



Australian Government

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

Indian Ocean Territories Service Delivery Arrangements 2022–23 Annual Report



May 2024

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Executive Summary

The Australian Government is responsible for the delivery of state-type services to the Indian Ocean Territories. This responsibility is managed through direct service provision by the Australian Government via the Indian Ocean Territories Administration (IOTA); the contracting of private service providers; and the delivery of services by the Western Australian (WA) Government under Service Delivery Arrangements (SDA).

This annual report provides information about those services provided by the WA Government to the Indian Ocean Territories (IOT) of Christmas Island (CI) and the Cocos (Keeling) Islands (CKI) – Home Island (HI) and West Island (WI), under the SDAs.

Since 1992, the Australian and WA Governments have been entering into SDA for the provision of services to the IOT. Not every WA Department provides every service they offer to the IOT, with the level of service negotiated between governments. As at 30 June 2023, there were 39 state agencies providing 55 services to the IOT. A list of the SDAs is provided [here](#). WA agencies whose services were not required during 2022–23 and have not submitted a report, include: Economic Regulation Authority, Energy Policy WA and the Public Trustee.

SDAs are managed on behalf of the Australian Government, by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. During 2022–23, one SDA was renegotiated and executed, with the Economic Regulation Authority. SDA Fact Sheets (in English, Chinese, Malay and Cocos Malay) provide information to the community on the services provided under each SDA, and are available [here](#).

Some service highlights from the 2022-23 financial year include:

- provision of new Heritage services from the Department of Planning, Lands and Heritage, along with Office of the Information Commissioner services relating to the *Freedom of Information Act 1992* (WA)
- visit by the WA Local Government Grants Commission to meet with IOT local governments to discuss access to Financial Assistance Grants
- commencement of an Authorised Vehicle Inspection Service to CKI through the Department of Transport
- attendance of crews from CKI HI and CI Volunteer Fire and Emergency Services (VFES) at the WA Fire and Emergency Services (WA FES) Volunteer Conference and participation in a range of training activities
- there were 73 WA Seniors Card holders living on CI and 38 on CKI, with cards issued through the Department of Communities
- IOT libraries received 4,194 items, including English language and materials in languages other than English from the State Library of WA
- seven visits by Legal Aid to CI and two visits to CKI.

Adam Stankevicius
Assistant Secretary
Indian Ocean Territories Branch
Territories Division
Regions, Cities and Territories Group

May 2024

Department of Communities

The Department of Communities provides vital community services to the IOT, including preventing family and domestic violence, keeping children safe, helping seniors and assisting with public housing.

Child Protection and Family Support

Services

The Department of Communities (Child Protection and Family Support) (CPFS) provides the following services:

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

Highlights and activities

Key services provided by CPFS were:

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

The Senior Child Protection Worker (SCPW):

- Focused on working with concerned families for improving parenting capacity and building strengths in parents to provide adequate safe care to their children.
- Enlisted support from other relevant stakeholders and worked as a team to achieve safety goals.
- Provided direct Intensive Family Support (IFS) to families to prevent children entering into CEO's care.
- Delivered various child protection and family support information sessions to agencies in the IOT.
- Involvement in various cultural, religious and linguistic celebrations and volunteering opportunities that promote community engagement and capacity-building.

SCPW activities on CI and CKI under the current work plan have increased during 2022-23. Increased activities included statutory child protection assessments and investigations, targeted child protection community education and awareness activities, and community capacity-building.

SCPW conducted regular visits to CKI during 2022-23.

Horizon Scan

The SCPW will continue service provision and community engagement to achieve the best possible outcomes for those requiring help, with continued focus on maintaining regular visits and delivery of service on CKI from the beginning of 2024.

Alternative office accommodation on CKI will be investigated.

Work towards a Child Protection induction for new Health and Department of Education staff will continue.

Working with Children

Services

The Working with Children (WWC) Screening Unit continued to provide online and telephone support to the IOT and fulfilled all functions in receiving and processing WWC check applications. This included the screening, assessment and card issue of 342 applications and the ongoing monitoring of a total of 760 card holders.

Table 1 – Working with Children Screening Unit 2022-23

Location	Applications Made	WWC Cards Issued	WWC Cards active as at 30/06/23	WWC Cards Issued All Time	Negative or Interim Negative Notices Issued	Negative Notices or Interim Negative Notices Issued All Time
Christmas Island	304	301	662	2,532	0	1
Cocos (Keeling) Islands	40	41	98	554	0	2

Highlights and activities

- During a visit to IOT in June 2023, activities were conducted by a Senior Community Engagement Officer from the WWC Screening Unit, in partnership with colleagues from the Equal Opportunity Commission (EOC), Office of the Information Commissioner (OIC), Health and Disability Services Complaints Office (HaDSCO) and the Department of Mines, Industry Regulation and Safety (DMIRS)-Consumer Protection.
- Activities conducted included combined information forums, organisational and community meetings, and responding to enquiries from CI and CKI community members. WWC engagement focused on the legislative amendments and the impact on organisations and individuals on the Islands.
- A total of 27 meetings were held with representatives from community groups, administrative bodies and the Union of CI workers across both Island communities.

Horizon scan

- During 2023-24, WWC Screening Unit 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* (WA)(CI)(CKI).

- Respond to requests to 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.

The WWC Screening Unit plans to visit the IOT in 2024, co-ordinating travel with aligned WA Government agencies to maintain continuity with stakeholders on the Islands and work to boost our collective profile. The visit date is to be determined, pending the availability of other agencies. During the visits, the WWC Screening Unit will deliver targeted and customised meetings and face-to-face engagement opportunities to assist organisations, self-employed people and individuals to comply with the WWC Check legislation. In preparation for the next visit, the WWC Screening Unit will implement virtual and phone check-ins to maintain relationships and investigate scheduling options with diverse stakeholders.

Education and Care Regulatory Unit

Services

The Department of Communities provides information and support to approved education and care services on CI through the role of the Assessment Officer (Authorised Officer) and the Education and Care Regulatory Unit (ECRU).

The CI Daycare Centre has operated since October 2003. The centre is operated by an incorporated management body called the CI 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 (for example, teachers, banking staff and social workers). Most have experience of mainstream education and care service operations - and the professionalism required in this type of service.

Highlights and activities

- Three visits were undertaken in 2022-23, as opposed to the usual two. This was due to COVID-19 travel restrictions in 2021-22.
- These visits are 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.
- Staff qualifications, WWC Checks and first aid qualifications were also sighted during visits.
- Outside of visits, ECRU also provided support in the form of emails and telephone calls with the centre manager, co-coordinator and nominated supervisor when required.
- Throughout the year, ECRU sent out regular communications to the sector such as Compliance Bulletins, In Focus bulletins, ECRU updates and Media Statements covering a range of topics relating to compliance.

Horizon scan

- A Senior Assessment Officer (SAO) visit to CI in November 2023.
- This compliance and monitoring visit will be aimed at monitoring the service's overall compliance with National Law and Regulations, as well as providing any support and advice.
- The SAO will also provide any additional training identified.

WA Seniors Card

WA Seniors Card collaborate with local libraries and Community Resource Centres to hold information sessions on their behalf. 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. Attendees can also access on-the-spot replacement card services for any worn, damaged, or lost WA Seniors Cards.

Highlights and activities

- In 2022-23 there were 73 WA Seniors Card holders living on CI, and 38 on CKI.
- The WA Seniors Card Regional Roadshows launched in January 2023. Regional Roadshows enable front-line service delivery to all regional and remote communities.
- In addition to standard outcomes for the WA Seniors Card program, some achievements for 2022-23 include:
 - introduction of the inaugural Golden Lens competition
 - Annual Cost of Living Rebate
 - 2023-24 Discount Directory released for WA Seniors Card holders.

Horizon scan

In 2023-24, the Department of Communities aims to provide the same opportunities for accessing front-line services to the IOT.

Housing Authority

Services

The Department of Communities (Housing) 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, if requested.

Highlights and activities

- An audit of property inspections for IOT public housing confirmed that 100 per cent of annual inspections were completed for 2022-23. A full audit of annual inspections was also reviewed 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 tenant 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 that 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
- An audit and review of housing on CKI was also completed during May 2019 and 100 per cent compliance was achieved in property and tenancy management.
- Assisted with IOTA's recruitment of Housing staff.

Horizon scan

- Work is continuing in the development of the Maintenance Experts (MEX) software or alternative maintenance system to digitise all property inspections and maintain one central database.
- Continue to support, educate 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.
- The next review of CI and CKI is scheduled for February/March 2024. This visit will work with a new team in IOTA and identify any necessary training and development required.
- Review and provide updated policy and process manuals

Department of Education

Services

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

Highlights and activities

- Student and staff numbers at CIDHS and CKIDHS remained relatively stable through to 30 June 2023.

Table 2 – Student and staff numbers at CIDHS and CKIDHS 2022-23

Students	Christmas Island DHS	Cocos (Keeling) Islands DHS
Kindergarten	21	13
Primary	147	78
Secondary	95	33
Total	263	124
Total Education Staff FTE	40.3	16.0

- Co-ordination of visiting services to the IOT to provide support to the teaching and learning needs of staff and students in the IOT schools, including:
 - provision of consulting 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
 - 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.
- Provision of operational advice on a daily basis to staff working in the IOT schools to ensure compliance with relevant legislation as it applies in the IOT; Education policies and arrangements for education service provision in the IOT.
- Management of complaints relating to the provision of education services through Education's complaints handling process.

Horizon scan

The movement of students with identified special needs onto and off the Islands present an ongoing impact on 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* (Cth) requirements remains an active issue for consideration in future budget planning.

Retention and recruitment of teaching staff is becoming more difficult with increased pressure on teacher supply on the mainland. WA is facing difficulties securing teaching staff in remote and regional areas and this is set to continue into 2024. This may impact the ability to deliver education services if teaching staff are unable to be sourced for positions in the IOT schools.

Equal Opportunity Commission

Services

The Equal Opportunity Commission 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)(CI)(CKI). EOC staff assist the Commissioner for Equal Opportunity in the performance of these services.

Highlights and activities

- The EOC visited the IOT from 30 May to 9 June 2023, continuing the previously established WA Government agency partnership program whereby several agencies travel jointly to the IOT to provide a range of services.
- Information forums and complaint clinics were conducted during the visit, providing access for community members to EOC officers.
- Four follow-up enquiries were received by telephone or during the IOT visit.
- No formal complaints were lodged.

Horizon scan

- Continue to provide access to the EOC mainland office and a telephone enquiry service to inform IOT community members of their rights and responsibilities, and to provide an avenue for complaints of discrimination, harassment and victimisation to be lodged by IOT members under the applied legislation.
- Following a review of the legislation and a report being tabled in the WA Parliament in August 2022, the WA government had advised a Bill was being prepared. A timeframe for the Bill is not yet known.
- Planning for an IOT visit in 2024-25 to deliver customised training in Equal Opportunity Law – An Introduction and Equal Opportunity Essentials for Managers, and if the new Act is in place, provide any relevant information.

Department of Finance

ServicesWA – Customer Experience and Strategy

Services

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

Highlights and activities

Property Management

The JLL-managed portfolio continues to evolve, with focus this year on facilities management, contractor management and the implementation of maintenance and services contracts.

Highlights include:

- implementation of Fire Safety Services contracts
- implementation of CIDHS Cleaning Services contract
- HAZMAT surveys of all buildings
- laser scanning allowing virtual walk-through of all buildings
- introduction of a part-time Facilities Manager
- introduction of online visitor and contractor management software (SINE)
- continuation of online and in-person inductions for all IOT contractors
- introduction of a comprehensive contractor management system to ensure workplace safety, qualification and insurance compliance (CM3)
- implementation of comprehensive water quality management regime at CI Hospital.

Project Management

Works across a range of properties in the portfolio has continued this year with the aim of ensuring a safe workplace for all building occupants.

Highlights include:

- IOTA main building on CI, archive room and stairwell - structural repairs
- Old CI Technical School building - termite damage remediation
- HI and WI Health Clinics - vinyl floor replacement
- WI School - accessibility improvements
- CI Hospital - completion of Phase 1 of air conditioning rectification works
- ongoing bulk removal of asbestos from CKI to the mainland for disposal.

Contract Management

As the current Property Management Agreement with JLL draws to a close, the Department of Finance tendered a new property management contract for an initial term of three years and a maximum term of nine years, inclusive of performance-based extension options.

Horizon scan

Customer Experience and Strategy (CE&S) will continue to assist with management of the IOT property portfolio.

Property and Facilities Management

- expansion of the SINE online visitor and contractor management system to all buildings
- inclusion of all contractors in CM3 contractor compliance.

Project Management

- CI Hospital - air conditioning upgrade stage 2b & 2c (2023-24).
- CI Hospital - hot water system supply upgrade (2023-24).
- CIDHS - air conditioning system upgrade (2023-24/2024-25).
- CI Hospital - roof remediation project (2023-24/2024-25).
- CKI Clinics - air conditioning duct remediation (2023-24).

Contract Management

It is anticipated that the new Property Management contract will be awarded in August 2023. The potential for the successful tenderer to serve a nine-year term will enable long-term planning and the implementation of the Australian Government's asset management strategies.

Should the successful tenderer be new to the IOT, it is anticipated that substantial oversight and advice will be required for the first six to twelve months.

The current SDA expires on 30 June 2024. Planning for renegotiating the arrangement will begin following the completion of the Property Management tender process to ensure a successful transition to a new SDA on 1 July 2024.

RevenueWA

Services

Collection and remittance of state-type revenue to the Australian Government in accordance with applied legislation.

Highlights and activities

Department of Finance visits the IOT to complete compliance investigations, taxpayer audits and to increase business' understanding of their liability regarding various revenue lines.

During 2022-23, a total of 453 assessments/returns/licences were issued by RevenueWA in the IOT.

This year saw the formation of a new committee to strengthen strategic partnerships with other Australian and WA Government agencies to disrupt non-compliance and illegal activities, including seeking legislative changes to introduce more effective enforcement measures.

Horizon scan

RevenueWA continues to work with DITRDCA, undertaking compliance activities in the IOT.

The next visit is planned for the second quarter of 2023-2024. The visit will include four officers conducting a range of payroll tax and tobacco sellers licence audits over a two-week period.

Department of Fire and Emergency Services

The Department of Fire and Emergency Services (DFES) 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

Crews from CKI HI and CI Volunteer Fire and Emergency Services attended the WA Fire and Emergency Services (WA FES) Volunteer Conference, participating in the Internal Structural Firefighting Course.

Increase in capability with the introduction of Thermal Imaging Cameras for firefighting, land search and HAZMAT.

CI - Volunteer Fire and Emergency Service

- Firefighting Skills course.
- Structural firefighting course.
- Pump Operations course.
- Vertical Rescue Roping course.
- Breathing Apparatus refresher training.
- Mental Health First Aid course.
- Internal Structural Firefighting course held at WA FES Academy.
- Joint Road Crash Rescue exercise between St John's Ambulance volunteers.

CI - Marine Rescue

- Joint Australian Federal Police (AFP) and Volunteer Marine Rescue Service training.
- Marine Navigation Basic.
- Finalise Sea Survival 2.
- Marine Search Pattern training and use of the electronic equipment on board.
- Vessel maintenance and equipment inspections.

CKI WI – Volunteer Fire and Emergency Service

- Firefighting Skills course.
- Pump Operations.
- Breathing Apparatus refresher course.
- Respond to Airport Incident training.

CKI HI – Volunteer Fire and Emergency Services

- Educational fire safety school visit – CKIDHS.
- Pump operations.
- Breathing Apparatus refresher course.
- Internal Structural Firefighting course held at WA FES Academy.

CKI – Marine Rescue

- Marine Navigation Basic.
- Finalise Sea Survival 2.
- Marine Search Patterns training and use of the electronic equipment on board.
- Vessel maintenance and equipment inspection.

Horizon scan

- An increased radio communication service to enhance the IOT inter-agencies communications, response and mobilisation procedures with the implementation of a Joint Emergency Services Communications network and equipment.
- The DFES Academy offers advanced training to develop further skills in firefighting, rescue, workplace trainer, Mental Health First Aid and Leadership with placements for IOT volunteers.
- Enhanced training on the new CI Marine Rescue boats technologies and rescue techniques.
- Further training in aircraft and marine incident response as part of the major airport exercises on CI and CKI.
- Re-establishment of the inter-Island training competition between CKI and CI units
- .

Department of Health

Services

The WA Department of Health (WA Health) provides:

- regulatory, advisory and other support services, including to the IOT Health Service (IOTHS)
- accessible in-hospital services and care in WA
- community and public health policy advice and support, and tobacco licencing services and compliance
- screening and diagnostic mammography services through BreastScreenWA
- virtual emergency care services through the WA Country Health Service (WACHS) Command Centre.

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 2022-23, WACHS clinicians provided direct access to virtual emergency care services through the WACHS Command Centre.

BreastScreenWA

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. In WA, BSWA is under the jurisdiction of North Metropolitan Health Services. The service invites women aged between 50 and 74 years for a free mammogram every two years.

Public Health Regulation

The primary role of the Public Health Regulation Directorate's (PHRD) Tobacco Control Compliance team is to regulate the sale of tobacco and prevent its use in enclosed public places by actively promoting industry and community compliance through an active state-wide tobacco compliance program.

The PHRD has continued to provide administrative licencing services for tobacco retailers on CKI and CI.

Environmental Health

The Environmental Health Directorate (EHD) within WA Health currently delivers environmental health expertise to the IOT through of on-call advice and guidance on issues to support the local government Environmental Health Officer employed in the region. This support includes assisting with the application of Public Health legislation.

WA Health is also the issuing authority for tobacco retail/wholesale licences (PHRD), pest management technician licences, and business licences (EHD) to CI and CKI. WA Health officers routinely schedule and perform on-Island tobacco compliance inspections every two years.

Vaccine supply

The Immunisation Program within the Communicable Disease Control Directorate at WA Health provides

services associated with the ordering and delivery of government-funded vaccines to CI and CKI to support the region's immunisation programs.

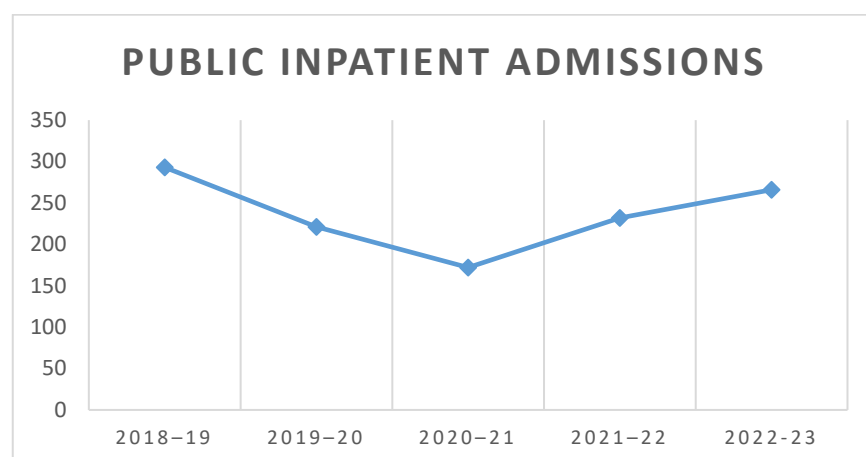
Highlights and activities

In 2022-23, IOTHS engaged with WACHS 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 Mental Health telehealth services.

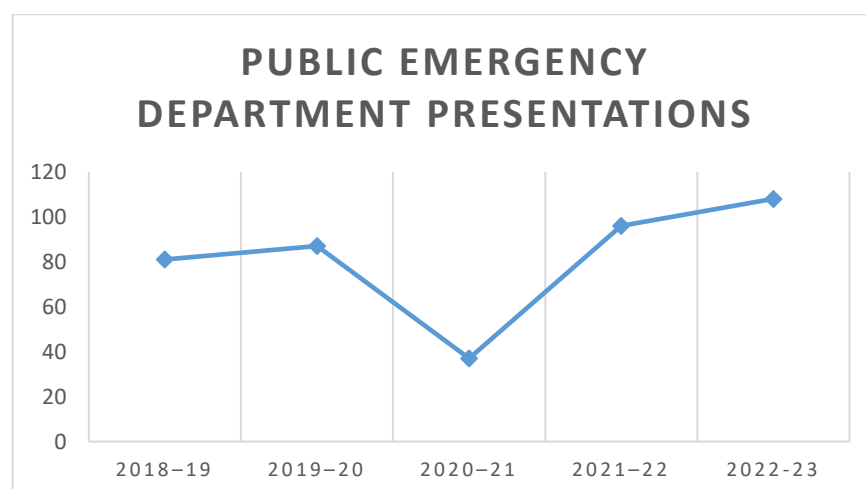
Summary details on Inpatient, Emergency Department and Outpatient treatment of IOT residents in WA public hospitals are contained in the following three tables:

Chart 1 / Table 3 - Public inpatient admissions from 2018-19 to 2022-23

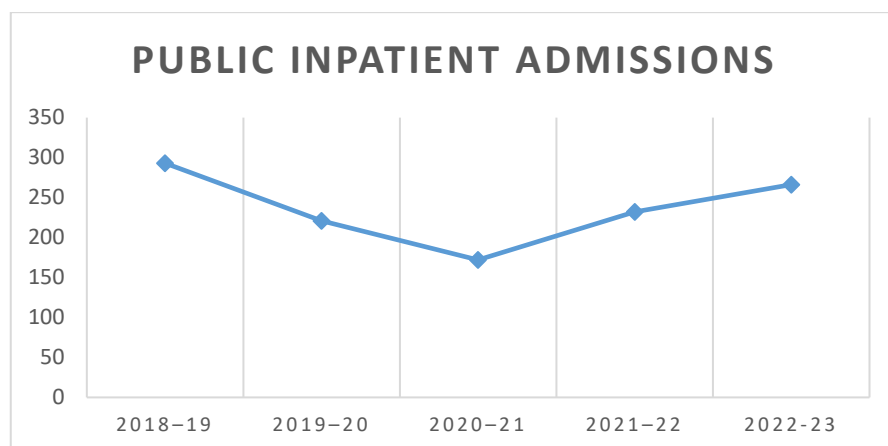


Financial year	Public Inpatients
2018-19	293
2019-20	221
2020-21	172
2021-22	232
2022-23	266

Chart 2 / Table 4 - Public Emergency Department presentations from 2018-19 to 2022-23



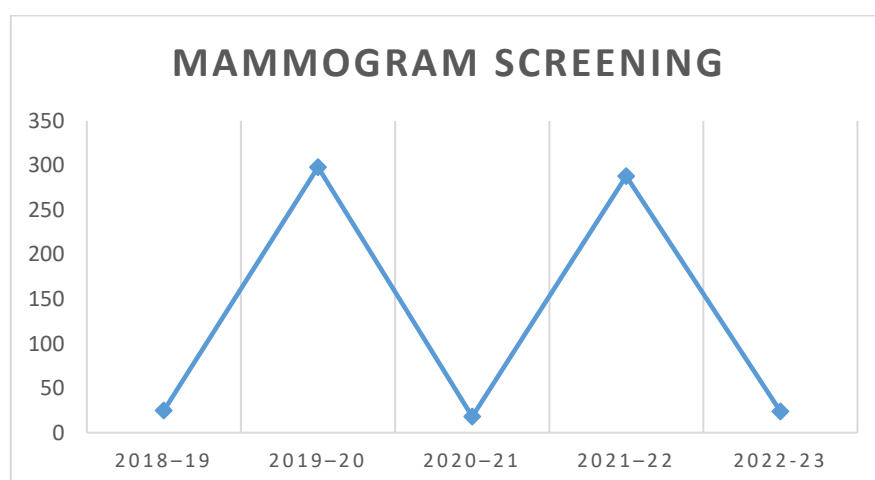
Financial year	Public Emergency Department Patients
2018-19	81
2019-20	87
2020-21	37
2021-22	96
2022-23	108

Chart 3 / Table 5 – Public Outpatients attendance from 2018-19 to 2022-23

Financial year	Public Outpatients
2018-19	1397
2019-20	1034
2020-21	1132
2021-22	1343
2022-23	1333

BreastScreenWA

Since September 2019, BSWA has visited both CI and CK on a two-yearly cycle, the same as the Rural Mobile Services model on the WA mainland. Accordingly, visits are scheduled in September 2023, 2025, 2027 and so on. Women requiring annual screening and those who could not access on-site screening, attend mammography screening services on the in WA.

Chart 4 / Table 6 – Mammogram screening from 2018-19 to 2022-23

Financial year	Women screened
2018-19	25
2019-20	298
2020-21	18
2021-22	288
2022-23	24

Mammography service aligns with BreastScreen Australia Accreditation Standards and is equivalent to the BSWA mainland mobile clinics. 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.

Promotional activities of the BSWA service are conducted in the lead-up to the visits and includes print resources (posters, mammography screening information produced in multiple languages), promotional resources, media releases and direct liaison with the IOTHS Health Worker.

Public Health Regulation

PHRD has provided tobacco licencing and compliance services for selling tobacco products.

Tobacco licences renewed during 2022-23:

- two retail tobacco licences were renewed on CKI
- seven retail tobacco licences were renewed on CI.

Environmental Health

WA Health, EHD has continued providing administrative licencing services for pest management businesses and pest management technicians.

Table 7 - Pest Management Licence and Business Registration new or renewed in 2022-23

2022-23	CI	CKI
Pest Management Technician Licences new or renewed	3	2
Pest Management Business registrations new or renewed	2	2

The EHD provides information on a wide range of regulatory responsibilities under the *Public Health Act 2016* (WA)(CI)(CKI) that are applied by the administration and Environmental Health Officers within the jurisdictions of the IOT.

Vaccine supply

The immunisation teams at each IOT location place orders using the WA Health contracted online ordering system (Onelink). The Onelink customer service team approves orders for distribution to the region. Each order is reviewed to consider Customs requirements for streamlined shipment and to reduce Customs paperwork wherever practicable.

Communication of order approvals, shipment dates, and additional delivery requirements are generated through both the Onelink ordering system and manually, where applicable. Immunisation teams in the IOT can contact Vaccine Orders if they have any questions or want to discuss unique situations.

In 2022-23:

- a total of 23 vaccine orders were processed
- a total of 1,924 vaccine doses were distributed to the IOT region for immunisation programs.

There were 23 orders in 2022-23 compared with 113 in 2021-22 and 1,924 vaccine doses in 2022-23 compared with 2,573 in 2021-22.

Horizon scan

WA Country Health Service

WACHS will continue to provide emergency telehealth and Command Centre services to the IOTHS.

BreastScreenWA

The dates of future visits have been reviewed in line with the recommended two-yearly cycle of mammography screening and the Islands' cyclone season. A combined visit to both Islands is expected in September 2023. This means women will be screened within 18 to 22 months from their last mammogram, well within the clinical guidelines for mammography and radiation safety.

Subsequent visits will be two-yearly. Women who visit WA and are due for a mammogram are welcome to attend any BSWA service.

Health and Disability Services Complaints Office

Services

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

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

Highlights and activities

HaDSCO visited the IOT in November 2022 and June 2023. Both visits focused on raising awareness of HaDSCO and providing information on complaint resolution pathways. HaDSCO representatives have provided an enquiry and complaint-handling function on-Island as required. The team engaged with community members, service providers and local governments. The team also used the engagement as an opportunity to introduce the new Code of Conduct for certain health care workers (Code of Conduct) to IOT stakeholders (implemented in late July 2023).

In 2022-23, HaDSCO received and closed one complaint from the IOT. This is a reduction from three complaints recorded the previous year.

Horizon scan

- HaDSCO will continue to monitor emerging issues in the health, disability, and mental health sectors and respond accordingly. It will also apply any efficiencies achieved or resolution process improvements to the management of complaints to the community.
- HaDSCO is in the planning stage for the next IOT visit and will coordinate this trip with other services delivery providers to the Islands.
- HaDSCO will continue to develop multilingual communication materials and publications for use within the IOT, particularly regarding implementation of the Code of Conduct.
- HaDSCO has new responsibilities for investigating complaints about alleged code breaches including:
 - conducting director-initiated investigations
 - issuing interim prohibition orders (IPO) to allow investigations to be completed
 - issuing prohibition orders (PO) at the conclusion of an investigation if the continued practice of a health care worker is seen to represent a serious risk to public health and safety
 - issuing public health warning statements.
- HaDSCO will also publish information on IPO and PO on its website and monitor PO compliance.

Office of the Information Commissioner

Services

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* (WA)(CI)(CKI) (FOI Act).

The OIC also assists WA Government agencies, IOT local governments and community members to understand rights and obligations under the FOI Act.

Highlights and activities

- An SDA commenced on 1 July 2022, for the OIC to provide freedom of information services to the IOT in relation to rights and obligations under the FOI Act.
- The Information Commissioner visited the IOT in August 2022, meeting with the Chief Executive Officers (CEO) of both Shires and with IOTA representatives. Following that visit, an article about rights under the FOI Act was provided and published in the Administrator's newsletter.
- An OIC officer visited from 30 May to 9 June 2023 with a number of other WA Government agencies as part of the established state agency partnership program.
- Information forums were conducted during the visit, which gave access for community members to an OIC officer. Meetings were also held with agency officers to assist understanding of FOI Act obligations. Materials about rights and obligations under the FOI Act were distributed.
- No formal requests for external review were lodged. Two enquiries were received and dealt with.

Horizon scan

- Continue to provide access to the WA OIC office and a telephone enquiry service to inform IOT community members and agencies of their rights and responsibilities, and deal with applications for external review of decisions made by WA Government agencies and IOT local governments on access applications and requests to amend personal information under the FOI Act.
- Develop and make readily available OIC publications about information access processes for IOT community members.
- Planning a 2024-25 visit to engage with community members, IOT local governments and state agencies providing IOT services to facilitate a better understanding of rights and obligations under the FOI Act.

Insurance Commission of WA

Services

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 (CISS) in the IOT.

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 (and hence, uninsured) vehicles in the IOT.

Highlights and activities

There are no open CTP or CISS claims.

Department of Justice

Attorney-General

Services

Department of Justice (Attorney-General) 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

Circuit and Other Visits

- The Magistrates Court conducted in-person hearings twice on CI during 2022-23 and conducted a further seven Court sittings via audio/video link.
- No hearings took place for CKI during 2022-23.

Education or Training Programs

- Justices of the Peace (JP) have access to online training. Training in relation to other administrative JP functions will be provided on an 'as required' basis.
- After a number of years, the Justice Senior Librarian visited both Islands and spent considerable time bringing library resources up to date, in consultation with the Chief Magistrate.

Inspections or Audits

- In June 2023, an annual inspection/audit was conducted by the Manager of Court Operations Perth.
- A number of actions arose relating to maintenance, equipment, training and Court process and procedure. The Manager of Court Operations has taken carriage of these matters and is working closely with on-Island staff to ensure the Justice Court Services are delivered at the required standard. The next annual inspection will occur in June 2024.

Coronial Inquests

No coronial inquests were finalised in CI or CKI during 2022-23.

Corrective Services

Services

Justice (Corrective Services) provides a Senior Community Corrections Officer (SCCO), 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:

- Providing to adult offenders and young people:
 - management services that protect the community
 - interventions they need to make a positive difference in their lives and become responsible citizens by adopting law-abiding lifestyles.
- Corrective Services also assists with the transfer and incarceration of IOT offenders in WA prisons.

Highlights and activities

- A SCCO visited CI in September 2022, December 2022, March 2023 and June 2023. Visits to CKI were in December 2022, March 2023 and June 2023. The SSCO provided support to the Judicial Officer during Court circuits.
- Three offenders on community corrections orders were provided supervision in the community and no offenders were breached for non-compliance with the conditions of their order.
- Four offenders were serving sentences in a WA prison during the year.
- One Juvenile Justice Teams meeting was undertaken during the year. The outcome was the young person completed five hours of community work, and a letter of apology was written to the victims.

Horizon scan

It is not anticipated that there will be any change in the level of services provided by Corrective Services.

WA Land Information Authority (Landgate)

Services

The WA Land Information Authority (trading as 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.

Highlights and activities

Land Information

Table 8 – IOT Titles registered in 2022-23

Titles registered	CI	CKI
Crown Land (CLT)	275	82
Freehold	298	71
Certificate of Freehold Title – 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	72
Documents processed	61	9

Valuations

The Valuer-General of WA administers the *Valuation of Land Act 1978* (WA)(CI)(CKI) (the Valuation Act). In accordance with section 18 of the Valuation Act, the Valuer-General undertakes Gross rental value (GRV) and Unimproved value (UV) general valuation programs for rating and taxing purposes. GRVs are completed every three years in the metropolitan area and every three to six years in regional areas. UVs are completed on an annual basis for land tax purposes.

Throughout the year, on an as-needs basis, Landgate valuers complete interim valuations for UV and GRV purposes, market valuations, stamp duty assessments and asset valuations in support of WA's land administration, development and asset management program.

Landgate completed a state-wide UV general valuation program for 2022-23 consisting of 1,108,325 values, including 553 UVs for CI and 265 UVs for CKI for land tax purposes.

A GRV general valuation of the IOT did not form part of the 2023 GRV general valuation program. However, 39 GRV interim valuations, nine stamp duty assessments and one market valuation were completed on CI. Nine market valuations were completed on CKI.

Accuracy and Uniformity of Rating and Taxing Values

State and local governments rely on Landgate values as a base for levying rates and taxes. To ensure values are impartial, uniform and accurate, measuring the uniformity and accuracy of valuations provides a useful indicator of our contribution to their effectiveness in meeting this outcome.

Number of Objections Allowed/Number of Values in Force—WA v IOT

During 2022-23, no informal queries or formal objections were lodged against UVs or GRVs for the IOT. No formal appeals were lodged.

Government Location Information

The Geodetic Survey team visited CI in May 2023 for the purpose of mark location and validation, tsunami monitoring station levelling, geodetic network observations and maintenance.

Horizon scan

Land Information – Registration Services

Landgate and DITRDCA continue to work toward the introduction of electronic conveyancing in the IOT. The purpose is to introduce arrangements that will enable Landgate, the Registrar of Titles and the Commissioner of Titles to exercise powers and functions under the *Electronic Conveyancing Act 2014* (WA)(CI)(CKI). This aligns with Landgate and national policy to move from paper-based transactions to a national electronic conveyancing (eConveyancing) system.

However, the current development program of PEXA Ltd, which operates the main Electronic Lodgment Network, does not permit any development of transaction documents for the IOT. That development program is the implementation of Interoperability with Sympli, an Electronic Lodgment Network Operator, together with onboarding Tasmania into the eConveyancing system. These two key projects will see PEXA Ltd unable to do any other work until the end of 2025 at the earliest. Further, given the small number of titles on the IOT (1,200 approx.) and the small number of transactions per year (less than 100) it is unlikely that such work will get any priority in the near to mid-term. This means that for the near to mid-term land transactions on the IOT will continue in paper form.

Valuations – GRV Valuation Program

The next GRV general valuation program for the IOT will be completed in 2024-25 and these values will come into force on 1 July 2025.

Government Location Information – Land Boundaries

The Geodetic Survey team is scheduled to visit CI in May 2024 for the purpose of conducting maintenance and preservation of the geodetic network. This activity will include searching for geodetic survey marks previously marked as not located, inspection and validation of geodetic survey marks (horizontal and vertical), check the levelling of geodetic survey marks, Continuously Operating Reference Stations and Tide gauge levelling.

Legal Aid Commission of WA

Services

Legal Aid WA (LAWA) provides legal services, including advice, information and referral to those requiring assistance to access justice in the community. LAWA provides duty lawyer services at the IOT Courts and WA Courts if matters are transferred, legal tasks (formerly minor assistance and advocacy), legal representation pursuant to grants of aid, and community legal education services.

Highlights and activities

- LAWA visited CI in August, September and December 2022 and February, March, May and June 2023. CKI was visited in March and June 2023. LAWA does not visit the IOT in January.
- There was a steady demand for legal advice, information, referral and legal tasks provision both during and outside of visits, and duty lawyer assistance prior to and during Court sittings. Many appointments were conducted by telephone.
- LAWA appeared in-person as duty lawyer for all four sittings of the CI Magistrates Court. A Magistrate travelled to CI in March 2023 and to CI and CKI in June 2023. The CI Magistrates Court was conducted from Perth Magistrates Court (PMC) by video link to CI in September and December 2022.
- The Solicitor/Manager acted as duty lawyer by video link for the only sitting of the CKI Magistrates Court in September 2022. CKI Court was conducted from PMC.
- Meetings with the Shire of Christmas Island (SoCI) and the Shire of Cocos (Keeling) Islands (SoCKI) and Indian Ocean Group Training Association (IOGTA) (CI), the CI Hospital, CI Community Resource Centre (CRC), AFP CI, Director IOTA and the IOT social worker to discuss the Work and Development Permit Scheme (the Scheme). The Scheme enables certain classes of people who have difficulty in paying fines to engage in a number of other options/activities to satisfy their fines. LAWA gave out materials, offered ongoing assistance and encouraged agencies to consider becoming sponsors to enable Scheme roll-out in the IOT.
- Fourteen community legal education talks were given about:
 - Online safety (year 6 and year 7 students CIDHS)
 - Age of consent, sexting and online safety (year 9 students CIDHS)
 - Young people and the criminal justice system (at CKIDHS and CIDHS)
 - Wills and related matters to (three talks to CI seniors)
 - Enduring Powers of Attorney and Guardianship and Advance Health Directives (to CI IOTHS, and CI seniors)
 - Police powers (CKI seniors' group CKI and IOT social worker)
 - Confidentiality and wills (CI IOTHS Health workers).
- Small amounts of informal community legal education were given to a number of people including the social worker, the Acting Court Registrar and AFP on both Islands.
- Articles about legal issues were published in The Atoll (with Cocos Malay translations) and The Islander (with Chinese and Malay translations).
- LAWA met with on-Island stakeholders including Court staff and Magistrates, AFP, IOT social worker, CKI community worker, DITRDCA, Department of the Premier and Cabinet, Commonwealth Director of Public Prosecutions, CIDHS and CKIDHS staff and students, CKI CRC, the Head Imam on CKI, WA Government agencies and the Community Corrections Officer.

Horizon scan

- It is expected that the need for legal assistance by LAWA to ordinary Islands residents will continue in a similar way and at a similar level in 2023-24.
- LAWA intends to continue with programs of community legal education and community talks.

Department of Local Government, Sport and Cultural Industries

Culture and the Arts

Services

The Department of Local Government, Sport and Cultural Industries (DLGSC) (Culture and the Arts) 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 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

Arts and Culture Christmas Island

- ACCI is a vibrant and creative community group which is committed to supporting and engaging the local community through various artistic and cultural events, and workshops.
- ACCI is supported through Regional Arts WA's (RAWA) Regional Arts Sector Investment program. The program aims to deliver annual initiatives and events, local employment in arts and culture organisations, and boost jobs for professional artists and artworkers delivering creative projects within regional WA communities.
- Workshops facilitated by ACCI in 2022-23 were full and enthusiastically attended by community members. The workshop program included lino printing, children's art activities, landscape painting, journey boxes, and making a rope and marine debris Christmas tree.
- ACCI also focused on the construction of a nature playground featuring integrated artwork, the first stage of which was completed in February 2023.

Regional Arts WA Touring

- In June 2023, RAWA toured Black Robin, a three-piece band based in Fremantle WA, to CI and CKI. The frontman of Black Robin, Ajay Ataera, is of Māori, Moriori and Rarotongan heritage. Ajay Ataera is from the Chatham Islands, an archipelago off the east coast of New Zealand, not dissimilar to the IOT.
- The band performed four concerts and ran 14 workshops in music, rhythm and Porotiti (Māori Indigenous instrument) making. On CI, concerts took place at CIDHS and the Cricket and Sporting Club. On CKI, concerts were hosted on both WI and HI.

Horizon scan

- RAWA have worked with CircuitWest, the peak body for performing arts touring in WA, to develop an appropriate touring strategy for the IOT which CircuitWest will deliver in 2023-24.

Local Government

Services

DLGSC (Local Government) is focused on providing a better service to the local government sector (LG sector) and in turn a better outcome for ratepayers and residents. DLGSC provides advice and support

to the LG sector to build capacity and encourage best practice in responding to community expectations, improving levels of accountability and legislative compliance.

DLGSC provides Executive Management of the WA Local Government Grants Commission, which provides advice to the Australian Government on the level of Financial Assistance (FA) Grants to be provided to SoCI and SoCKI.

Highlights and activities

- Both IOT local governments continue to provide 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* (WA)(CI)(CKI) (LG Act) 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 LG Act including approvals, compliance monitoring, investigations and other statutory support.
- Determined the FA Grants for SoCI and SoCKI in accordance with the *Local Government (Financial Assistance) Act 1995* (Cth).
- IOT Shire officers and elected members attended training in October 2022 for Emergency Management for Local Government and also attended the 2022 WA Local Government Week Conference.
- Both IOT Shires were visited by the Grants Commission and DLGSC Executive Officers in May 2023 to discuss the methodology used to calculate FA Grants and to hold Public Hearings.
- Grants Commission Public Hearings were held at CI on 1 May 2023, and CKI on 3 May 2023.
- The IOT Shires identified some common challenges in relation to cost of freight, issues around climate (rainfall and sea salt spray), and the ineligibility of the IOT in applying for, or being excluded from applying for both Australian Government and WA Government funding opportunities.

Horizon scan

- Continued engagement and consultation with IOT Shires on legislative reform to LG Act as part of the Act Review.
- The DLGSC and the Grants Commission future visits to the IOT as part of ongoing support and to discuss Grants Commission methodology.
- Provide advice in developing funding submissions to the Grants Commission for improved FA Grant allocations.

Office of Multicultural Interests

Services

DLGSC (Office of Multicultural Interests) (OMI) works with the culturally and linguistically diverse (CaLD) communities in CI and CKI, to promote equity and accessibility and enhance their participation in cultural, social, economic, civic and political life.

Highlights and activities

- In 2022-23, OMI funded the Youth Affairs Council of Western Australia (YACWA) to conduct engagement initiatives with CaLD young people, IOT Shires, service providers and community stakeholders in both CI and CKI. These workshops and meetings were designed to identify key issues and opportunities relating to young people and to deliver capacity building training sessions for CaLD young people in the areas of public speaking, teamwork and mentoring.
- On CKI, YACWA engaged with CaLD young people to form a Youth Advisory Council designed to enable young people to build leadership and governance skills, and to become future leaders within their community. On CI, advocacy training sessions were held to build capability of existing members of their Youth Advisory Council.
- In May 2023, OMI travelled to CI and CKI to identify key issues and ongoing needs of the CaLD communities. This engagement sought to build relationships with CaLD groups and enabled identification of future initiatives to support the communities.
- Key areas of need highlighted by community members and other stakeholders included:
 - mental health support
 - opportunities for the empowerment of women
 - access to disability support services
 - lack of accessibility to interpreting services
 - greater opportunities for communities to celebrate their culture.

Horizon scan

- OMI is planning to visit the IOT to continue building trusted relationships with CaLD communities and identify future opportunities and initiatives to meet their needs. The engagement will focus on stakeholders that have not been previously engaged, as well as those who have benefited from OMI's previous projects, to measure the projects impact in the community.
- OMI will support delivery of capacity building initiatives for IOT community associations, to increase participation in social, cultural, and economic activities. These initiatives will focus on building organisational governance and volunteer management of local associations and promote inter-cultural understanding through participation in Harmony Week.

Racing, Gaming and Liquor

Services

The DLGSC (Racing, Gaming and Liquor) 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

- Annual liquor returns collection from liquor licensees.
- Quarterly calculation and collection of liquor licence fees.
- Inspections undertaken on CI and CKI.
- One formal work order was issued.
- Five premises were required to undertake minor works for maintenance and/or repairs to premises.
- Two licences were placed into suspension due to the premises no longer trading.
- Two 'ongoing hours permit' applications were received and processed.

- Two applications to vary licence conditions were received and processed.
- Three Calcutta permit applications were received and processed. A Calcutta permit allows a charitable group, community-based organisation or sporting body to raise funds for the benefit of the community.
- One complaint was received, regarding an application for a Calcutta permit, which was resolved.

Horizon scan

There are no known matters or issues expected to arise in 2023-24.

Sport and Recreation

Services

The DLGSC (Sport and Recreation) coordinates sport and recreation visits, liaising with key stakeholders and working with both Islands on the strategic direction for sport and recreation.

Highlights and activities

DLGSC officers visited the IOT from 5 to 16 August 2022 and 6 to 14 June 2023 to meet with CI and CKI stakeholders. The aim for these visits was to consult and plan for the sport and recreation calendar of visits for the forthcoming years.

A number of sport and recreation activation and capacity-building opportunities were organised for the IOT community for 2022-23.

Lacrosse WA: 7 to 13 February 2023

- A Development Officer from Lacrosse WA visited CKI to lead lacrosse participation and activation for the students and community. The Development Officer provided inspirational messaging to encourage female participation in sport and recreation. Highlights from this visit included:
 - school participation sessions for years Kindergarten to Year 10
 - approximately 25 children and three parents attended community activation sessions on WI and HI
 - the same Development Officer spontaneously provided lacrosse coaching for CIDHS students during an earlier personal visit to CI in August 2022.

Volleyball WA: 28 February to 10 March 2023

- Volleyball WA (VWA) visited CI and CKI to deliver school and community clinics and coaching up-skilling courses to teachers and community members. The VWA Coach delivered:
 - 14 school participation sessions on CI and seven sessions on CKI for years Pre-primary to Year 12
 - two specialised coaching sessions for the male and female CIDHS high performance volleyball teams
 - seven 'Have A Go' sessions and community clinics at the CI Recreation Centre, CI Foreshore Padang, and CKI WI and HI, reaching 84 participants
 - one seated volleyball session for 20 participants at the Seniors group on CI
 - coaching instruction to teachers.

Tennis West: 28 April to 5 May 2023

- Tennis West delivered a week-long program of tennis activation on CKI, with the aim to engage the community and every school-age child in a tennis-related activity. Outcomes achieved included:
 - school participation sessions for years Kindergarten to Year 10 on CKI WI and HI

- community activation sessions for 14 children on HI and 14 children on CKI WI
- one coaching workshop with five adult participants and two community activation sessions for 12 adults
- 13 children and five adults participated in round robin tournaments and coaching sessions
- resources and information provided to SoCKI and local tennis club for the continued activation of tennis.

National Rugby League WA: 2 to 12 May 2023

- The National Rugby League WA visited CI and CKI with their Game Development Officer, facilitating multiple community engagement initiatives and development activities. Outcomes from this visit included:
 - school participation sessions for Years 1 to 11, providing on-field rugby league drills and activities, with motivational messaging on the values of healthy and successful teams
 - one community 'Come and Try' activation session hosted by the CI Robbers Rugby League Club for 40 children
 - one coaching upskilling session for three adults on CI
 - one training session for the CKI Hunters Rugby League Club with 15 adult participants.

Australian Olympic Committee: 23 to 30 May 2023

- The Australian Olympic Committee provided their Olympics Unleashed program to inspire and motivate the IOT community to be their personal best. Two Olympians visited the IOT to share their story, and guide students to set goals, overcome challenges and demonstrate resilience in order to pursue and reach their goals. Visit outcomes included:
 - nine Olympics Unleashed sessions to 342 students in Years Pre-primary to 12 on CKI and CI
 - two community participation sessions in volleyball and basketball for 36 participants
 - one training session for the male and female CIDHS high performance volleyball teams
 - an education session for 20 CIDHS Country Week volleyball and debating teams, with topics including dealing with nerves, performing under expectation and pressure, navigating the highs and lows of competition and maintaining routines while away from home
 - two community educational sessions, with 30 adult and senior attendees on CKI HI and 15 attendees on CI, to enable inspirational messaging and two-way learning.

Football West: 30 May to 13 June 2023

- Football West provided a series of football (soccer) skills workshops for the IOT community. During this visit the coach delivered:
 - three community activation sessions with a total of 63 children participants and one community activation session with 12 adult participants on CI
 - school sessions with all Year levels on both CI and CKI, including lunch time and after school activation
 - one community coaching and referee clinic for five adults on CI
 - community football activities at the CKI Act of Self Determination Day, reaching approximately 45 children
 - coaching resources and information provided to school teachers and staff at the CI Recreation Centre.

Skateboarding: 16 to 20 June 2023

- Build Up Skateboarding visited CI to activate skateboarding within the community, to promote physical fitness and an active lifestyle through an alternative sport. Three community workshops were held at the CI Skatepark and one school session was provided, with 40 to 60 children and adult participants attending each session. Activities included assembling skateboards, skill development, safe skateboarding practices, professional demonstrations, races and games and identifying opportunities for local coach upskilling.

Horizon scan

DLGSC Sport and Recreation will continue to:

- co-ordinate visiting sport and recreation programs and coaching opportunities through organising clinics and forums for athletes, coaches, potential coaches, parents and officials
- facilitate access to learning and development opportunities offered remotely to support capacity building of volunteers and connect with WA Sporting Associations for additional support
- identify sport and recreation infrastructure projects within the IOT
- provide advice in developing funding applications to support the construction of sport and recreation infrastructure and associated maintenance programs
- establish pathways to support identified athletes and coaches with funding and opportunities supported through the Regional Athlete Support Program and Regional Athlete Education Program.

Main Roads WA

Services

Main Roads WA (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

- MRWA Maintenance Planning Manager (MPM) visited CKI from 2 to 5 May 2023 - meeting with the SoCKI Supervisor to provide training on the use of the MRWA GPS-SLK app and inspection of both WI and HI depots and road networks was undertaken. A detailed pick-up and condition rating of the WI network was completed. A meeting was held with SoCKI CEO on the road network condition and concerns regarding the impact of the Department of Defence airfield upgrade project. A detailed review of the Defence design for Sydney Highway was undertaken. Following the visit, MRWA provided extensive design review comments to SoCKI.
- MRWA MPM and Asset Management Officer (AMO) visited CI between 6 to 9 June 2023 - a video survey and condition rating of the road network was conducted, additionally an inspection of the portions of the network subject to speed zoning changes was also conducted. An inspection of guard rail sections in poor condition was undertaken along with a visual observation of roadside assets including signage. A meeting with SoCI Director of Works was held, discussing matters including network and roadside assets condition, maintenance issues, the supply system and budgets and the GPS-SLK App availability.
- MRWA Plant Manager (PM) visited CKI from 28 February to 7 March 2023 - inspections of both plant and depot facilities were undertaken and advice offered regarding equipment replacement, with a view to improving both productivity and safety. While plant appeared to be in good condition, it was noted that corrosion continues to be an ongoing issue and measures to mitigate the problem including storage and replacement schedules was discussed. SoCKI has begun using a Plant Management System (PMS) the same as MRWA. It was observed that plant that has been replaced continues to be utilised, a practice which needs to be steered away from. Adherence to WorkSafe requirements was also checked, as well as the use of plant logbooks. An inspection of the wood chipping machine was recommended, and replacement at the earliest opportunity.
- During 2022-23, MRWA PM has assisted with the procurement of various items of plant, and identifying plant for procurement during 2023-24.
- MRWA MPM attended regular meetings in person and online with DITRDCA, SoCKI and SoCI.
- MRWA continued to provide technical advice to SoCI and SoCKI.

Horizon scan

MRWA will:

- continue to provide advice and support to SoCKI for the complementary works on Sydney Highway, as part of the Defence airfield upgrade
- work with SoCKI on the development of unsealed road technologies, including undertaking a pavement investigation
- work with SoCKI on the development of generic Traffic Management Plans for Temporary Roadworks
- work with SoCI on the implementation of a consistent speed zone across the Island.

Shoulder reconditioning on CKI is urgently required. If local material cannot be sourced, then the work may have to be completed as part of Defence's airfield upgrade.

MRWA MPM and PM to visit both CI and CKI to as part of ongoing support for IOT and local governments.

MRWA to ensure compliance to current specifications for all existing signage and report to DITRDCA on the outcomes of the traffic signage audit.

Department of Mines, Industry Regulation and Safety

Services

DMIRS delivers a wide range of services, including key regulatory programs (regulating building, utility, property, motor vehicle and resource industries, co-operative and not-for-profit sectors); offers consumers dispute resolution and conciliation services; provides information, education and advice to consumers; and promotes and secures the safety and health of people at work.

DMIRS 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; collects, audits and reimburses royalties to the Australian Government; and regulates resource safety issues, including storage, transportation and handling of dangerous goods.

Highlights and activities

- Plumbing and electrical safety and compliance inspections were conducted along with a number of educational presentations to industry and stakeholders.
- A variety of articles and warning posts were made available in The Islander and The Atoll.
- Adding to the suite of awareness-raising flyers and posters for topical consumer issues.
- Participated in conversations contributing to statutory and administrative steps to support the CI Strategic Assessment (CISA).
- WorkSafe (General Industries) inspectors visited the IOT to provide information and compliance services to assist stakeholders meet their work, health and safety (WHS) obligations.
- WorkSafe (Mines Safety) inspectors completed an inspection and provided information and regulatory guidance.
- WorkSafe (Dangerous Goods) inspectors completed an inspection and noted the significant refurbishment that had been conducted in tank and pipeline maintenance and the work being conducted on storage tanks during the visit to CI.
- A range of resources including guidance documents, videos and webinars were published on DMIRS website to assist stakeholders with the introduction of new WHS legislation.
- Mining Environmental Compliance Branch conducted a number of regulatory activities including inspections, reviews of reports, enquiries and attended a rehabilitation workshop on CI.

Horizon scan

- Due to two major water-related projects commencing in 2023-24 on CKI WI (Seawater Reverse Osmosis plant and Wastewater Treatment plant process improvements), and with the increase in plumbing activities, a more frequent plumbing compliance inspection schedule is required.
- Recommendations from the review of the family domestic violence provisions in residential tenancies and residential parks legislation will be considered for inclusion in a second round of reforms to the *Residential Tenancies Act 1987* (WA) which will be presented to the WA Government during 2023-24.
- All dangerous goods sites will be inspected during 2023-24.
- WorkSafe (General Industries and Mines Safety) inspectors are scheduled to conduct a number of inspections in the coming year to evaluate if health and safety improvements continue.

- WorkSafe will continue to expand and update its online resources to support stakeholders to comply with WHS legislation and make their workplaces safer.
- The Mining Environmental Compliance Branch will contribute to process implementation (relevant to decision making under *Mining Act 1978* (WA)(CI)) of the CISA, when recommenced.
- Titles Compliance Branch will continue to monitor compliance by tenement holders with their obligations of their existing titles.

Ombudsman WA (Parliamentary Commissioner for Administrative Investigations)

Services

The Parliamentary Commissioner for Administrative Investigations (Ombudsman WA) is an independent officer who investigates and resolves complaints about WA agencies and IOT local governments delivering services in the IOT.

Highlights and activities

- No complaints relating to the IOT were received by the Ombudsman WA.
- The Ombudsman continued to implement a number of strategies to ensure complaint and enquiry services are accessible to all IOT residents.

The Ombudsman WA has a key role in supporting lawful, reasonable, fair and accountable decision making and practices by WA agencies in the IOT and by IOT local government authorities.

Initiatives to make Ombudsman WA services accessible included:

- Access to the Ombudsman WA through a toll-free number, email and online services.
- Information on how to make a complaint to the Ombudsman WA in 18 languages, including the languages used in the IOT, in print and audio formats.
- 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

- Continue to provide awareness of, and access to, the services provided by the Ombudsman WA among the IOT communities.
- Continue to provide independent and timely complaint resolution and enquiry services and to maintain strong relationships with public authorities and communities in the IOT.

Department of Planning, Lands and Heritage

Heritage

Services

The Department of Planning, Lands and Heritage (DPLH) (Heritage) services to the IOT:

- provide information and advice about the conservation and protection of historic heritage within the IOT
- support administration of the *Heritage Act 2018* (WA)(CI).

Highlights and activities

DPLH Heritage commenced services to the IOT on 1 July 2022.

- Initiated relationship building remotely with SoCI ahead of undertaking a scoping visit in May to June 2023 to inform future workplan priorities. Stakeholder engagement occurred with SoCI, CIDHS, Phosphates Resources Ltd (PRL), CI National Park (Parks Australia) and the CI community through the 'Talking Maps' history workshop.
- Provided advice and assistance to SoCI to advance the development of its local heritage survey, heritage list and significant trees survey.
- Commenced the upload of local heritage place data for CI into the DPLH Historic Heritage ('inHerit') database.
- Collaborated with SoCI to inspect its local heritage places to better understand the Island's heritage opportunities and challenges.
- Provided heritage advice in response to various queries from IOT stakeholders regarding heritage-related planning and development matters on CI.

Horizon scan

DPLH (Heritage) will continue to deliver services to the IOT, as required. DPLH will also continue to collaborate with SoCI during 2023-24 to:

- work towards finalising SoCI's local heritage survey, local heritage list and significant trees survey
- determine future work plan priorities and strategies for the conservation and protection of the historic heritage of CI.

Land Use Management

Services

The DPLH (Land Use Management) exercises its powers and performance of functions and duties in the IOT to:

- provide expertise in Crown land administration to the Australian Government Minister responsible for the Territories
- prepare, execute and lodge documentation to enact land transactions.

Highlights and activities

- Advice and assistance in the disposition and management of Crown land in the IOT, consistent with the state's processes, policies and procedures. This work assists public infrastructure and development needs and administrative services to provide support to Crown land allocation decisions of the Australian Government.
- Assistance to the Australian Government to project manage several projects and developments over Crown land within the IOT, including:
 - SoCI's Dog's Head townsite declaration
 - finalisation of DITRDCA's registration of interest project, which included the assessment of 10 land activation projects on CI.
- Assistance with mapping, stakeholder referrals and land valuations.
- Preparation and amendment of updated precedent land tenure deeds to align with Commonwealth, WA and Territory legislation.
- General advice on surveys and associated processes associated with Crown land dispositions.

Horizon scan

DPLH (Land Use Management) will continue to provide land tenure services to the IOT on behalf of the Australian Government, as required.

To support the delivery of the above, DPLH, in consultation with the Australian Government, is reviewing its current processes for the delivery of Crown land tenure in the IOT.

Land Use Planning

Services

The DPLH (Land Use Planning) service to the IOT:

- provides expertise in land use planning to the Australian Government Minister responsible for the Territories and the WA Planning Commission (WAPC) in the administration of planning legislation
- supports the WAPC to undertake its role, responsibilities and functions as prescribed in the Planning and Development Act 2005 (WA)(CI)(CKI)

- provides professional and technical expertise, services and resources to advise the WAPC, the Australian Government Minister responsible for the Territories, and implement decisions relating to the planning and development of the IOT communities.

Highlights and activities

- Collaborated with SoCKI and DITRDCA to undertake the CKI Coastal Hazard Risk Management and Adaptation Planning (CHRMAP) project.
- Provided professional and technical planning services, resources and advice to DITRDCA and SoCI regarding the implementation of the CISA.
- Collaborated with SoCI to scope the project tasks towards a 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 IOT land use planning matters.

Horizon scan

DPLH (Land Use Planning) will continue to collaborate with SoCKI and DITRDCA, to progress the delivery of:

- the CHRMAP during 2023-24
- a review of the CKI local planning scheme, and preparation of a new local planning strategy, during 2023-24 and 2024-25.

DPLH (Land Use Planning) will also continue to collaborate with SoCI to progress the preparation of a revised local planning strategy and local planning scheme, expected to be completed during 2023/24 and 2024-25.

Department of Primary Industries and Regional Development

Marine Pest Surveillance

Services

The Department of Primary Industries and Regional Development (DPIRD) (Aquatic Pest Biosecurity) provides biosecurity services to the IOT. Services include policy advice, agricultural development services, horticultural development services, animal welfare, biosecurity services including aquatic biosecurity services, and pest and disease information service.

DPIRD Aquatic Pest Biosecurity designs and implements marine biosecurity surveillance programs for 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

Marine Biosecurity Survey – CKI Port

Aquatic Pest Biosecurity conducted marine pest surveillance at CKI between 2 to 9 May 2023. The community was informed by a notice in The Atoll. CKI stakeholders from Cocos Dive, CKI Port Authority, and staff members from Cocos Marine Care were also engaged regarding marine pest surveillance in the CKI port.

Initial results from the comprehensive field program indicated no evidence of any introduced marine pest species at CKI during this surveillance period. Likewise, no species were observed displaying significant invasive characteristics such as hyper-abundance or significant fouling tendencies.

Most scheduled activities from the 2023 CKI marine pest surveillance design were implemented as planned. However, the site of Horsburgh Island could not be accessed due to the large tidal range restricting access. An additional site was surveyed: Port Refuge anchorage, targeting historic vessel anchorage locations. An additional shoreline search on the western side of WI was opportunistically surveyed, although not originally included in the survey design.

Marine Biosecurity Survey – CI Port

The CI Port marine biosecurity survey was undertaken in September 2022. Results from the comprehensive field program indicated no evidence of any introduced marine pest species at CI Port during this surveillance period. Likewise, no species were observed displaying significant invasive characteristics such as hyper-abundance or significant fouling tendencies.

Horizon scan

DPIRD diving regulations and associated COVID-19 regulations continue to present challenges in implementing marine pest surveillance in the IOT. DPIRD diving regulations require a minimum of four staff to conduct all diving activities. Staff members who contract COVID-19 are restricted from diving for one-month post-infection, and pending clearance from a dive medical. As a result, the anticipated costs and resources required to implement future marine biosecurity surveys may increase.

Field work scheduling and contingencies will have to be carefully considered regarding these issues.

Aquatic Pest Biosecurity will continue to liaise with the Community Resource Centres (CRC) and local stakeholders to determine if additional support is required to improve and enhance services.

Sustainability and Biosecurity

DPIRD (Sustainability and Biosecurity) provides biosecurity services in the IOT. Services include: policy advice, agricultural development, horticultural development, animal welfare, biosecurity including aquatic biosecurity, and a pest and disease information service.

Highlights and activities

Parthenium weed eradication program

- DPIRD conducted one survey on CI across all known 26 infestation sites in January 2023. This was the 44th survey of Parthenium weed on CI since work began in 2008. The survey detected one plant within one site, which was treated to prevent further germination. The remaining 25 sites were free from Parthenium weed.
- Parks Australia conducted two additional surveys within the infested site, detecting and destroying six additional plants.

Siam weed control program

- DPIRD conducted three surveys, each across 87 sites on CKI HI and WI, and SoCKI conducted surveys across 16 designated sites.
- A total of 1,341 plants were detected and controlled; 123 plants from HI and 1,218 plants from WI - this was a 50 per cent decrease in the number of controlled plants from the previous year.
- DPIRD developed and distributed a Siam weed biosecurity alert/factsheet across CKI.

Macao Paper Wasp control program and research project

- The Macao Paper Wasp (MPW) control program destroyed 1,459 nests. From these, 69 per cent were controlled on HI and 30 per cent on WI. In addition, eight nests were detected for the first time on North CKI.
- DPIRD developed and distributed an MPW biosecurity alert/factsheets across CKI.
- DPIRD conducted two surveys, during which it:
 - Assessed the repellency and effectiveness of two insecticides and two entomopathogenic biocontrol agents diluted in water (water baiting) on MPW colony mortality
 - Trialled several insecticides and entomopathogenic biocontrol agents for efficacy in nest control.
 - Tested effectiveness of three synthetic volatile organic compounds as attractant lures
 - Monitored the spread of wasps into the Atoll's southern islands and North CKI.
- DPIRD continued to support the employment of one full time equivalent (FTE) at the SoCKI in MPW control, data acquisition and support for the research project, upkeep of stings register, and communication of the program to community.

Exotic termites, including Drywood termites

- DPIRD developed and distributed an exotic termites biosecurity alert/factsheet across CKI.
- DPIRD drafted a proposal aimed at reducing the incidence of exotic termite infestations by recommending amending the IOT building codes and practices to ensure only treated timber and other non-susceptible building materials are used for new structures and for the

maintenance of existing infrastructure throughout the IOT. The proposal is yet to be finalised and disseminated to SoCKI and SoCI.

Exotic ants, including tropical fire ants

- DPIRD developed an exotic ant biosecurity alert/factsheet. Brochures will be disseminated across CKI in October 2023.
- DPIRD continued to quantify species diversity and abundance of exotic ants within two previously heavily infested public areas on WI upon further treatment with commercial granular baits (Synergy Pro, Advion).
- To date, all tested baits (Synergy Pro, Distance Plus, Advion, Hymenophthor Ultra, IGR, and Indoxiacarb) were effective in reducing and maintaining low populations of exotic ant species in tested areas over a period of three-months. Areas treated by Synergy Pro showed the slowest re-infestation rate over this period.

Horizon scan

- Community and stakeholder engagement remain key priorities for DPIRD. The communication/policy officer (employed at 0.2 FTE) assisted with IOT stakeholder engagement and development and dissemination of four educational and communication materials on invasive pests and weeds in 2022-23.
- A collaborative effort between DPIRD, SoCKI, Parks Australia and Australian Border Force resulted in completion of three intensive surveys across North CKI during which eight MPW nests were detected for the first time. Although the vector of MPW spread from the main atoll is unknown, the large distance suggests this was a human-induced spread. These detections are concerning to the unique flora and fauna of the Island.
- Two species of Eumenid mud wasps (family Vespidae) are proving to be an emerging issue on CKI, with an increased wasp nesting occupation rate of 80 per cent of nesting-traps placed at the CKI airport over three weeks (in 2021-22 the observed occupation rate was 90 per cent over three-months). Mud wasp nesting activity has been known to interfere with sensitive external aviation equipment in Australia and elsewhere in the world.
- A concerning trend within WI and South Island is the increasing encounter of feral honeybee hives. This can have environmental as well as human health implications if people are stung.
- Hemipteran Psyllids and Tingids, and Banana lace bugs were collected for identification and curation purposes. This was a continuation of regular screening for serious global pests, such as Asian citrus psyllid.
- Termite activity and damage was investigated within infrastructure at three locations on WI and HI. All damage was assessed as normal drywood termite activity.

Regional Development

Services

DPIRD (Regional Development) provides the following two key activities:

- Community Resource Centre (CRC): the two CRCs on CI and CKI are locally owned and managed organisations providing a wide array of information and community-based services and activities.
- 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

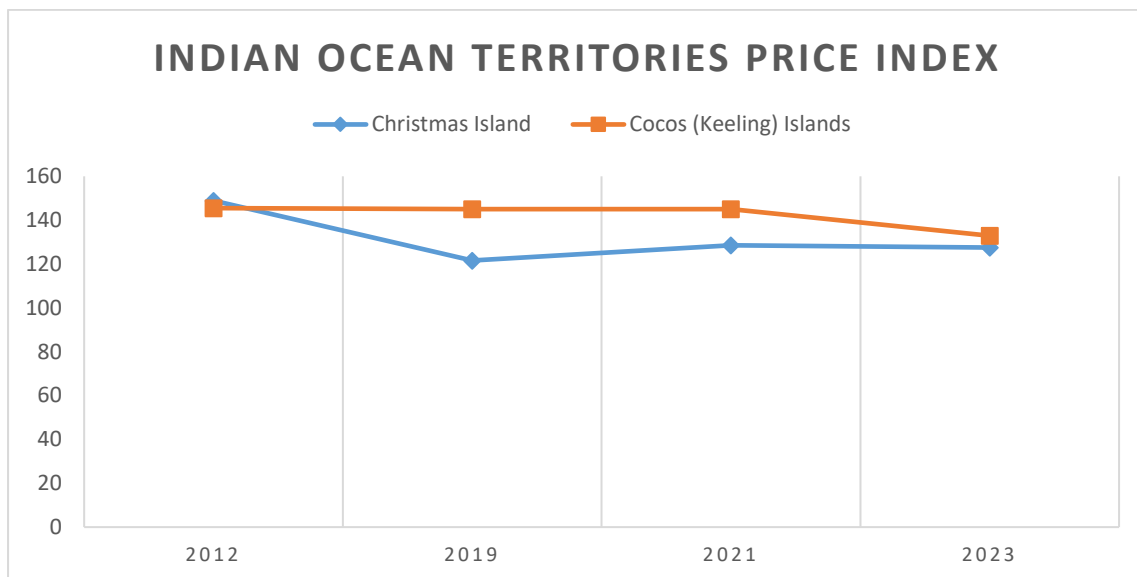
Community Resource Centres

- The CKI CRC is funded through a Community Service Agreement. The CKI CRC is currently meeting or exceeding all performance indicators of this agreement. The CRC continues to provide a presence on HI to provide extended services to the general community and visitors. The CRC has 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 Island.
- The CI CRC is funded through a Financial Assistance Agreement. The CRC continues to work with DPIRD to increase its profile and services. The CRC operates the CI Op Shop where items are refurbished for resale to the community. This is a well-used facility on CI.
- DPIRD provided active support to both CRC to enable them to achieve agreed outcomes, including regular phone and email support.
- DPIRD visited both CI and CKI CRCs in 2022-23. Both visits were very positive with the CRC working with DPIRD to identify any new opportunities or support the CRC required.
- CKI and CI CRC sent delegates to attend the Linkwest Conference held in Perth in April 2023. This provided CKI and CI CRC staff and committees with training, development and networking opportunities with neighbourhood centres and CRC. DPIRD also used this time to meet with CI and CKI CRC representatives.
- Both CKI and CI CRC:
 - 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 continues to produce The Atoll, a regular community information newsletter, and publishes a community directory.
- The CI CRC continues to maintain an online register of local service providers, businesses and government agencies.
- The CKI CRC has provided further support to HI and is targeting support and activities to seniors who find it difficult to travel to WI.
- The CKI CRC celebrated its 20th anniversary of providing services and support to the CKI community.

Territories Price Index

- The price index compares the cost of living between different locations. In this instance, the cost of buying a group of goods and services on Christmas and Cocos (Keeling) Islands has been compared with the price of the same goods and services in the Perth metropolitan area.
- The Perth index is set at 100, with Island prices above 100 indicating a higher cost than Perth prices, and prices below 100 indicating the items are cheaper than in Perth. This is a similar methodology to that used in calculating the Western Australian Regional Price Index.
- It is important to note that the prices across years cannot be directly compared. Each index is a point in time comparison, rather than a time series comparison.
- Collection of prices for a basket of goods on CKI and CI, and co-ordination and validation of the data occurred in the first half of 2023.
- The IOT Price Index 2023 report will be prepared for presentation to DITRDCA before the end of first quarter 2024.

Chart 5 – IOT Price Index 2012, 2019, 2021, 2023



Horizon scan

- DPIRD will continue to work closely with both CKI and CI CRC to determine if additional support is required to improve and enhance services.
- The CKI CRC is exploring opportunities to expand the support provided to HI and is hoping to locate a staff member on HI one full day a week.
- CI CRC has indicated that they are unable to employ and support a trainee. DPIRD would like to explore using these funds to assist the CKI CRC to expand their service delivery with longer staff hours dedicated to HI.
- DPIRD is currently investigating advice from the Australian Taxation Office that not-for-profits who are not registered charities may be liable to pay income tax on the contract payments they receive from government. DPIRD will work with the CRC to advise them if they should consider applying for charitable status.
- The next TPI is not yet scheduled but is anticipated to be undertaken in 2025 and will build on the previous surveys undertaken in 2012, 2019, 2021 and 2023.

Salaries and Allowances Tribunal

Services

The Salaries and Allowances Tribunal (SAT) is an independent statutory authority that, on behalf of the Australian Government, determines the remuneration to be paid to the Territories' local government CEOs and the fees, expenses and allowances provided to elected members.

On an annual basis, SAT 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
- 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

- SAT conducted the Local Government CEOs and Elected Member remuneration inquiry. The final determination was issued on 6 April 2023, which set the remuneration to be payable to the SoCI and SoCKI CEOs and elected members for 2023-24.

Horizon scan

- During 2023-24, SAT will conduct the annual inquiry for Local Government CEOs and Elected Member remuneration and will issue a determination no later than 5 April 2024.

State Library of WA

Services

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

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

Under agreements with 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

- Exchanges of library materials sent to the IOT libraries regularly throughout the year with the three IOT libraries receiving 4,194 items, including English language and materials in languages other than English.
- Free access to state-wide electronic resources, including ebooks, eaudiobooks, emagazines, streaming films, videos and music, comics and TV shows.
- SLWA staff visit and provide face-to-face support and training to IOT library staff.
- The provision of Better Beginnings family literacy program reading packs to all parents with a baby, a reading pack for toddlers, as well as a reading pack for kindergarten children.
- Library staff support through an online tool (includes a training platform), email and phone.

Horizon scan

- IOT public library members have the same level of access to online materials as for all WA public library members.
- SLWA staff will provide:
 - support, training and advice to IOT library staff
 - Better Beginnings training and advice to library staff.

Department of Training and Workforce Development

Services

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

Highlights and activities

Vocational Education and Training Policies

- Advised IOGTA management of vocational education and training policies and reforms being implemented, including application of national programs and WA's incentive programs.
- Responded to requests for information from IOGTA management and other IOT stakeholders. DTWD provided assistance in meeting the relevant agency requirements.

Training Services—Administration of Apprentices and Trainees

- Administered apprentices and trainees from the IOT employed under Training Contracts in accordance with the Vocational Education and Training Act and Regulations.
- Registered six trade apprentices (four on CI and two on CKI) in Engineering Tradesperson Refrigeration, Carpentry, Electrical Mechanics and Road Construction.
- 27 trainees (18 on CI and nine on CKI) in Business, Early Childhood Education, Surface Extraction Operations, Pest Management, Occupational Health and Safety, Accounts Administration, Community Care Work, Allied Health and Disability Work also commenced in 2022-23 and were registered using DTWD's training records system.
- Of the 33 commencements in 2022-23, there were 12 employed by DITRDCA, four by IOGTA, and the remaining apprentices and trainees with other IOT employers.
- Provided support and advice to employers and apprentices and trainees who were in training at any one time in 2022-23, regardless of their commencement dates.
- Provided for dispute resolution, variation, suspension and cancellation of Training Contracts as required.
- Provided for three apprenticeship completions including the issue of Trade Certificates to these apprentices and 12 traineeship completions.
- Assessed eligibility and processed payment claims for IOT employers under the WA Employer Incentive Scheme.

Training Services—Group Training Operations IOGTA

- Entered into contractual arrangements with IOGTA for the 2022-23 WA Group Training Program (WAGTP) funding allocation.
- Provided information and clarification on the WAGTP specifications, including the funded categories and its related requirements.
- Confirmed the level of WAGTP funding to be allocated to IOGTA for support services to be provided to IOGTA apprentices and trainees.
- Paid the achieved level of WAGTP funding to IOGTA.

- 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.

Career Services – Delivery of Career Taster Program to Students

- The Career Taster program aims to inspire secondary school students to become career curious about further study opportunities and potential careers.
- In May 2023, delivery of face-to-face career taster experiences were provided to students on CI and CKI in the occupational areas of Drones and Robotics, Medical Research and Bionics, Plumbing, and Business Management.
- On CI, 14 Year 9 and 17 Year 10 students participated in these programs and on CKI, 16 Year 9 and 17 Year 10 students were involved in the Career Taster Program. Various pathways, post-school training options and career goals were also explored and covered in panel sessions.

Department of Transport

Services

The Department of Transport (Transport) 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

- Transport assisted DITRDCA with the renewal of the CKI Cahaya Baru ferry licence.
- In November 2022, a Business and Systems Support Officer travelled to CI and CKI to provide driver and vehicle (Transport Executive and Licensing Information System) TRELIS system refresher training to the Motor Vehicle Registry (MVR) staff.
- On-line TRELIS training was also provided to MVR staff and AFP.
- The first Authorised Inspection Station (AIS) commenced on CKI in May 2023, providing vehicle inspection services to WI at the AIS workshop and to HI via support from the SoCKI through agreed access to their HI workshop.
- A Vehicle Compliance Examiner travelled to both Islands in January 2023 and May 2023 to provide Authorised Vehicle Examiner training and AIS audits. They conducted a number of vehicle safety inspections on CI.
- In April 2023, a Business Information Systems Officer travelled to CI and CKI and provided technical assistance to the MVR and AFP.
- A Driver Compliance Officer provided practical driver assessment training to the AFP on both Islands in May 2023.
- Two Commercial Management Officers, representing Transport's broad service delivery, travelled to the Islands in June 2023 to meet with the MVR, AFP, AIS and local businesses as part of stakeholder discussions and on-site considerations for improving transport related services.
- During June 2023 Sea Week, two maritime officers travelled to CKI and CI and provided Marine Inspector training to the AFP which included conducting school incursions to promote safety on the water, including flare demonstrations as well as undertaking direct meetings with marine stakeholders.
- In January 2023 and February 2023, Work Orders (vehicle defect notices) and Transfer and Plate Infringements were introduced through the CI and CKI TRELIS systems for the first time. Transport worked with the MVR to minimise the impact of this on residents and businesses with multi-tiered communications and engagement.
- A number of community notices were disseminated to both Islands with regards to the new AIS, as well as the introduction of various infringement notices.

Horizon scan

- Transport conducted a four-year review of WA's Recreational Vessel Safety Equipment Review. Phase one changes to the *Navigable Waters Regulations 1958* (WA)(CI)(CKI) which started on 1 September 2023. Transport is working with DITRDCA on how these changes will affect the IOT.
- A driver and vehicle services communication strategy is being developed to assist with education for IOT residents on Transport related issues.

- It is anticipated that increased demand for services will occur, particularly on CKI WI in light of the Department of Defence airfield upgrade, which will include new and additional vehicles on-Island as well as increased driver licensing activities.
- Upgrade driver's licence image capture software and hardware.
- Develop and implement new vehicle registration stickers specifically designed for hire cars as a visual aid to those hiring a vehicle to know it has the correct insurance class to cover injuries caused to others in a crash.
- Introduction of optional vehicle plates for CI to enable the community to have greater choice.

Water Corporation

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

- Locally employed Electrical Apprentice on CKI.
- Annual Risk presentation to DITRDCA on CI and CKI water and wastewater services, and CKI power services.
- Attendance at North West Regional Forums, including Safety and Operations Assistant Forums, to promote transfer of knowledge and processes across the North West Region and the Water Corporation.
- Two IOT team members continued in their role as Mental Health Champions to provide support and resources to local teams.
- Technical support arrangements with Water Corporation specialists. Water Quality, Wastewater Quality Treatment Technical Support to the IOT.
- Additional support from Perth Electrical and Mechanical Teams to CI when required for backfill or specialist projects.
- CI Summit to Drumsite water main replacement project was progressed with pipe materials purchased and principal contractor selected. Construction works to replace a 4km section starting from the Summit Tank in the national park commenced late May 2023.
- DITRDCA received Parliamentary approval on 11 May 2023 for the construction of a 200 kilolitres per day Seawater Reverse Osmosis (SWRO) plant to be installed on CKI WI. Five boreholes were drilled and tested to support the SWRO plant in October/November 2022. Flow and quality data will inform the design of the water treatment processes.
- New site offices for CKI HI (Power Station and Wastewater Treatment Plant) were purchased and installed.

Table 9 – Water Corporation 2022-23 Operations snapshot

2022-23 Operations snapshot	Number
Properties serviced	1,269
Drinking water produced	924ML
Wastewater treated	240ML
Water quality and wastewater samples taken	1,788
CKI power generation	4909MWh

Department of Water and Environmental Regulation

Environmental Protection Authority services

Services

Deliver quality advice and services to the Environmental Protection Authority (EPA) to support the protection of the environment.

Highlights and activities

- Continued to provide advice to DITRDCA and DPLH on CISA and planning reviews currently being undertaken in the IOT.
- No appeals were received.
- No requests for advice were made to the EPA.

Horizon scan

- Continue to:
 - support DPLH and DITRDCA to progress any scheme amendments required as a result of SOCI and SOCKI planning reviews.
 - enable appeals to be received in respect of scheme or scheme amendments.
- Provide advice on SoCKI and SoCI scheme reviews, if required.

Environmental Regulation

Services

DWER (Environmental Regulation) 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

Prescribed Premises

Twelve prescribed activities are regulated under the provisions of the *Environmental Protection Act 1986* (WA)(CI)(CKI), including nine active prescribed premises licenses and three registrations.

Two new works approval applications were received and both remain under assessment by DWER, including:

- a permanent material offloading facility at Rumah Baru, CKI WI
- processing hydrocarbon waste and repurposing this waste/oils to a product that can be used by Phosphate Resources Limited (PRL) to fire kilns for phosphate processing on CI.

DWER has commenced a review of stack emissions testing on CI, including an assessment by DWER Air Quality Branch (AQB – Environmental Sciences) to understand the extent of ambient dust monitoring in the vicinity of the CI port.

Currently, all hazardous fire extinguisher wastes, including unused fire-retardant products containing historical high levels of PFAS (perfluoroalkyl and polyfluoroalkyl substances) are stored in appropriate areas in both Islands, waiting disposal by the Australian Government.

Appeals

No appeals were received during 2022-23.

Complaints

Two complaints were received, both originating on CI regarding unauthorised air emissions. This incident was investigated and steps have been taken by the operator to stop the emissions and implement management measures.

Native Vegetation Regulation

Two native vegetation clearing permit/referral applications on CI were received.

CI Native Vegetation assessment

As a result of native vegetation clearing for mining purposes (CI), DWER was asked to consider further regulatory controls which could result in better environmental outcomes in rehabilitated areas.

A review of the rehabilitation/revegetation regulatory framework was undertaken to ascertain the mining proponents' obligations for rehabilitation of their mining areas, post-mining.

Compliance

All Annual Environmental Reports and Annual Audit Compliance Reports were assessed within the required timeframe. DWER continues to work with licence holders to ensure annual reporting omissions are addressed.

Environmental compliance inspections were undertaken on selected licenced prescribed premises. No material issues were identified during environmental compliance inspections or review of annual reports. All non-compliance events were investigated and assessed by DWER as low-risk.

Contaminated Sites

No contaminated sites were reported to DWER.

Education and Liaison

DWER engaged with the CI and CKI communities, schools and Shires on issues related to waste and litter reduction/avoidance/reuse/recycling and waste management in the IOT.

The waste education program – 'Working with Waste' was provided to CIDHS and CKIDHS, in conjunction with support from IOT Shires.

Environmental Policy

DWER assisted DITRDCA to progress the CISA until it was paused by the Australian Government in June 2023.

DWER liaised with DITRDCA and DPLH on the CKI CHRMAP.

DWER worked with DITRDCA and the IOT Shires to finalise the IOT Strategic Waste Management Policy. This policy establishes Australian Government leadership and direction for waste infrastructure and management.

DWER is liaising with SoCKI regarding the drafting of a new local law to regulate waste management collection and supporting systems.

Waste Policy and Programs

WA Plan for Plastics compliance

DWER continued to focus on raising awareness of alternatives to single-use plastic and reducing the use of plastic water bottles and straws. Part of the strategy involved highlighting community champions to drive behavioural change.

DWER collaborated with the IOT Shires to acknowledge businesses that met compliance requirements for Stage One of the WA Plan for Plastics legislation. Half of the CI businesses demonstrated compliance with Stage One, CKI businesses are still in the process of reducing historical stock to demonstrate compliance.

IOT Marine Debris Project

DWER provides continuing support to the IOT Shires for the Marine Debris Project.

Shire and community support for waste management

SoCI continues to support the CI community environmental organisation, ICare - which includes providing a building for ICare and EcoCrab to base their operations.

“Drink Tap Water Project” – this project was launched by SoCKI in March 2022 and SoCI in December 2022.

SoCKI has commenced a community consultation process to consider drafting a local law that bans the sale of single use plastic water bottles (less than five litres).

SoCI has a local law that prohibits single use plastics on CI. SoCI will consider including a ban on single use plastic water bottles when this local law is next reviewed.

In support of this project, the Australian Government funded the installation of water bubblers at community agreed locations. The water bubblers are essential to support the eventual elimination of single-use plastic water bottles in the IOT.

Response to Pollution Incidents

DWER received notification of two potential pollution incidents, both involving unplanned discharges on CI. They were assessed as low-risk and steps were taken to ensure processes were in place to reduce any further risk.

Deployment of DWER's Pollution Response Unit to the IOT was not required.

DWER continued to provide support to the CI and CKI Local Emergency Management Committees (EMC) for major incidents.

Horizon scan

Environmental Regulation

IOT Strategic Waste Management Plan - In conjunction with the IOT Shires, commence the regulatory licensing review process to implement DITRDCA's IOT Strategic Waste Management Plan.

Environmental inspections - Undertake an environmental compliance assessment of all DWER registered major hydrocarbon prescribed premises activities on CI and CKI.

Contaminated Sites - It is anticipated there will be an increase in the reporting of asbestos containing material on CKI when the ground works for the Defence airfield upgrade on CKI WI commence in 2024. DWER is liaising with Defence regarding reporting obligations under the *Contaminated Sites Act 2003* (WA)(CKI).

Environmental Licensing - AQB are continuing to work with CI proponents to implement a stack emissions and dust monitoring program in relation to the processing of phosphate and load out operations in Flying Fish Cove and the CI port.

Defence Airfield Upgrade, CKI WI - Assessment of water and environmental approvals to facilitate the Defence airfield upgrade.

Native vegetation - Continued assessment of applications for native vegetation clearing permits on CI (due to mining) and CKI (in support of infrastructure for the airfield upgrade).

Support SoCKI native vegetation rehabilitation program - SoCKI has established a propagation facility of known native vegetation species and has used young plantings to rehabilitate areas on HI and WI.

Education - In partnership with CIDHS, CKIDHS, IOT Shires and DWER, continue the education program – 'Working with Waste'. This education program demonstrates how the Shires manage their community waste, plastic waste, and facilitate waste reduction and reuse.

Environmental Policy

DWER will provide advice and implement Australian Government environmental policies and programs, including in response to climate change as required.

- Continued liaison with:
 - SoCKI and DITRDCA regarding the CHRMAP
 - IOT Shires for implementation of the IOT Strategic Waste Management Policy through Australian Government regulatory instruments (Works Approvals and Licenses) that provide confidence for waste management in the IOT

- SoCKI regarding the drafting of a CKI waste management local law.

Waste Policy and Programs

- Continued partnership with CIDHS and Parks Australia Junior Ranger program for waste education from Kindergarten to Year 10.
- Support of SoCI Territory Week with community waste education.
- Continued compliance program for Stage One - WA Plan for Plastics and continued regulatory guidance for the introduction of Stage Two.
- Support SoCI to transform marine debris collected from local beaches into products that support the community, thereby diverting waste destined for landfill and reducing infrastructure costs.
- DWER will support SoCKI in their household waste separation program in schools and the community.

Response to Pollution Incidents

- Continued 24-hour pollution response and complaints management through DWER's Pollution Watch Hotline.
- Response to major pollution incidents as required by the IOT EMC and Territory Controller.
- Continued support to the CI and CKI EMC.
- Review the 2016 Pollution Response Capability Assessment.

Water

Services

DWER (Water) provides advice and support on: licensing and water source regulation and protection, assessment of groundwater; and allocation of consumptive water use.

Highlights and activities

CISA and IOT Strategic Waste Management Policy

- Provision of water source protection advice and assessment to support the CISA (currently paused) and IOT Strategic Waste Management Policy.

Proclamation of IOT water sources

- DWER recommends proclamation of IOT groundwater resources under the *Rights in Water and Irrigation Act 1914* (WA)(CI)(CKI) and the *Country Areas Water Supply Act 1947* (WA)(CI)(CKI). Proclamation would provide a regulatory framework to protect, allocate, licence and regulate groundwater abstraction and water source protection.

Department of Defence Airfield Upgrade – CKI WI

- DWER will continue working with Defence to ensure appropriate environmental and water approvals are obtained in relation to the airfield upgrade.

Water Resource Education – 'Water Our Precious Resource'

- This program promotes water protection and water use in IOT schools. The education program includes field trips for students and teachers to understand: the source of their drinking water; the need to protect these sources; natural and desalinated water sources; and to promote the use of tap water over single-use bottled water.

Horizon scan

Continue to provide water policy advice to support DITRDCA drinking water strategies and provide advice for stormwater management on CKI HI.

Undertake an on-site hydrogeological and water protection review of the IOT water sources with DWER hydrogeologists, senior engineers and water protection experts. This will inform DITRDCA decisions in relation to water protection, regulation and monitoring of IOT water sources.

Provide specific advice to support the Defence airfield upgrade project in relation to:

- sustainable take from Quarantine Station (QS) 1, QS2 and Horticulture Block 3 (HB) water galleries; and
- water quality baseline, management objectives and reporting for QS1, QS2, HB3, Airport (A) 2 and A3 water galleries WI runway water lens.

Water monitoring and measurement activities include:

- implementing an IOT bore monitoring program that will provide more consistent information of the state of current and potential future water sources, including environmental requirements;
- implementing 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; and
- freshwater lens investigation for South and Horsborough Islands, CKI.

Assess and report on the potential impacts of stormwater because of the changed runway profile required for the Defence airfield upgrade on CKI WI.

Provide scientific water protection advice to DWER Regulatory Services division (Environmental Licensing) to support a SoCKI licence amendment to create a new sludge burial area on HI.

WA Electoral Commission

Services

The WA Electoral Commission (WAEC) is responsible for providing services in the following areas:

- conducting local government elections
- promoting community awareness of the electoral process.

Highlights and activities

Local Government Elections

On 24 November 2022, SoCKI advised WAEC that it would conduct an extraordinary election to fill a councillor vacancy. An extraordinary election was called for 25 February 2023. However, the vacancy was filled without the need for an election.

Horizon scan

Amendments have been made to the *Local Government Act 1995* (WA)(CI)(CKI) which has introduced optional preferential voting for all council elections.

The WAEC will continue to provide educational and operational support in this area working towards delivering the Local Government Ordinary Elections in October 2023.

WA Museum

Services

The WA Museum provides information and expert advice on the planning, development, management and operation of museums as community assets. There is access to the specialist areas of collections management, conservation and interpretation; advice regarding the provision of interactive multimedia and online programming; assistance with making grant applications relating to museum operations; and facilitate access to sector training and mentoring programs.

Highlights and activities

- On CKI, WA Museum visited the Islands in December 2022, which resulted in the development of a plan for a multi-year project. This initiative will engage master boat builders from the seniors' community on CKI to work alongside volunteers to restore a collection of historic jukongs, while in the process transferring traditional skills and knowledge to the younger generation.
- In June 2023, Goolarri Media from Broome provided accredited oral history training to members of the CKI community.
- On CI, WA Museum continued relationship building remotely prior to visiting in June 2023. This trip included a review of the cultural heritage work which the community on CI is already undertaking, and an audit of the Tai Jin House museum. The Museum is currently working with stakeholders on CI on developing community lead projects.

Horizon scan

WA Museum would value the opportunity to work concurrently on CKI and CI to ensure the long-term sustainability of professional development, local outcomes, and to embed skills.

2023-24 is an opportunity for WA Museum to begin work on important, multi-year projects which will benefit the communities on CKI and CI, as well as sharing their cultural history with people on the mainland.

WA Museum will continue developing programs that meet the needs of CI and CKI communities now and into the future.

WA Planning Commission

Services

The WAPC:

- undertakes its functions as prescribed in the *Planning and Development Act 2005* (WA)(CI)(CKI); and
- provides information, advice and recommendations to the Australian Government Minister for the Territories on land use planning, land development and infrastructure coordination in the IOT.

Highlights and activities

During 2022-23, WAPC reviewed various land use planning policies relevant to the IOT, including (not limited to):

- Local Planning Strategy Guidelines – released June 2023.
- Draft Position Statement Child Care Premises – released for public comment on 11 November 2022 to 10 February 2023.
- Draft Consistent Local Planning Schemes – released for public comment on 14 April to 26 May 2023.
- Draft Interim Guidance for non-residential car parking – released for public comment on 29 March to 12 May 2023.
- Draft Electric Vehicle Charging Infrastructure Position Statement – released for public comment on 14 June to 14 August 2023.

Horizon scan

The WAPC will continue to deliver its services to the IOT on behalf of the Australian Government, as required.

WorkCover WA

Services

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.

Highlights and activities

Claims Monitoring

WorkCover monitored claim numbers and costs to inform education and enforcement activity. The number of time lost claims in the IOT during 2022-23 was 11.

Compliance

Following desktop inspections for CI, two potential breaches were located requiring site visits. While on CI, a further potential breach was identified and site visit undertaken. Two of the cases resulted in no further action. The third case is ongoing pending the provision of requested information.

Communications and Education

Site visits were conducted for two active investigation cases. Information obtained during the course of one of the visits has led to the creation of a third duty to insure investigation. Education and information sessions were conducted with PRL, CI Hospital staff and IOGTA.

Dispute Resolution and Agreement Processing

WorkCover continued to provide a fair and timely dispute resolution, ensuring stakeholders have access to a high quality of service through WorkCover WA Conciliation and Arbitration Services.

Horizon scan

WorkCover will travel to CKI in January 2024 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.