




**Australian Government**

**Department of Infrastructure,  
Regional Development and Cities**



**Service Delivery Arrangements (SDA)  
Annual Report  
Indian Ocean Territories  
2016-17**

June 2018



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ISBN: 978-1-925701-10-4  
June 2018 / INFRA-3502

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## Australian Government

### Department of Infrastructure, Regional Development and Cities

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On behalf of the Department of Infrastructure, Regional Development and Cities I am pleased to present the Service Delivery Arrangements (SDA) Annual Report 2016-17 for services provided by Western Australian (WA) Government agencies to the Indian Ocean Territories (IOT).

This is the third report published since recommencement of annual reports publishing in 2014-15. Each year has seen minor changes to the reporting format with a view to refining and standardising content for its readers.

A number of more significant outcomes were achieved for the IOT communities and individuals during 2016-17, including:

- the renegotiation of 11 SDAs and negotiation of 2 new SDAs;
- a BreastScreen WA SDA variation to allow IOT women to access services in WA;
- the commissioning of new fire trucks on Christmas Island (CI) and Cocos (Keeling) Islands (CKI) West Island;
- the commissioning of a new purpose-built rigid-hull inflatable rescue boat based at CKI Home Island;
- Country Arts tour of Bunk Puppets' Sticks Stones Broken Bones;
- CI Seaweeek activities in May 2017 which saw over 620 participants in attendance;
- 22 apprentices and trainees successfully completed training and received Relevant Trade Certificates; and
- completion of Stage 1 of the CKI Home Island Waste Water Treatment Plant upgrade, with the installation of a new ultraviolet treatment unit.

WA Agencies whose services were not required during 2016-17 have not submitted a report and include the:

- Economic Regulation Authority;
- Environmental Protection Authority;
- Office of the Environmental Protection Authority;
- Public Trustee; and
- Department of Water.

I hope this report is of interest to the IOT communities.

Karly Pidgeon  
General Manager, Indian Ocean Territories

13 June 2018

# Service Delivery Arrangements

## Background

The Australian Government, through the Department of Infrastructure, Regional Development and Cities, is responsible for providing State-type services to the IOT of CI and CKI.

There are 3 ways of delivering State-type services:

- SDAs with the WA Government;
- direct service provision by the Australian Government (for example power and health); and
- contracts with the private sector (for example airport and port facilities management).

Since 1992, the Australian and WA Governments have been entering into SDAs for the provision of services to the IOT, with 45 WA Agencies providing services in 2016-17.

## 2016-17 SDA management

The Department's Perth Regional Office has responsibility for negotiating and managing the SDAs with WA Agencies. In 2016-17, 13 multi-year SDAs were negotiated, effective from 1 July 2017:

- Department of Corrective Services;
- Equal Opportunity Commission;
- Health and Disability Services Complaints Office;
- Department of Main Roads;
- Department of Sport and Recreation;
- Department of Training and Workforce Development;
- Environmental Protection Authority (new);
- Office of the Environmental Protection Authority (new);
- Parliamentary Commissioner for Administrative Investigations (State Ombudsman);
- Public Trustee;
- State Library of Western Australia;
- Water Corporation; and
- WorkCover WA.

## SDA fact sheets

In partnership with the WA Government, the Department produces SDA fact sheets for renegotiated and new SDAs. Fact sheets provide succinct information about the services available through SDAs and how to access these services. The fact sheets, including translated versions, are available on the Department's website.

# Department of Agriculture and Food

## Background

Weed related projects currently undertaken by the Department of Agriculture and Food (DAFWA) aim to deliver weed control, surveillance and extension/communication activities on 2 of the world's most invasive tropical weeds. Parthenium weed (CI) and Siam weed (CKI) are significant weeds on the Islands. Eradication of these weeds is a target in WA.

The Parthenium weed project on CI commenced in April 2008 and is now very close to an eradication outcome. Two active sites remain with low weed density. The Siam weed project on CKI commenced in 2010 following on from the success demonstrated on CI. The current scope of the program for CKI allows for the protection of high biosecurity transport links including ports, road and air links to the mainland. No infestations of Siam weed remain in any high biosecurity risk locations.

Both weed projects have been highly successful. Stakeholders have widely accepted the achievement.

## Highlights and Activities

Adverse weather conditions saw the cancellation of the October 2016 visit. Two visits were undertaken to both Islands in February and May 2017.

DAFWA engages with the CKI Indian Ocean Group Training Association (IOGTA) to provide casual employment of local Home Islanders to assist with operational activity. Home Islanders participate in training for weed control and surveillance during visits. DAFWA also employed local contractors to assist with the treatment of Siam weed on West Island. A local tour business provides boat transport during Island surveillance activity.

Inspections and assessments were completed in all infested areas, with weed detections recorded and treated. Treatment includes spraying and/or physical removal. High priority transport links including ports, road and air links were successfully protected. Reports from each visit were provided to all stakeholders. CI is 87% of infested sites Parthenium weed free for over 3 years.

Regular interactions took place with key stakeholders to discuss and report on the control programs. Stakeholders included Parks North, the Shire, Schools, IOGTA, small business owners, the general community and members of sporting associations. Assistance from Parks North staff during scheduled visits on CI has been vital to the success of the program.

# Department of the Attorney General

## Background

The Department of the Attorney General (DoTAG) provides Court services that meet the needs of the judiciary and community, including non-judicial support and other administrative support functions for the management of Courts and Tribunals.

## Highlights and Activities

The Magistrates Court held 7 sittings at CI and 6 sittings at CKI.

Visits were undertaken to the Christmas Island District High School (CIDHS) and Cocos (Keeling) Islands District High School (CKIDHS). Years 7 to 10 classes participated and the Deputy Chief Magistrate provided information on Civil Law Vs Criminal Law, presumption of innocence, court hierarchy, what happens in court and legal representation.

### *Circuits and Other Visits*

The Magistrates Court scheduled regular quarterly sittings at the IOT Courts.

### *Education and Training Programs*

During the June 2017 visit to the IOT Courts, the visiting Deputy Chief Magistrate conducted training and information sessions for rostered Justices of the Peace. Help cards were provided by the Training and Research Officer from the JP Branch.

### *Inspections and Audits*

In June 2017, the Court Liaison Officer carried out a management inspection/audit, addressing all outstanding items and identifying no further issues. One exception was the transfer of certain records to the Perth Registry for approval of destruction in accordance with DoTAG policies.

### *Coronial Inquests*

Following an inquest, 5 deaths were finalised on CI during the year.





# BreastScreen WA

## Background

BreastScreen WA is part of the national breast cancer-screening program that aims to reduce deaths from breast cancer through early detection of the disease.

The service invites women aged between 50 and 74 years for a free mammogram every 2 years.

## Highlights and Activities

Between 2006 and 2016, 950 IOT women have participated in breast cancer screening.

Issues with X-ray equipment delayed the visit to the IOT during the year. Instead, 87 women attended screening while they were visiting the WA mainland.

BreastScreen WA worked closely with the Australian Government and the Indian Ocean Territories Health Service (IOTHS) to plan for the replacement of the old equipment to new full field digital mammography equipment.

This new equipment will give CI and CKI direct electronic connection with BreastScreen WA, where digital images can be easily stored and transmitted for prompt reporting at BreastScreen central radiology rooms in Perth providing a faster result for women. If needed, these images can also be transferred electronically to other health professionals to assist them better manage their patient's breast abnormalities.

# Department for Child Protection and Family Support

## Background

The Department for Child Protection and Family Support (DCPFS) provides the following services:

- social work supervision services and advice in respect of applied legislation; and
- assistance, information and services to facilitate the compliance by relevant organisations and persons in the IOT with their obligations under the applied legislation concerning Working with Children (WWC) Checks.

## Highlights and Activities

### Senior Social Worker

The IOT Senior Social Worker (SSW) remained actively engaged in community capacity building. The SSW worked collaboratively with the CKI Community Services Officer (CSO) to ensure a positive level of service delivery to the IOT communities.

The IOT social work service was promoted through pamphlets in the 3 main languages (Chinese, Malay and Cocos-Malay), and via newsletters and bulletin boards. The SSW delivered therapeutic intervention to a number of residents. Delivery of interventions was in the form of motivational interviewing, counselling, cognitive therapy, advocacy, mediation, social skills education and art therapy. The SSW offered advice, consultation and mediation between parties on the Juvenile Justice Team panel implementing restorative justice, and ensuring Court mandated sentences were upheld.

### WWC

In May 2017, staff from the WWC Screening Unit visited CI along with officers from the Equal Opportunity Commission and the Health and Disability Services Complaints Office. Activities included meetings with key stakeholders, site visits and workshops/forums. The collaboration aimed to streamline information and support, also to reduce the number of meetings that the community needed to attend with SDA personnel.

The WWC Children Screening Unit provided all functions in relation to the processing of applications including screening, assessment, card issue and ongoing monitoring.

Locality	Applications made 2016-17	WWC cards issued 2016-17	Negative or Interim Negative Notices issued	Current cards as at 30/06/2017
CI	101	97	0	266
CKI	49	47	0	100



## Horizon scan

In 2018-19, DCPFS will work with the Department on the development and finalisation of a new SDA, inclusive of child protection services.

The WWC Screening Unit intends to visit the IOT after Ramadan in 2018. In 2017-18, the final report of the *Royal Commission into Institutional Responses to Child Sexual Abuse* will be tabled. The WA Government, along with other jurisdictions, has committed to working toward national consistency and ensuring that WWC Check schemes operate with the best interests of children in mind.

# Department of Commerce

## Background

The Department of Commerce provides the following services:

- Building Commission: oversees the regulation of building, painting, building surveying and plumbing services;
- Consumer Protection: responsible for fair trading, consumer rights, property sale and rental laws, some occupational licences, co-operatives and not for profit legislation;
- EnergySafety: safe use of and working with electricity and gas; and
- WorkSafe: promote and secure the safety and health of people at work.

## Highlights and Activities

Regular gas and electrical inspection activities have ensured that no serious incidents or fatalities related to gas or electricity in the IOT have occurred for several years.

Consumer Protection focussed on matters raised by residents; the recall of Takata airbags in vehicles; and providing education and training to clubs and associations about the *Associations Incorporation Act 2015 (WA)(CI)(CKI)*.

WorkSafe, EnergySafety and the Building Commission conducted regulatory compliance inspections. Enforcement action took place to ensure regulated work was completed in accordance with relevant legislation, regulations and standards. For example, the discovery of non-watermarked plumbing products resulted in enforcement action and rectification.

## Horizon scan

Consumers and new small businesses developing on the Islands will become increasingly reliant on the protections of the *Australian Consumer Law (WA)*, including those dealing with consumer guarantees and unfair terms.

Consumer Protection education campaigns will focus on areas of interest to the IOT residents including buying over the internet, scams, contracts and unsafe products.

Over the next few years, it is likely that a new set of nationally consistent Work Safety and Health laws will come into place. This will require increased community and industry education.

The requirement to maintain electrical network operations continues which means on-island electricians require ongoing training to maintain electrical inspection capabilities.



# Department of Corrective Services

## Background

The Department of Corrective Services provides a Senior Community Corrections Officer, in conjunction with the visiting Judicial Officer, to visit the IOT to conduct Adult Community Corrections activities and, on behalf of Youth Justice Services, youth justice activities such as:

- preparation of Court reports;
- management and supervision of offenders on orders;
- facilitating diversionary programs;
- processing Juvenile Justice Team referrals; and
- training the Australian Federal Police (AFP) in policy and practice regarding the management of adult and young offenders.

Corrective Services also assists with the transfer and incarceration of IOT offenders in WA prisons.

## Highlights and Activities

A Senior Community Corrections officer visited CKI and CI in September and December 2016, and March and June 2017. The Officer provided 3 Pre-Sentence Reports during 8 court circuits.

Two offenders on Community Based Orders were provided supervision.

One person entered into, and successfully completed, a Juvenile Justice Team Agreement.



# Department of Culture and the Arts

## Background

The Department of Culture and the Arts (DCA) continued to support the development of a diverse arts and culture sector within the IOT through policy development and grants funding.

Services to the IOT include performing or visual arts tours and recurrent funding to the on-island arts and culture peak body, Arts and Culture Christmas Island (ACCI).

## Highlights and Activities

A highlight was the tour of Bunk Puppets' Sticks Stones Broken Bones. Country Arts WA toured the work to both CI and CKI. The award-winning shadow puppetry show toured for 9 days, performing to 509 people over 4 shows. The show featured shadow puppets made from household rubbish. The tour also included 10 found-object workshops, engaging 149 participants.

Country Arts WA was engaged as a sole provider to the IOT during 2016-17.

ACCI is a key provider of ongoing arts and cultural activity in the IOT. ACCI is a not-for-profit member based organisation that provides a creative hub and an annual program of arts and cultural events on CI. In 2016-17, ACCI received devolved funding from DCA (through Country Arts WA) in order to engage the local community through its arts and cultural activities.

## Horizon scan

During the 2016-17 tour of Sticks, Stones, Broken Bones, Country Arts WA undertook consultation with the IOT community about future needs in the arts and cultural area. This information will inform future activity.

DCA has been working with Community Arts Network WA, Art on the Move and Country Arts WA to undertake a scan of what services may be required in the IOT over the next 3 years.

# Disability Services Commission

## Background

The Disability Services Commission provides the following services to the IOT:

- Autism Spectrum diagnoses and Intellectual Disability diagnostic assessments;
- Local Coordination: works at the individual, family, community and government levels, assisting people with disability to live in their communities as fully and independently as possible;
- Statewide Resource Consultancy: providing a consultancy, training and resources for therapists and staff who are supporting people with disability; and
- Early Years Consultancy: providing a home-based early childhood intervention service for children with Autism Spectrum Disorder and their families who live in the IOT from diagnosis to Year 1 primary school. A team psychologist works with the child's family and the local community to identify and design strategies to help the child learn and develop.

## Highlights and Activities

The IOT Local Coordinator (Coordinator), who visited CI once during the year, has worked with eligible people and their families to ensure active and current individual plans are in place for eligible people in the IOT. The Coordinator has worked on costing and budgeting of required disability related supports with the IOT Health Service, attended to relevant plan implementation issues, and sourced and coordinated support from a range of service providers and professionals including: the Independent Living Centre; Community Aids and Equipment Program; School of Special Education Needs; Autism Association; North Perth Specialist Dental Association; Carers WA and National Disability Services among others.

The Disability Services State-wide Consultancy Program supported the visiting IOTHS Occupational Therapist, Physiotherapist and Speech Pathologist with professional specialist disability advice. The Statewide Consultancy Program provided phone support to a family on CI during June to August 2016. The Early Years Autism Team travelled to CI in February 2017 to provide face-to-face support to eligible families. Bi-monthly phone support was provided as identified thereafter. Completion of eligibility determinations, including Autism Spectrum Disorder assessments, were made in Perth.

## Horizon scan

According to the National Disability Insurance Scheme (NDIS) Bilateral Agreement between the Australian and WA Governments, IOT residents will have the NDIS available by 1 July 2020.

# Department of Education

## Background

The Department of Education provided education services in line with the requirements of the *School Education Act 1999 (WA)(CI)(CKI)* to students at CIDHS and CKIDHS.

## Highlights and Activities

- Filling of all vacancies for teaching staff in the schools, and relocations managed, for the commencement of the 2017 school year;
- Monthly meetings with the Department and Department of the Premier and Cabinet to discuss operational issues in the schools;
- Coordination of visiting services to provide support to the teaching and learning needs of the staff and students;
- Provision of consulting teacher services for students with special educational needs in line with agreed service proposals;
- Visits by the Lead School Psychologist to support students and staff in accordance with relevant education plans;
- Education and external contractors providing professional learning to the whole staff group in line with whole school plans;
- Education and external contractors providing programs to staff, students and the communities in line with whole school plans and community need;
- Coordination of visiting services to provide assessment and advice on the cleaning and gardening requirements for the CI school;
- Provision of operational advice to school staff to ensure compliance with relevant legislation as it applies in the IOT, education policies and arrangements for education service provision in the IOT; and
- North Metropolitan Education Regional Office staff visit to CI in June 2017.

## Horizon scan

- Education will continue to utilise specialists when assessing the education needs of students;
- Continue monitoring appointments of teaching staff to the IOT as the reasons for choosing to take up a position in remote locations becomes less desirable. This shift has affected workforce-planning considerations in WA as applicants to teaching positions become less inclined to leave a larger metropolitan centre, particularly as economic conditions change; and
- Effective curriculum delivery in both schools is closely linked to access to reliable internet service provision.



# Department of Environment Regulation

## Background

The Department of Environment Regulation (DER) provides services to the IOT through the implementation of environmental law, including regulation of prescribed premises, emissions and wastes, incident protection, response, community engagement and education. Prescribed premises are industrial premises with potential to cause emissions and discharges to air, land or water.

## Highlights and Activities

Officers engaged with the community, schools and local government on issues related to litter reduction and waste management on the Islands. They focused on:

- raising awareness of alternatives to single-use plastic;
- reducing the use of plastic bags and water bottles; and
- highlighting community champions to drive behaviour change.

In partnership with Tangaora Blue Foundation, DER launched the IOT Marine Debris Project in March 2017. This brought together a team of off-island volunteers, partners and local people to volunteer to collect and audit marine debris at beach sites on the Islands, the majority washing in from offshore sources. Recording of brands and origin details will take place in future years. The data will be used to track littering to its source and work on strategies to hold producers of waste accountable.

During 2016-17, there were 14 prescribed activities within the IOT: 10 active prescribed premises licences, 1 works approval and 3 registrations. All prescribed premises were inspected during the year.

Activities implemented by various prescribed premises included:

- upgrade of infrastructure;
- commissioning of hydrogeological surveys into groundwater movements;
- 6 self-reported unauthorised discharges; and
- continued support for the potential reuse of aged bio-solids sludge for compost on CKI.

## Horizon scan

An inaugural meeting will be held in 2017-18 with the Emergency Management Committees on CI and CKI to workshop and support them in addressing the findings and recommendations of the Pollution Response Capability Assessment Report; and continuation of the Marine Debris Project.

# Equal Opportunity Commission of WA

## Background

The Equal Opportunity Commission of WA (EOC) provides information and advice on equal opportunity and human rights issues and investigates complaints under the *Equal Opportunity Act 1984* (WA)(CI)(CKI).

## Highlights and Activities

Officers conducted activities during a visit to the IOT from 16 to 27 May 2017. The visit was in partnership with the Department of Child Protection and Family Support's Working With Children (WWC) Screening Unit and the Health and Disability Services Complaints Office.

A combined agency visit was undertaken following positive feedback from the initial partnership trip in 2016 by WWC, EOC, and the Department of Sport and Recreation indicating that IOT residents receive more value from interactions with relevant combined WA agency staff.

Activities included combined information forums, organisational meetings, community meetings and handling enquiries from members of both communities. The focus for the EOC was to provide Refresher Equal Opportunity Law sessions and updated resources for both IOT communities.

Twenty-one meetings were held with representatives of community groups, administrative bodies and the Union of CI Workers across both IOT communities.

## Horizon scan

Officers will be responding to requests arising from its activities and will continue to:

- provide a telephone enquiry service to inform community members of their rights and responsibilities under the legislation; and
- accept complaints of discrimination and harassment made by community members under the *Equal Opportunity Act 1984* (WA)(CI)(CKI).

# Department of Finance

## Background

The Department of Finance:

- collects state-type revenue in accordance with applied legislation and remits revenue to the Australian Government;
- sub-contracts JLL, through its Building Management and Works Division, to manage IOT commercial properties on behalf of the Department; and
- provides advice on IOT energy policy and regulatory matters.

## Highlights and Activities

### Building Management and Works (BMW)

- Oversighted JLL's works projects including construction of the CI Administration Building disability access ramp, completion of stage 3 and 4 of the CI AFP building façade remediation works, CKI AFP building entryway remediation, CI Gaze Road Storage structural repairs, CI and CKI Electrical Testing and remediation, and CKI Light Industrial Area new fencing; and
- JLL undertook 2 trips to inspect managed properties and 3 trips associated with the Department of Education facilities.

### Office of State Revenue (OSR)

- The Customer Education Program provided advice to taxpayers on their rights and obligations in respect of the administered tax laws;
- OSR provided an enquiry service for IOT taxpayers regarding pay-roll tax, land tax, tobacco franchise fees and duties; and
- The Internal Audit function audited the Department of Finance's systems and controls which process the IOT collections.

### Public Utilities Office

No activities to report on during 2016-17.

## Horizon scan

- BMW will continue with approved programmed maintenance works and further develop the management of the IOT Education facilities including agreement of the scope of management responsibilities and ongoing budgetary requirements to maintain these facilities; and
- OSR's next visit will focus on tobacco and payroll tax issues.

# Department of Fire and Emergency Services

## Background

The Department of Fire and Emergency Services works towards building the capability and capacity to prevent, prepare for, respond to and recover from emergencies. Also, 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

The capability and capacity of the IOT Fire and Emergency Services Units was improved through an increase in the number of volunteer emergency services personnel in the units and the provision of training to undertake the roles.

The new fire trucks on CI and CKI West Island were successfully commissioned providing greater capability to respond to fires and other emergencies.

The Volunteer Marine Rescue (VMR) capability was significantly improved with the commissioning of a new purpose-built rigid-hull inflatable rescue boat based at CKI Home Island.

Officers made 5 visits to the IOT and conducted the following activities:

CI Volunteer Fire and Emergency Services (VFES) Unit:

- Introduction to Firefighting course;
- Breathing Apparatus qualification course;
- new appliance commissioning and training;
- routine skills maintenance training drills;
- vehicle checks and faults reported;
- equipment checks and faults reported;
- schools education session delivered to Year 3 students; and
- attended CI Emergency Services Open Day.

CI VMR Unit:

- vessel handling training;
- vessel checks and faults reported; and
- equipment and facility serviceability checks and faults reported.

#### CKI West Island VFES Unit:

- Introduction to Firefighting course;
- Breathing Apparatus qualification course;
- new appliance training and commissioning;
- vehicle checks and fault reporting;
- equipment checks and fault reporting; and
- school education session delivered to Year 3 students.

#### CKI Home Island VFES Unit:

- Breathing Apparatus refresher course;
- routine skills maintenance training drills;
- vehicle checks and faults reported;
- equipment checks and faults reported; and
- school education session delivered to Year 3 students.

#### CKI Home Island VMR Unit:

- new vessel familiarisation training; and
- equipment and facility serviceability checks and faults reported.

## Horizon scan

The short term will see a continued focus on developing the skills of volunteers to operate the new equipment and respond safely to risks specific to their community including fire, storm and land and sea rescue.

# Department of Fisheries

## Background

The Department of Fisheries (Fisheries) supports the conservation and sustainable use of the IOT marine environment through commercial and recreational fisheries management; fisheries research and assessment; fisheries community education; aquatic biosecurity services; fish health diagnostic and pathology services; fisheries compliance services; aquaculture management and licensing.

## Highlights and Activities

Over 620 people participated in the various activities during the CI Seaweeek in May 2017. This event involved various stakeholders and was a joint initiative of Fisheries, the CI Tourism Association and Keep Australia Beautiful. A new IOT Marine Explorer's guide, a fun educational activity booklet, was also developed and distributed.

Fisheries undertook stakeholder consultation on the Commercial Fishing Policy and finalised reporting arrangements, in consultation with the Cocos Malay community, to underpin the Cocos Malay cultural fishing arrangements. This is integral to the future implementation of recreational fishing rules in the IOT.

Community and stakeholder engagement remained a key priority for Fisheries. Engagement activities included community presentations from the management, research and community education teams on both Islands. The IOT Fisheries and Marine Officer continued to play an active role in community events such as assisting with CI's annual Territory Day fishing competition.

Four new lessons were developed and included in the school's education program. Overall, 424 students participated in the 31 structured school activities.

Publications included articles in local newspapers on White Spot disease and gong gong (*Lambis lambis*) research, and the annual IOT commercial fisheries assessment in *Status reports of the fisheries and aquatic resources of Western Australia 2015/16*.

Research activities included a series of baited remote underwater video station deployments at both Islands, environmental DNA collection on CKI, a tropical rock lobster diversity and abundance survey on both Islands and the completion of a long-term survey of gong gong to update abundance and habitat associations.

The IOT Fisheries and Marine Officer completed 12 wholesale/retail inspections on CI, 6 land patrols, 2 sea based patrols (jointly with Parks Australia) and 1 aquaculture site inspection.



## Horizon scan

A key priority will be finalising and implementing recreational fishing rules on both Islands.

Community engagement will continue as a priority with new school programs, community activities and presentations.

Monitoring and assessment of local fish stocks will continue, including an acoustic tagging project researching the behaviour and movement of gong gong on CKI.

# Department of Health

## Background

Treatment of IOT residents in WA public hospitals.

## Highlights and Activities

Significant progress was made towards negotiating a new Health SDA. The intent of the new SDA is to reflect the range of health care services offered by the Department of Health, and the new governance arrangements in the WA health system established under the *Health Services Act 2016* (WA)(CI)(CKI).

WA Country Health Service (WACHS) engages with and mentors the Indian Ocean Territories Health Services, including provision of advice:

- on the various health services and programs that WACHS offers and delivers; mainly telehealth programs, and allied health and mental health services;
- on the feasibility of providing renal dialysis, including costs, patient safety, maintenance and governance;
- for the recruitment of medical practitioners; and
- by a clinician on governance matters.

Inpatient, Emergency Department (ED) and Outpatient (OP) treatment of IOT residents at WA public hospitals, summary details are in the following three tables.

Since 2015-16 there has been an:

- increase of 13% in public patient admissions of IOT residents to WA public hospitals;
- increase of 7% in public ED presentations of IOT residents to WA public hospitals; and
- decrease of 1% in public OP attendances of IOT residents to WA public hospitals.

Table 1 Public patient admissions

Financial year	Public inpatients
2015-16	225
2016-17	254

Table 2 Public ED presentations

Financial year	Public ED patients
2015-16	87
2016-17	93





Table 3 OP attendance

Financial year	Public OP
2015-16	942
2016-17	955

# Health and Disability Services Complaints Office

## Background

Health and Disability Services Complaints Office (HaDSCO) manages complaints about health, disability services and mental health for the IOT communities. HaDSCO has 2 service areas:

- assessment, conciliation, negotiated settlement and investigation of complaints; and
- education and training in the prevention and resolution of complaints.

## Highlights and Activities

HaDSCO conducts biennial visits to the IOT with a visit undertaken to both Islands during 2016-17. The purpose of the visit was to provide community members, service providers, Indian Ocean Territories Administration (IOTA) and local and Australian government entities with:

- the opportunity to meet with HaDSCO representatives in person to discuss potential issues and complaints; and to
- raise awareness and provide access to HaDSCO's services.

Planning and delivery of the trip to CI was done in partnership with the EOC and the WWC Screening Unit. This partnership approach to delivering services and outreach enables attendance to be more manageable for community members.

HaDSCO received and closed a number of complaints during the year, and assessed all complaints within the legislative timeframe of 28 days. The average number of days taken to resolve a complaint was 25 days.

HaDSCO provided information to individuals making a complaint regarding the storage of medical equipment and access to mental health services, including the options available to them in order to resolve their complaint. Two complaints were referred to the Commonwealth Ombudsman.

## Horizon scan

HaDSCO will continue to raise awareness of its role and strengthen its links with the IOT, including a potential visit in 2018-19.

# Housing Authority

## Background

The Housing Authority (Housing) provides advice and services to the IOTA including housing and property management guidelines and support, policy structure guidelines and interpretation and contracting and construction if and as requested.

## Highlights and Activities

During the year, Housing focused on improving IOTA debtor management skills, resulting in a reduction in rental arrears and nil vacated debts (as at 30 September 2017).

A full audit of rent calculated on tenant's accounts confirmed that calculations provided by Housing are effective and rent is correctly calculated.

There was continued progress in the enhancement of the MEX Maintenance Management System in collaboration between Housing and IOTA. This will improve asset and tenant protection due to improved data collection that complies with relevant legislation.

Tenancy agreements were updated by the Australian Government Solicitor to reflect changes implemented by amendments to the *Residential Tenancies Act 1987* (WA)(CI)(CKI).

A program to replace smoke alarms in public and employee housing dwellings and comply with the 10-year replacement life cycle of these units was commenced. Manual testing and checking of Residual-Current Device (RCDs) and main earth points has also been a continual focus.

During the year, Housing provided an overview of electronic property inspection applications using appropriate Information.

## Horizon scan

Housing and IOTA will continue progressing the enhancement of the MEX Maintenance Management System to undertake digitised property inspections and establish a comprehensive and reliable database to ensure asset and tenant protection and compliance with relevant legislation.

Biannual inspections remain the goal and focus for 2017-18, aligned to the rollout of MEX electronic inspections.

The recommended biannual inspection regime of April and October each year will include manual testing of RCDs and smoke alarms. This will include photographic evidence of the safety devices to ensure good tenancy standards and safety device compliance.



# Insurance Commission of WA

## Background

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 insurance schemes in the IOT.

Under the arrangement, the ICWA manages all claims for personal injury, including nominal defendant claims, resulting from motor vehicle crashes or crashes involving unidentified or unlicensed (and hence, uninsured) vehicles in the IOT.

## Highlights and Activities

No new claims were lodged in the IOT in 2016-17.

# WA Land Information Authority (Landgate)

## Background

The WA Land Information Authority (Landgate) delivers land information services, including the registration of titles, geographic and cadastral information; market valuation services including valuations, stamp duty assessments, rating valuation rolls and asset valuations.

## Highlights and Activities

### Land information

Eight land transactions were registered on CKI and 115 on CI, including registering of 1,051 titles.

Titles registered	CKI	CI
Freehold	76	319
Crown Land Titles (CLT)	107	306
Strata titles	3	240
Reserves (included in CLTs data above)	73	211

The geodetic survey network was updated on both Islands and data collections processed.

### Valuation services

The Valuer-General provided valuations for rateable and taxable property for the Shire of Christmas Island (SoCI) and the Shire of Cocos (Keeling) Island (SoCKI), Water Corporation and the Office of State Revenue. 822 unimproved valuations were completed from the valuation rolls.

Description	CKI	CI
Valuation Rolls - Unimproved Valuations	266	556
Interim Valuations – Gross Rental Values	4	10
Interim Valuations – Unimproved Values	0	13

There were 4 market valuation requests resulting in the provision of 5 valuations, and 3 valuations for stamp duty assessment.



## Landgate Location Technology Consulting Services

The project commenced in May 2017 and will assist the Department to leverage existing infrastructure, data and services offered via the Shared Location Information Platform (SLIP) and [www.data.wa.gov.au](http://www.data.wa.gov.au), improving data management processes and centralising access to data.

### Aerial imagery project

Unfavourable weather conditions delayed the imagery capture.

### Horizon scan

- Registering property transactions on the IOT;
- The valuation program for unimproved values in the 2018-19 financial year with values coming into force on 1 July 2019;
- Planning maintenance and upgrade of the Geodetic Survey Network in 2017-18; and
- It is anticipated that the Aerial Imagery Project, weather permitting, will be completed in the first half of 2017-18



# Department of Lands

## Background

The Department of Lands provides Crown land administration services, advice on policy and the process in dealing with Crown land tenures in the IOT.

## Highlights and Activities

- Finalisation of delegations under the *Land Administration Act 1997 (WA)(CI)(CKI)*;
- Approval of forms for tenure delivery and subsequent use to deliver tenure;
- Two officers visited CI to discuss lease compliance and contamination issues with IOTA; and
- Provided advice on a range of Crown land policies and procedures.

## Horizon scan

- Complete the approval of tenure forms for use in the IOT;
- Undertake tenure delivery as and when required; and
- Continue to provide advice on tenure, policy and procedures for Crown land.

# Legal Aid Commission of WA

## Background

The Legal Aid Commission of WA (Legal Aid) provides legal services, including legal advice, information and referral, to those in need of assistance in the community to access justice. It provides duty lawyer services at IOT courts, legal minor assistance and advocacy (now termed 'legal tasks') and legal representation pursuant to grants of aid. It also provides community legal education services.

## Highlights and Activities

Legal Aid offers community legal education through its articles in *The Atoll* and *The Islander* publications and holding meetings with community groups or agencies, where possible. Relationships with some important stakeholders, including the AFP operating in the IOT, have been particularly co-operative, leading to a very high degree of efficiency in enabling Legal Aid to assist clients.

CI visits occurred monthly in the reporting year, barring 2 months, and 1 visit was made to CKI.

Legal Aid provided legal advice, information, referral and legal tasks during the reporting year, and duty lawyer assistance prior to and during court sittings. Over both Islands, there were 161 instances of advice, 192 instances of legal task provision, 31 duty lawyer appearances, 470 instances of information provision by the island's paralegal and 26 grants of aid.

Formal community legal education was provided by way of discussions with community groups and agencies.

The Solicitor/Manager acted as duty lawyer for each sitting of the CI Magistrates Court and for 2 sittings of the CKI Magistrates Court (via telephone).

## Horizon scan

The need for legal assistance by the IOT residents is anticipated to remain at current levels.



# Department of Local Government and Communities

## Background

The Department of Local Government and Communities (DLGC) provides information, support and assistance to the non-government organisations that support DLGC outcomes including the contracting of services.

## Highlights and Activities

### *Local Government*

DLGC provides support and advisory services to 139 local governments, including those in the IOT. These services aim to improve the capacity of local governments to respond to community demands and expectations, and improve levels of accountability and legislative compliance.


Both Shires continue to provide governance and services to their respective communities. They have achieved accountability, financial and statutory compliance standards equivalent to local governments in rural and remote WA.

#### Local Government:

- Provided advice and support to local government elected members and officers in relation to the application of the *Local Government Act 1995 (WA)(CI)(CKI)* and Regulations;
- Reviewed local government compliance audit returns, budgets, budget reviews, annual financial reports and auditor's reports;
- Undertook regulatory functions primarily related to the administration of the *Local Government Act 1995 (WA)(CI)(CKI)* including approvals, compliance monitoring, investigations and other statutory support;
- Determined the Australian Government general-purpose Financial Assistance Grants to the IOT local governments, in accordance with the *Local Government (Financial Assistance) Act 1995 (WA)(CI)(CKI)*;
- Provided training and travel assistance for elected members on island and during local government week; and
- Conducted a Better Practice Review visit to both Shires.

#### *Communities – Education and Care Regulatory Unit (ECRU):*

- Information and support to approved education and child care services on CI through the role of the Assessment Officer (Authorised Officer) and the ECRU;
- Conducted an Assessment and Rating visit (second round), for the child care service receiving a final rating of 'Meeting National Quality Standard' (NQS) in 6 of the 7 areas; and

- 
- Conducted a post assessment and rating visit to discuss results and provide further support around the service's programming and changes to NQS, with changes effective in February 2018.

#### *WA Seniors Card*

- Issued replacement WA Seniors Card for IOT residents; and
- Administered payment of the 2017 Cost of Living Rebate to IOT Seniors Card members.

### Horizon scan

#### *Communities*

- ECRU will monitor the retention of suitably qualified staff.

#### *Local Government*

- Staff retention may be a potential issue for the Shires, affecting its operations and requiring a higher level of support.

# Main Roads WA

## Background

Main Roads WA provides advice on road funding and support to the local government on road assets and issues including programming, maintenance, plant and equipment and traffic management.

## Highlights and Activities

- Undertook annual visit and regular liaison with local government and IOTA personnel;
- Provided advice and assistance to local government, the Department and IOTA personnel on a wide range of issues including road maintenance and construction;
- Assisted with development of an IOTA led benchmarking study on CI road maintenance activities;
- Provided road maintenance programming and delivery advice to SoCI, SoCKI and the IOTA;
- Provided costings and productivity rates to IOTA as part of its attempt to implement a benchmarking process for CI maintenance activities. To assist with this process, staff visited CI to observe maintenance practices, assess productivity and discuss Main Roads' assessments and observations with IOTA and the SoCI;
- Inspected the road construction and maintenance plant on both Islands and provided advice on plant replacement, specifications and management and associated systems; and
- Provided assistance to the SoCI to revise and improve its 20 Year Road Works Program.

## Horizon scan

It is suggested that road resurfacing, replacement of safety barriers on CI and shoulder reconditioning on CKI will be required in the coming years.

# Department of Mines and Petroleum

## Background

The Department of Mines and Petroleum (DMP) register IOT mineral titles and provide advice on associated environmental conditions; collect, remit and audit royalties on behalf of the Australian Government, levies and lease payments; regulate resources safety issues, including storage, transportation and handling of dangerous goods.

## Highlights and Activities

### *Mineral Titles Division*

Processed the withdrawal of MCI70/7, and completed the majority of data capture and validation of all tenements, transferring data from official hard copy registers to DMP's electronic register.

### *Environment Division*

Undertook site inspections of MCI70/A in preparation for the partial surrender. This was in addition to a series of stakeholder engagement activities undertaken throughout the financial year.

### *Royalties Branch*

Completed quarterly 'desktop audits' of information provided by Phosphate Resources Ltd in support of royalties paid to the Commonwealth for the export sales of phosphate mined on CI. The Branch verified phosphate royalties and conservation levies payable to the Department for the 12 months to 30 June 2017.

### *Mines Safety Branch*

Undertook 6 inspection visits to mining and quarry sites on CI, and issued 13 Improvement Notices and 7 Prohibition Notices.

### *Dangerous Goods and Petroleum Safety Branch*

Officers inspected 9 dangerous goods sites and 2 pipelines.

## Horizon scan

*Environment Division:* Plan a site inspection with key stakeholders to review the partial surrender process to address Mine Closure matters; work with the tenement holder to progress the Mining Proposal and Mine Closure Plan for MCI 70/2; and continue to consult with stakeholders regarding Environmental Management.

*Mine Safety Branch:* Inspectors will focus on auditing safety management systems to improve the overall mine safety performance.

# Parliamentary Commissioner for Administrative Investigations (Ombudsman)

## Background

The Ombudsman is an independent officer who investigates and resolves complaints about WA agencies delivering services in the IOT and IOT local governments.

## Highlights and Activities

- Finalised 13 complaints and 7 enquiries relating to the IOT, with the average time to finalise complaints being 84 days. More than three quarters of complaints were finalised within 3 months;
- Continued to implement a number of strategies to ensure complaint and enquiry services are accessible to all IOT residents; and
- Received 2 complaints and 7 enquiries relating to the IOT. There were 13 complaints finalised by the Ombudsman and 1 complaint was on hand as at 30 June 2017.

The Ombudsman assisted the complainant in all finalised cases, including:

- providing information on the action to rectify their concerns;
- referral to a more appropriate body to handle their complaint; and
- providing an explanation of the reasons for decisions.

Initiatives to make services accessible included providing:

- access to the Ombudsman through a toll free number, email and online services;
- information on how to make a complaint to the Ombudsman in 15 languages, including the languages used in the IOT; and
- 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.

## Horizon scan

- Awareness of, and access to, the services provided by the Ombudsman among the IOT communities; and
- Independent and timely complaint resolution and enquiry services and to maintain strong relationships with public authorities and the IOT communities.



# Department of Planning

## Background

The Department of Planning (Planning) provides planning and administrative advice to ensure the use and development of land is consistent with strategic planning, policy guidelines and planning standards.

Planning also provides professional and technical expertise, administrative services and resources to advise the WA Planning Commission (WAPC).

## Highlights and Activities

Planning provided advice and assistance to local governments and the community on:

- land use planning in the IOT;
- assessment of local planning schemes, scheme amendments and local planning strategies;
- assessment of structure plans; and
- processing of statutory approvals for subdivision, strata title and development applications.

## Horizon scan

Planning will continue to collaborate with the Department, SoCKI and the Department of Transport to progress the delivery of the CKI Coastal Vulnerability Assessment project, with completion expected by late 2019.



# Department of Racing, Gaming and Liquor

## Background

The Department of Racing, Gaming and Liquor provides liquor-licensing services, including compliance audits and inspection of licensed premises.

## Highlights and Activities

No complaints were received from the IOT indicating that the communities are compliant with the liquor legislation.

All services were provided in a timely manner in line with the services provided to the mainland.

Activities included:

- One licence was transferred;
- Three miscellaneous liquor applications were received and processed; and
- The quarterly calculation and collection of liquor licence fees was conducted.

## Horizon scan

A bi-annual inspection of both Islands will be undertaken in 2017-18.

# Department of Regional Development

## Background

The Department of Regional Development (Regional Development) provides the following two key activities:

- Community Resource Centres (CRCs) — these are locally owned and managed organisations providing a wide array of information and community based services and activities; and
- Territories Price Index (TPI) — A TPI is undertaken, as required, 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

- A Financial Assistance Agreement (FAA) was developed with the CKI CRC for the delivery of CRC services;
- Their Business Plan was reviewed and feedback provided regarding achieving outcomes, and Financial Statements and reports reviewed to ensure outcomes are being met; and
- Regular phone and email support was provided to the CRC Coordinator.

The CKI CRC:

- was open 40 hours per week, including Saturday, to provide computers for community use, access to government information and referral services for local providers;
- published a community directory, including government, business, residential and community listings;
- produced *The Atoll*, a regular newsletter with community information;
- hosted community education activities, including school holiday activities;
- hosted community activities, including Market Days and fundraising for the Cancer Council;
- hosted community business activities, including quarterly Business Buzz information sessions; and
- provided video conferencing services.

## Horizon scan

The CKI CRC will undergo a Preferred Service Provider tender process in December 2017 and be issued with a service contract, consistent with practice in WA. This contract will be for a period of 3 years ending 30 June 2020. In addition, a CRC, grant-funded under a FAA, will be established on CI in August 2017.





# Salaries and Allowances Tribunal

## Background

The Salaries and Allowances Tribunal determines the remuneration paid to the IOT Local Government Chief Executive Officers (CEOs) and the fees, expenses and allowances provided to elected members, on behalf of the Australian Government. The Tribunal is required to inquire into and determine the amount of:

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

## Highlights and Activities

2017 Local Government CEO and Elected Members Inquiry and Determination.

## Horizon scan

2018 Local Government CEO and Elected Members Inquiry and Determination.

# Department of Sport and Recreation

## Background

The Department of Sport and Recreation provides advice to the Australian Government about the IOT on:

- sporting and recreational infrastructure needs; and
- sporting and recreational groups.

## Highlights and Activities

The Department of Sport and Recreation (DSR):

- continued to evaluate and review existing strategic plans for both CI and CKI with a view to developing the next 3-year strategic intent with a fully developed work plan for the first year;
- assisted in the professional development of various personnel on CI and CKI in the area of industry skills, knowledge and understanding on the challenges and issues faced by the Islands' community;
- delivered advice and information on tracks/trails and park infrastructure; and
- assisted SoCI and SoCKI with design and technical specifications of sporting facilities, as requested.

Its focus was to establish quality working networks on CI and CKI and the mainland, with the local governments and the key people delivering sport and recreation opportunities to the community (both paid and volunteer). This has ensured that:

- appropriate partnerships have been established;
- good working relationships have been established with key people; and
- a framework has been developed that will see a joint approach to planning between the Department, the community and local government

In addition, it has coordinated and assisted in the development, planning and delivery of 5 coaches/officials to conduct clinics and workshops in the Islands for volleyball, strength and conditioning, rugby, AFL and soccer.

## Horizon scan

DSR will continue to work with the community to develop its skills base and capacity at the volunteer level so that the community can provide its own sport opportunities without a direct cost to government. There will be a continue focus on more effective and integrated planning, the development of an overarching strategic sport and recreation plan across the IOT communities, and the delivery of appropriate capacity building initiatives such as the visiting coach program.

# State Library of WA

## Background

The libraries on CI and CKI operate with State Library of WA stock. The State Library:

- preserves the documentary heritage of the IOT;
- provides a collection of books and other materials including provision of consultancy and advisory services and training; and
- supports the development of literacy in children providing them with greater potential to grow learn and develop.

Under the SDA and agreements with the SoCI and SoCKI, the Shires provide staff, library accommodation, equipment and other infrastructure and pay for the return freight of book exchanges from the IOT to Perth.

## Highlights and Activities

A new SDA was finalised, expiring 30 June 2021. Regular activities included:

- exchanges of library items sent to the IOT libraries regularly throughout the year with the three IOT libraries receiving 3,240 items, including English language and materials in languages other than English;
- free access to the statewide electronic resources, including eBooks, eAudio, eMagazines and a range of other electronic databases;
- State Library staff visit and the provision of face-to-face support and training to library staff;
- the provision of Better Beginnings reading packs to all parents with a baby, and a second reading pack to kindergarten children; and
- library staff support through an online tool (includes a training platform), email and phone.

## Horizon scan

- Rolling out Kanopy (a video streaming platform) to all libraries in WA including the IOT libraries. IOT public library members will have the same level of access to online materials as for all WA public library members;
- State Library staff will provide Better Beginnings training and advice to library staff; and
- Support, training and advice to IOT library staff.



# Department of Training and Workforce Development

## Background

The Department of Training and Workforce Development (DTWD) provides advice, assistance and support on vocational education and training matters and related training services including the management of training contracts for apprentices and trainees and group training arrangements.

## Highlights and Activities

Twenty-two apprentices and trainees achieved successful completions and were issued Relevant Trade Certificates.

The IOGTA were introduced to the new 2017 revised national standards for group training organisations and assisted with its implementation.

DTWD registered new apprentices in the trades of plant mechanic, electrical mechanic, and plumbing and gas fitting; and trainees in conservation, maritime operations, automotive, building maintenance, childcare, business and hospitality industries.

Training contracts were actioned for apprentice and trainees in relation to variations, cancellations, terminations, suspensions or completions as required.

Facilitated training services were provided to trade apprentices attending TAFE Colleges in Perth.

IOGTA was provided support through the WA Government's group training funding program in the priority areas of regional location and school based arrangements, and was assisted in relation to its role as a group training organisation in meeting its obligations and maintaining compliance.

## Horizon scan

Auditing IOGTA against the new national standards for group training organisations to confirm registration as a group training organisation.

# Department of Transport

## Background

The Department of Transport (Transport) provides advice, assistance and support on transport issues including driver and vehicle licensing, vehicle safety standards, marine safety, taxi/charter (passenger transport), transport planning, aviation freight and active transport.

## Highlights and Activities

Transport assumed responsibility for the administration of CI recreational vessel registrations from IOTA in December 2016.

A roadside vehicle compliance operation was conducted in CI on May 2017.

Transport's focus was mainly in the areas of driver/vehicle licensing and marine safety including:

- development of a new motor driver's licence with enhanced security features;
- engagement with IOT communities in relation to recreational vessel safety;
- consultation with stakeholders to obtain in-principle support for the transfer to Transport of the issuance of recreational vessel licences and Recreational Skippers Tickets;
- roadside application of vehicle standards in conjunction with the AFP;
- training AFP officers to issue vehicle defect notices;
- annual inspections of "for reward" vehicles including school buses; and
- vehicle and marine safety compliance activities.

## Horizon scan

It is intended that a statutory vehicle inspection capability be established, initially at CI and ultimately also at CKI. Availability of this capability will enable the assessing of vehicles, similar to other jurisdictions.

Transport also plans to assume responsibility for administration of recreational vessel registrations in CKI and to conduct Aquatic Use Reviews for both Islands. These reviews consider stakeholder input with the aim of ensuring the harmonious use of waterways by all IOT stakeholders.

# Water Corporation

## Background

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

- A new SDA was finalised, expiring 30 June 2021;
- The CKI 4-year mechanical apprentice graduated as a tradesperson;
- Summer Work Experience program for a CKI student studying Environmental Engineering at Murdoch University;
- Improvements in procurement systems for local contractors;
- Stage 1 of the CKI Home Island Waste Water Treatment Plant interim upgrade completed, with new UV treatment unit on CKI;
- Geological assessment completed on Jedda Cave; and
- Central Area Depot clean-up and set up as storage facility.


Activities included:

- Services to 1,220 properties;
- 1,276 ML of drinking water supplied;
- 303 ML of wastewater treated;
- 1,473 water and wastewater quality samples taken;
- 1,005 water quality samples with 100% compliance with microbiological and health related guidelines;
- 94% achievement on planned maintenance activities;
- 5,029 MWh power generated for the CKI community; and
- 340 customer contacts through web, phone or email with 49% relating to billing queries.

## Horizon scan

*Customer Service:* Alignment of Water Corporation customer code in the renewal of SDA; and the introduction of non-standard service agreements for targeted customers.

*People and Safety:* Resourcing Strategy 2020 developed; team and skills development including competency assessments; focus on clean up and maintenance of standards; Traineeships and Powerhouse operator role development; hosting of CKI District High School work experience students.



*Water Quality:* On-going development of treatment plant processes utilising expertise from remote support.

*Asset Management:* Ongoing alignment and implementation of mainland standards to IOT assets; contribute to asset disposal strategy; strategy for supervisory control and data acquisition management; implement strategy to obtain all asset data and ongoing population of data into MEX.

*Risk Management:* Key risks identified and communicated to the Department, with contingency and response plans developed.

# WA Museum

## Background

The WA Museum provides services to the IOT in line with its overall vision for the people of WA. That vision is to inspire people to explore and share their identity, culture, environment and sense of place, and contribute to the diversity and creativity of our world.

Museum services include:

- provision of information and expert advice on the planning, development, management and operation of museums as community assets;
- access to the specialist areas of collections management, conservation and interpretation;
- provision of advice regarding the provision of interactive multimedia and online programming;
- facilitation of access to sector training and mentoring programs and services; and
- conducting audience research information on a fee for service basis.

## Highlights and Activities

A new SDA was finalised, expiring 30 June 2021 and an inaugural fact finding trip was undertaken by the Director, Creative and Regional Development.

The trip allowed for discussion with community members from a range of interest groups, government and industry along with visits to sites housing important historical artefacts. This assessment will form part of the Museum's development of costed recommendations.

## Horizon scan

Work with the Department regarding the provision of projects with an emphasis on restoration of items of significant historic importance and education.





# WA Planning Commission

## Background

The WA Planning Commission (WAPC) undertakes its functions as prescribed in the *Planning and Development Act 2005 (WA)(CI)(CKI)*.

The WAPC also provides information, advice and recommendations to the Commonwealth Minister on land use planning, land development and infrastructure coordination in the IOT.

## Highlights and Activities

The WAPC provided its recommendations to the Commonwealth Minister in respect of:

- 1 amendment to the SoCKI Local Planning Scheme No. 1; and
- 2 amendments to the SoCI Local Planning Scheme No. 2.

The WAPC provided its final endorsement of documentation for:

- 1 amendment to the SoCKI Local Planning Scheme No. 1; and
- 2 amendments to the SoCI Local Planning Scheme No. 2.

## Horizon scan

Continuation of regular services.



# WorkCover WA

## Background

WorkCover WA administers the applied *Workers' Compensation and Injury Management Act 1981* (WA)(CI)(CKI) for the benefit of injured workers.

## Highlights and Activities

WorkCover WA officers undertook the following activities during a visit to CKI from 17 to 19 May 2017:

- delivered an employer education seminar in relation to workers' compensation, injury management and return to work practices;
- held meetings with the Practice Manager and General Practitioner at the medical clinics on both Islands to provide education and answer specific enquiries and concerns raised; and
- conducted 51 inspections of businesses to ensure employers were maintaining workers' compensation insurance and have injury management systems and return to work programs in place.

In addition, services including advice and assistance and dispute resolution were available to employers, workers and service providers throughout the year.

## Horizon scan

WorkCover WA plans to conduct education and compliance initiatives on CI in May 2018.



Flying Fish Cove, Christmas Island



Jetty, West Island, Cocos (Keeling) Islands