolution services, and monitors and enforces compliance with the legislation.

Services

WorkCover WA (WCWA) administers the *Workers Compensation and Injury Management Act 2023*. WCWA provides advice, assistance and education, dispute resolution services, and monitors and enforces compliance with the legislation.

Highlights and activities

In 2023-24, WCWA provided claims, compliance, education and dispute resolution services. These activities and highlights included:

- Monitoring claim numbers and costs to inform education and enforcement activity. The number of time lost claims which occurred in the IOT for the 2023-24 year was nine.
- No breaches identified on CI or CKI following desktop inspections based on annual ATO data-matching. Desk top inspections remained an ongoing part of WCWA's compliance strategies.
- Conducting workers compensation education and information sessions with various groups, local government, IOT Health Services, AFP, and individuals across 12 premises on CKI.
- Continued provision of a fair and timely dispute resolution, ensuring stakeholders had access to a high-quality service through WCWA Conciliation and Arbitration Services.

Horizon scan

- During 2024-25, WCWA officers will travel to CI to provide education and information to workers and employers about workers' compensation, injury management obligations and entitlements.
- Liaise with medical and other service providers about workers' compensation entitlements, Certificates of Capacity, injury management and return to work activities.
- Meet with community groups, local government and individuals to provide information and education regarding workers' compensation.
- Undertake compliance investigations as required.