



Australian Government

Department of Infrastructure, Transport,  
Regional Development and Communications

*Service Delivery Arrangements Indian Ocean Territories 2020–21 Annual Report*

June 2022



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Director – Creative Services  
Communication Branch  
Department of Infrastructure, Transport, Regional Development and Communications  
GPO Box 594  
Canberra ACT 2601  
Australia  
Email: [publishing@infrastructure.gov.au](mailto:publishing@infrastructure.gov.au)

Website: [www.infrastructure.gov.au](http://www.infrastructure.gov.au)

## Table of Contents

<b>Executive Summary</b>	<b>7</b>
<b>Service Delivery Arrangements</b>	<b>8</b>
Services .....	8
2020–21 SDA management.....	8
SDA fact sheets .....	8
<b>Department of Communities</b>	<b>9</b>
Child Protection and Family Support .....	9
Services .....	9
Highlights and activities .....	9
Horizon scan .....	10
Communities.....	10
Services .....	10
Highlights and activities .....	10
Horizon scan .....	11
Disability Services Commission .....	12
Services .....	12
Highlights and activities .....	12
Horizon scan .....	12
Housing Authority .....	13
Services .....	13
Highlights and activities .....	13
Horizon scan .....	13
<b>Economic Regulation Authority</b>	<b>14</b>
Services .....	14
Highlights and activities .....	14
<b>Department of Education</b>	<b>15</b>
Services .....	15
Highlights and activities .....	15
Horizon scan.....	15
<b>Equal Opportunity Commission</b>	<b>16</b>
Services .....	16
Highlights and activities .....	16
Horizon scan.....	16
<b>Department of Finance</b>	<b>17</b>
Services .....	17
Highlights and activities .....	17
Building Management and Works (ServiceWA) .....	17
Office of State Revenue (RevenueWA) .....	19
Horizon scan.....	19
Building Management and Works (ServiceWA) .....	19
Office of State Revenue (RevenueWA) .....	19
<b>Department of Fire and Emergency Services</b>	<b>20</b>
Services .....	20
Highlights and activities .....	20
CI Volunteer Fire and Emergency Services (VFES) unit: .....	20
CI Volunteer Marine Rescue (VMR) unit .....	20
CKI WI and HI VFES .....	20
Horizon scan .....	20

<b>Department of Health</b>	<b>21</b>
BreastScreen WA.....	21
Services .....	21
Highlights and activities .....	21
Horizon scan .....	21
Environmental Health and Tobacco Control.....	21
Services .....	21
Highlights and activities .....	21
Horizon scan .....	22
Vaccine supply.....	22
Services .....	22
Highlights and activities .....	22
WA Country Health Service .....	22
Services .....	22
Highlights and activities .....	22
<b>Health and Disability Services Complaints Office</b>	<b>24</b>
Services .....	24
Highlights and activities .....	24
<b>Horizon scan</b>	<b>24</b>
<b>Insurance Commission of WA</b>	<b>26</b>
Services .....	26
Highlights and activities .....	26
<b>Department of Justice</b>	<b>27</b>
Attorney-General .....	27
Services .....	27
Highlights and activities .....	27
Horizon scan .....	27
Corrective Services.....	27
Services .....	27
Highlights and activities .....	28
Horizon scan .....	28
<b>WA Land Information Authority (Landgate)</b>	<b>29</b>
Services .....	29
Highlights and activities .....	29
Land Information .....	29
Horizon scan.....	29
Geodetic Survey Work Program.....	29
<b>Legal Aid Commission of WA</b>	<b>31</b>
Services .....	31
Highlights and activities .....	31
Horizon scan.....	32
<b>Department of Local Government, Sport and Cultural Industries</b>	<b>33</b>
Culture and the Arts.....	33
Services .....	33
Highlights and activities .....	33
Horizon scan .....	33
Local Government .....	33
Services .....	33
Highlights and activities .....	33
Horizon scan .....	34

Racing, Gaming and Liquor .....	34
Services .....	34
Highlights and activities .....	34
Horizon scan .....	34
Sport and Recreation .....	34
Services .....	34
Highlights and activities .....	35
Horizon scan .....	36
<b>Main Roads WA</b> .....	<b>37</b>
Services .....	37
Highlights and activities .....	37
Horizon scan .....	37
<b>Department of Mines, Industry Regulation and Safety</b> .....	<b>38</b>
Services .....	38
Highlights and activities .....	38
Horizon scan .....	38
<b>Parliamentary Commissioner for Administrative Investigations (Ombudsman WA)</b> .....	<b>39</b>
Services .....	39
Highlights and activities .....	39
Horizon scan .....	39
<b>Department of Planning, Lands and Heritage</b> .....	<b>40</b>
Land Use Planning .....	40
Services .....	40
Highlights and activities .....	40
Horizon scan .....	40
Land Use Management .....	40
Services .....	40
Highlights and activities .....	40
Horizon scan .....	41
<b>Department of Primary Industries and Regional Development</b> .....	<b>42</b>
Agriculture and Food .....	42
Services .....	42
Highlights and activities .....	42
Horizon scan .....	43
Fisheries .....	43
Services .....	43
Highlights and activities .....	43
Horizon scan .....	44
Regional Development .....	44
Services .....	44
Highlights and activities .....	44
Horizon scan .....	45
<b>Salaries and Allowances Tribunal</b> .....	<b>46</b>
Services .....	46
Highlights and activities .....	46
Horizon scan .....	46
<b>State Library of WA</b> .....	<b>47</b>
Services .....	47
Highlights and activities .....	47
Horizon scan .....	47

<b>Department of Training and Workforce Development</b>	<b>48</b>
Services .....	48
Highlights and activities .....	48
Vocational Education and Training Policies .....	48
Training Services - Administration of Apprentices and Trainees .....	48
Training Services – Group Training Operations IOGTA .....	48
Horizon Scan .....	48
<b>Department of Transport</b>	<b>49</b>
Services .....	49
Highlights and activities .....	49
Horizon scan .....	49
<b>Water Corporation</b>	<b>50</b>
Services .....	50
Highlights and activities .....	50
Horizon scan .....	51
Customer and Community .....	51
People and Safety .....	51
Water Quality .....	51
Asset Management .....	51
Environment .....	51
<b>Department of Water and Environmental Regulation</b>	<b>52</b>
Environmental Protection Authority Services .....	52
Services .....	52
Highlights and activities .....	52
Horizon scan .....	52
Environmental Regulation .....	52
Services .....	52
Highlights and activities .....	52
Horizon scan .....	53
Water 53	
Services .....	53
Highlights and activities .....	53
Horizon scan .....	54
<b>WA Museum</b>	<b>55</b>
Services .....	55
Highlights and activities .....	55
Horizon scan .....	55
<b>WA Planning Commission</b>	<b>56</b>
Services .....	56
Highlights and activities .....	56
Horizon scan .....	56
<b>WorkCover WA</b>	<b>57</b>
Services .....	57
Highlights and activities .....	57
Claims Monitoring .....	57
Horizon scan .....	58

## Executive Summary

On behalf of the Australian Government, I am pleased to present the Service Delivery Arrangements (SDA) Annual Report 2020–21 for services provided by Western Australian (WA) State Government agencies to the Indian Ocean Territories (IOT) of Christmas Island (CI) and the Cocos (Keeling) Islands (CKI).

This is the seventh report published since the recommencement of annual report publishing in 2014-15. The content is aligned with the WA Government structure which came into effect from 1 July 2017.

During 2020–21, on-island service delivery by state agencies was affected by the COVID-19 pandemic and travel restrictions to the islands. As the travel restrictions affected most state agencies, this is not referenced in their individual reports. Following the easing of travel restrictions, the following highlights were achieved:

- Officers from the Department of Fire and Emergency Services made several visits to the IOT and conducted training for fire and emergency services and marine services volunteers.
- Through the Department of Local Government, Sport and Cultural Industries:
  - Culture and the Arts: Regional Arts WA toured the Family Shoveller Band to CI and CKI from 23 March to 6 April 2021
  - Local Government: delivered Phase two of Asset Management mentoring to the CI and CKI Shires
  - Sport and Recreation: visiting coaches: golf, National Rugby League, Skateboarding WA and WA Cricket Association.
- Exchanges of library materials continued, with the three IOT libraries receiving 3,613 items, including English language and materials in languages other than English.
- Territories Regional Price Index 2021 was prepared by the Department of Primary Industries and Regional Development.
- The Department of Training and Workforce Development registered nine trade apprentices (seven on CI and two on CKI), and 18 trainees (17 on CI and one on CKI).

Following the introduction of the National Disability Insurance Scheme (NDIS) to the IOT, the Disability Services Commission (DSC) ceased service provision to the IOT from 30 June 2021.

WA agencies whose services were not required during 2020–21 and have not submitted a report include Energy Policy WA and the Public Trustee.

I commend the report to the CI and CKI communities as an informative summary of the services delivered to us by the WA government agencies.

Mrs Natasha Griggs  
Administrator  
Christmas Island and the Cocos (Keeling) Islands

June 2022



# Service Delivery Arrangements

## Services

The Department of Infrastructure, Transport, Regional Development and Communications (Infrastructure) provides funding to WA agencies to deliver state-type services to CI and CKI.

There are three ways of delivering state-type services:

- SDA with the WA Government
- direct service provision (for example, health and power)
- contracts with the private sector (for example, airport and port facilities management).

Since 1992, the Australian and WA Governments have been entering into SDA for the provision of services to the IOT. Following the WA Government machinery-of-government administrative changes in 2017, as at 30 June 2021, 36 state agencies provided 51 services to the IOT.

## 2020–21 SDA management

Infrastructure's Perth Regional Office has responsibility for negotiating and managing SDA with WA agencies.

In June 2021, negotiations were finalised with the WA Government to update the SDA standard agreement to increase the focus on Work, Health and Safety (WHS) legislative requirements, and bring forward the timeframe for submitting mid-year budget and work plan reviews. The completion of these negotiations allows for the finalisation of new and renegotiated SDA during 2021–22.

## SDA fact sheets

In partnership with WA agencies, Infrastructure produces SDA fact sheets for renegotiated and new SDA.

Fact sheets provide information about the services available through SDA and how to gain access to these services.

The fact sheets, including versions translated to Chinese, Malay and Cocos Malay, are available on Infrastructure's website at [www.infrastructure.gov.au/territories-regions-cities/territories/indian\\_ocean/sda/sda-factsheets-wa](http://www.infrastructure.gov.au/territories-regions-cities/territories/indian_ocean/sda/sda-factsheets-wa).



# Department of Communities

## 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

#### Child Protection and Family Support

- Communities' CPFS is delivered by a Senior Child Protection Worker (SCPW) position based in the IOT. This position was created during 2019–20 and was deployed to the IOT in January 2020. Services delivered by the SCPW mirrors the WA child protection legislation and services.
- SCPW activities on CI have increased. These included statutory child protection assessments and investigations, targeted child protection community education and awareness activities, and community capacity building.
- The approval and implementation of the tripartite protocols between Infrastructure, Australian Federal Police (AFP) and CPFS is essential, so that service providers can be aware of their respective roles in keeping children and families safe and the need for reporting child protection concerns.
- The commencement of the new IOT Health Service (IOTHS) Social Worker, and increased support from IOTHS, led to the welcomed development of collegial and collaborative interactions between the agencies. Consideration should be given to relocating the SCPW's office base on CI to the Old Technical School Building.
- The SCPW will continue working collaboratively and in partnership with government and non-government stakeholders and local community organisations in addressing issues affecting family and child safety through ongoing community education, or case-by-case culturally appropriate intervention, as required.

#### WWC

- The WWC Screening Unit continued to provide online and telephone support and fulfilled all functions in receiving and processing WWC check applications. This included the screening, assessment and card issue of 291 applications and the ongoing monitoring of a total of 721 card holders. This represents a 19 per cent increase in current active cards compared to 2019–20, as follows:

Location	Applications made	WWCC cards issued	WWCC cards active at 30/06/20	WWCC cards issued All Time	Negative or Interim Negative Notices Issued	Negative or Interim Negative Notices Issued All Time
CI	257	243	604	2,102	0	2
CKI	34	26	117	478	0	1

## Horizon scan

### Child Protection and Family Support

- The SCPW will be undertaking more frequent visits to CKI.
- The SCPW will continue to work towards increasing awareness within the community of IOT services.
- Monitoring the uptake of these services, by the community or other government and non-government agencies, as the community becomes increasingly aware of the child protection services now available to them.

### WWC

- The WWC Screening Unit plans to visit the IOT in 2022. This will provide face-to-face opportunities to assist organisations, self-employed people and individuals to comply with the WWC Check legislation. Due to travel constraints, the WWC Screening Unit has increased its online engagement by developing a series of webinars to provide information and demonstrate new tools to organisations and individuals. Continued promotion of the WWC Check within the context of child safety and as a key strategy of the National Principles for Child Safe Organisations.

## Communities

### Services

The Department of Communities (Communities Division) provides the following services:

- access to the WA Seniors Card
- assess education and care services against the National Quality Standard
- guidance and support to ensure compliance with the applied *Education and Care National Law (WA) Act 2012* and applied *Education and Care Services National Regulations*.

### Highlights and activities

#### Education and Care Regulatory Unit

- The Education and Care Regulatory Unit (ECRU) conducted a visit by the Senior Assessment Officer (SAO) in November 2020 and May 2021, during which support and guidance in relation to the National Law, Regulations and the National Quality Standard was provided, including compliance in relation to a programming and safety checklist being undertaken, discussed and documented. At the time of the visits, minor non-compliance matters were identified and rectified in a timely manner. During the visits, it was noted that the CI childcare service complied with all other areas of the National Children's Services Law and Regulations. The SAO also spent time with educators to review their programming documentation and provide additional support.
- The Babies room had recently moved to what was an unused area and this included some minor renovations. The service was encouraged to submit a formal notification. At the completion of the changes, the notification was closed off.
- Due to COVID-19 related issues arising for the Education and Care sector, ECRU has continued to provide ongoing phone support and has implemented a number of additional communications in relation to the current trends and issues arising that have had a direct impact on Childcare services, such as loss of staff and families and ongoing uncertainty from an operational perspective. In addition, monthly sector communications were forwarded to the service team and the coordinator that provided up-to-date Health Department information, sector-specific support and funding opportunities and the like. Feedback from the service during the most recent visit identified they felt the contact from ECRU was positive and they were grateful that ECRU had remained in contact and were supportive in their approach during this stressful time.

- Outside of visits, ECRU provided support in the form of emails and telephone calls with the centre manager, co-coordinator and nominated supervisor when required. A professional development webinar on Effective Supervision that was developed, presented, and made available to the Early Childhood sector was made available to the CI Childcare team.
- The service currently has a temporary waiver for an Early Childhood Teacher (ECT) that expired at the end of October 2020. The service has continued to advertise for a suitably qualified ECT across CI and further afield on the mainland to no avail. Most of the staff have now successfully completed a Diploma of Children's Services qualification and there are several new staff who have initiated their study towards gaining a Certificate III in Children's Services. ECRU will continue to support the service with additional temporary waivers as they are requested.
- ECRU noted the service co-ordinator has held the position for the past two years and works closely with the board of management and the nominated supervisor. The co-ordinator is developing a deeper understanding and working knowledge of the service and legal requirements.
- ECRU will schedule a further monitoring and support visit in the first quarter of 2022.
- ECRU envisages the third round of assessment and rating visit will take place late 2022 or early 2023. As the service received a Meeting National Quality Standard in the last assessment in 2018, an assessment and rating visit is not proposed to be scheduled for the time being as ECRU is continuing to take a risk-based approach to the Assessment and Rating process. CI has continued to demonstrate substantial improvement in their quality rating with the support and guidance provided by ECRU assessment officers.

### **WA Seniors Card**

- As at 30 June 2021, there were 40 WA Seniors Card members on CKI, and 75 on CI.
- The WA Seniors Card Centre continued to operate during COVID-19 lockdown restrictions to ensure continuity of front-line services.
- Delivery of the WA Discount Directory to the Shire of Christmas Island (SoCI).
- Call centre support to IOT residents and over the counter services in Perth when visiting WA.
- Provision of the Cost of Living Rebate payment to registered members.
- Access to other concessions and benefits to IOT members when they visit WA.

### **Horizon scan**

#### **ECRU**

- The Management Committee continue to prioritise the recruitment of an ECT to support the provision of a high-quality education and care program for the children and families of CI.
- The management team has undertaken discussions with a number of 'key' educators currently employed at the service in relation to them upskilling from their current Diploma of Children's Services to a Bachelor of Early Childhood Teaching and offering incentives such as financial assistance with their tertiary fees, ongoing support and some additional paid time to undertake the associated class work tasks and assessments.
- ECRU will continue to support the Committee of Management and frontline staff in any way appropriate and will give due consideration to all waiver applications requesting the service be exempted for an ECT as required until the matter has been rectified.
- The service administration manager has come to the position with a strong management background however no direct early childhood qualification nor experience in this field and has utilised the ongoing support provided by ECRU. It is acknowledged that with support and guidance provided by ECRU, the co-ordinator is starting to make the required notifications such as amendments to service approvals and waiver extensions within the relevant timeframes and understanding her roles and responsibilities under the Education and Care National Law and Regulations.

## WA Seniors Card

- The WA Seniors Card Centre is currently working to produce the 2022–23 Discount Directory for WA Seniors Card members. Copies of the Directory will be provided to CI and CKI for distribution.

## Disability Services Commission

### Services

The Department of Communities (Disability Services) provides the following services:

- Autism Spectrum diagnoses and Intellectual Disability diagnostic assessments.
- Local Coordination: works at the individual, family, community and government levels, assisting people with disability to live in their communities as fully and independently as possible. The Local Coordinator develops an Individual Plan with all eligible people and supports the IOTHS to facilitate implementation of the plans.
- Early Years Country Team: providing a home-based early childhood intervention service for children with Autism Spectrum Disorder and their families who live in the IOT from diagnosis to Year 1 primary school. A team psychologist works with the child's family and the local community to identify and design strategies to help the child learn and develop.

### Highlights and activities

- Communications with individuals, families and stakeholders continued via telephone or email.
- All Individual Plans were funded in accordance with the WA Support Clusters and Pricing Framework. This information was provided to the IOTHS for the purpose of service provision with consent obtained from the individual.
- Ongoing liaison with relevant agencies in the IOT and in WA, including schools, local government, National Disability Insurance Agency (NDIA) in relation to the Australia-wide National Disability Insurance Scheme (NDIS) transition.
- Ongoing communication with WA-based provider Therapy Focus (contracted by the IOT to deliver therapy services) in relation to the transition of all individuals to the NDIS.
- NDIS access determination commenced, decision to be based on advice from Communities.
- All eligible individuals on IOT to have an approved NDIS plan by 30 September 2020 was achieved.
- Communities Local Coordination finalised the exit process from Communities, which was communicated with all individuals, families and relevant stakeholders, and completed by 30 November 2020.

### Horizon scan

- The NDIS is available to eligible people living in the IOT from 1 July 2020.
- All disability-related enquires from IOT individuals are to be referred to the NDIS.
- Key staff from NDIS Community Engagement Branch informed Communities that they intended to visit the IOT during 2020–21.

## 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 2020–21. A full audit of annual inspections was also reviewed for employee housing dwellings.
- An audit of debtor management by the IOTA of public housing tenancies confirmed that appropriate action is being taken to manage and reduce rental arrears.
- A full audit of rent calculated on tenants' accounts confirmed that rent calculation tools and information provided by Housing continue to be utilised and rent is correctly calculated.
- A comprehensive check of property condition reports indicated 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.

### Horizon scan

- Work is continuing in the development of the MEX 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 from stimulus funding associated with COVID-19.
- Continue to review and support the development and implementation of IOT specific housing policies relating to occupation and eligibility.
- The next review of CKI is scheduled for May 2022 to coincide with the scheduled CI visit and audit.

## Economic Regulation Authority

### Services

A primary role of the Economic Regulation Authority (ERA) is to licence electricity, gas and water services in the IOT. Licences issued by the ERA include conditions designed to ensure licensees provide a high quality and reliable service.

### Highlights and activities

The ERA continues to liaise with the Australian Government on the content of a water licence application, with the expectation that it will be submitted in the future.

## Department of Education

### Services

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

### Highlights and activities

	CIDHS	CKIDHS
<b>Kindergarten students</b>	17	4
<b>Primary students</b>	133	77
<b>Secondary students</b>	91	23
<b>Total students</b>	241	104
<b>Total Education Full Time Equivalent</b>	<b>40.4</b>	<b>15.7</b>

- Education staff based in the North Metropolitan Regional Education Office provided consultation, support, advice and information to CIDHS and CKIDHS staff.
- The restrictions on travel presented a number of challenges for staff and students residing in the IOT.
- Coordination of visiting services to the IOT to provide support to the teaching and learning needs of the staff and students in the IOT schools:
  - the provision of consulting teacher services for students with special educational needs, in line with agreed service proposals
  - visits by the Lead School Psychologist to support students and staff, in accordance with relevant education plans
  - Education and external contractors providing professional learning to the whole staff group, in line with whole school plans
  - Education and external contractors providing programs to staff, students and the communities in line with whole school plans and community need.
- 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's policies and arrangements for education service provision in the IOT.
- Coordination of all recruitment, selection and relocation processes for teaching staff in the IOT schools .
- Management of complaints relating to the provision of education services through Education's complaints handling processes.

### Horizon scan

The ongoing management and response to the COVID-19 pandemic will continue to affect education service delivery in the IOT schools.

The movement of students with identified special needs onto and off the IOT 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.



# Equal Opportunity Commission

## Services

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

## Highlights and activities

- The EOC visited the IOT from 15 to 25 June 2021 in partnership with the Ombudsman WA, Department of Mines, Industry and Safety Regulation (DMIRS) – Consumer Protection, and the Health and Disability Services Complaints Office (HaDSCO). The visit was rescheduled after a planned visit in March 2020 was postponed due to the COVID-19 pandemic.
- The visit planned for March 2020 had a focus on customised training courses on Equal Opportunity Law: Essentials for Managers and Supervisors; and Recruitment and Selection, however this was adapted to a community engagement and awareness trip following the COVID-19 disruptions.
- The state agencies in the combined visit had regular meetings and liaised with IOT organisations and community members to ensure a program was developed that would accommodate the needs of the IOT communities, while enabling the state agencies to raise awareness and provide a point of contact for the relevant applied legislation.
- During the IOT visit, the state agencies conducted combined information forums and complaint clinics, and organisational and community meetings which enabled CI and CKI community members to obtain information on their rights and responsibilities under the relevant applied legislation of several agencies. This ensured IOT residents were easily directed to the appropriate agency which resulted in an increased number of private enquiry appointments. The IOT communities provided positive feedback regarding this combined travel approach.
- The EOC continued to provide access to the 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 and harassment to be lodged by IOT members under the applied legislation.
- While the EOC received a significantly higher number of enquiries from IOT community members during the visit, there were no formal complaints of unlawful discrimination lodged. The IOT visits have developed a familiar point of contact which supports regular communication with on-island organisations and community members.
- The EOC underwent a merger with the Department of Justice which has not affected IOT service delivery.

## Horizon scan

- The applied legislation has been effective in addressing discrimination in the IOT in many areas for more than 35 years, but it has remained largely unchanged since 1984, and would benefit from amendments in several areas. The important task of reviewing the applied legislation is currently being handled by the WA Law Reform Commission.
- The EOC proposes to continue the state agency partnership program and conduct the next IOT visit during 2022–23. This visit will provide customised training courses on Equal Opportunity Law – An Introduction, and Equal Opportunity Essentials for Managers and Supervisors which were postponed in 2020. The combined state agency visit will also enable a Governance training session to be presented to interested parties.

# Department of Finance

## Services

The Department of Finance:

- collects state-type revenue in accordance with applied legislation and remits revenue to the Australian Government (RevenueWA)
- sub-contracts Jones Lang LaSalle (JLL), through its Building Management and Works (ServiceWA) division, to manage IOT commercial properties on behalf of Infrastructure.

## Highlights and activities

### Building Management and Works (ServiceWA)

JLL has delivered its largest portfolio of maintenance and works to the IOT during 2020–21, exceeding the previous financial year. Continued growth across the portfolio has seen JLL undertake additional responsibilities not normally attributed to a Property Management Agreement (PMA). JLL's professional approach has enabled seamless service delivery with mutual benefit to the IOT communities and the Australian Government.

#### Australian Government Property Portfolio

The Australian Government property portfolio continues to expand the requirements for maintenance contracts and specialist facility services, particularly with Health portfolio buildings and their integrated health systems. This financial year, JLL has undertaken to deliver a number of IOT Health portfolio-related projects as detailed below:

- Nurse call systems
- Body protect systems
- Vacuum system
- Water Management Plan.

Additional contractual services across other buildings and portfolio sectors continue to grow, with the following services being undertaken:

- Emergency Management Plan contractor management on CKI West Island (WI).
- Addition of internal gardening services and management of handyman services at the CIDHS resulting in substantial saving to IOTA with the reallocation of employees previously undertaking these services.
- Liaising with Infrastructure on the implementation of Aged Care facilities to CI community.

#### Community Buildings

The maintenance and project management services provided through the contract continues to place heavy demand on JLL for a fourth year. A number of IOT community buildings are reaching an end-of-life cycle, however JLL has been proactive in assisting with a number of significant remediation projects as detailed to preserve community infrastructure and Island history.

Key projects commenced during 2020–21 included:

- Malay Club sub-structure replacement
- CI Church electrical works
- CI Golf Course concrete repairs
- Chinese Literary Association rear deck sub-structure remediation.

As a result of IOT economic stimulus funding, a package of smaller works was undertaken on CI to the following community buildings to preserve community infrastructure and Island history:

- Tai Pak Kong handrail upgrade
- Jen Foo Chung - Poon Saan - Step Edging Safety Compliance upgrade
- Poon Saan Club and Lucky Ho Restaurant Step Edging Safety Compliance upgrade
- Kuan Yin Monastery/Ti Tsang Pusa Temple Gaze Road structural remediation
- Sheng Wong Temple Drumsite - access ramp and site remediation works.

### **Contractor and Community Safety**

JLL has increased its requirements for contractor compliance. The annual induction process has been moved to an online platform, to increase communication and tracking capabilities. CM3 contractor compliance has been rolled out with more than 85 per cent of contractors committing to the process and commencing the compliance requirements.

### **Contract Management and Variations**

JLL coordinated two IOT trips to undertake client meetings, review ongoing projects and identify new projects and priorities for the 2021–22 works program.

Finance made and approved some variations to increase the JLL property management portfolio, which involved the execution and administration of new leases, licenses and MOU not covered under the original PMA. These additional works and projects have increased the size of the engineering team working on the IOT portfolio.

### **Maintenance and Operations**

There has been a greater impetus in achieving higher levels of compliance to building standards, trade service standards and preventative maintenance requirements.

The resources originally intended to overhaul a number of processes and procedures were called upon in response to a large amount of unplanned events, including three cyclonic weather events, a higher than average rainfall wet season, that saw more than 550mm rain fall on CKI in January 2021, and the CI wet season extend by a number of months and deliver an above average rainfall.

The complexities of an ageing property portfolio continue to challenge the JLL team. A number of innovative maintenance projects were undertaken to combat the harsh environment and Island conditions.

- A remediation project was undertaken on the CKI Water Corporation office building, as the asbestos containing materials (ACM) in this building was restricting important electrical switchboard works.
- The ACM from the Water Corporation project was imported back to mainland Australia. This project was undertaken as a test case to then arrange for the bulk removal of ACM being stored on the Islands.
- A substantial building fire incident that occurred in one of the industrial units in the CKI WI, Light Industrial Area saw two buildings destroyed by fire. The resulting consultative works required to assess the building and area for structural and environmental safety saw the reallocation of a number of JLL resources.
- Cleaning in the IOT continues to be a challenging service to deliver effectively and in an economically viable manner. COVID-19 requirements continue to be in place for Education buildings which has an associated expense, and is affected by the limited number of available contractors.

### **Capital Works**

Projects undertaken by JLL include:

- CI Hospital air conditioning upgrade
- CI Tourist Office upgrade
- IOT community buildings – economic stimulus projects
- CI Hospital Body Protect Area project.

## Office of State Revenue (RevenueWA)

Compliance investigations and audits are undertaken in the IOT to assist taxpayers with verifying their liabilities and understanding their obligations in respect to the various revenue lines. The audit team visit in June 2021 included three officers conducting 15 visits covering payroll tax and tobacco sellers.

## Horizon scan

### Building Management and Works (ServiceWA)

ServiceWA will continue to assist the Australian Government with management of the Commonwealth's IOT non-residential property portfolio.

The existing PMA with JLL commenced 1 January 2015 and was further extended to 30 September 2021. The PMA will require a further extension of six months to facilitate the re-tendering of the contract.

### Office of State Revenue (RevenueWA)

Illegal sales and exportation of tobacco continues to be an issue. While RevenueWA has taken steps to disrupt these activities, it may be necessary to seek legislative changes for the introduction of more effective enforcement measures.

# Department of Fire and Emergency Services

## 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

DFES staff made 11 visits to the IOT and conducted the following activities:

### CI Volunteer Fire and Emergency Services (VFES) unit:

- Firefighting skills course and Bushfire Safety Awareness course
- Structural Firefighting Course and Pump Operations Course
- Breathing Apparatus/HAZMAT Course
- Urban Search and Rescue CAT One course, SES General Rescue Course, and Road Crash Rescue Course
- Vertical Rescue course
- Internal Structural Firefighting Course at WAFES Academy Perth.

### CI Volunteer Marine Rescue (VMR) unit

- Night navigation course
- Rescue drills.

### CKI WI and HI VFES

- Firefighting skills and Bushfire Safety Awareness Course
- Structural Firefighting and Breathing Apparatus Course.

IOT volunteers attended the WA Volunteer conference in Perth and undertook training at the WAFES Academy in Internal Structure firefighting and Workplace Trainer courses.

### Horizon scan

- An increase in radio communication services to enhance the IOT inter-agencies communications, response, and mobilisation procedures with the implementation of a Joint Emergency Services Communications network.
- Firefighting appliances (trucks) and equipment require a high level of scheduled maintenance to ensure constant operational readiness and to ensure safe equipment for volunteers.
- Breathing Apparatus equipment is critical safety equipment and is required to be maintained to an Australian Standard which requires annual scheduled maintenance program.
- Continued escalation of Emergency Responders career and volunteer networking at a higher level in regard to training and exercises.

## Department of Health

### BreastScreen WA

#### Services

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

#### Highlights and activities

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 imaging.

Client results are sent to CI and CKI-based general practitioners utilising Health Level-7 secure messaging technology, as opposed to posting of results, allowing faster access to client screening outcomes.

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

Financial year	Women screened
2016-17	81
2017-18	267
2018-19	25
2019-20	298
2020-21	18

#### Horizon scan

The next scheduled BSWA visit to the IOT will be in September 2021.

## Environmental Health and Tobacco Control

#### Services

The Department of Health's Environmental Health Directorate (EHD) – Tobacco Control's role is to promote industry and community compliance with tobacco control legislation including the delivery of a comprehensive compliance program.

#### Highlights and activities

Meetings have occurred between RevenueWA and WA Health to promote awareness of each other's responsibilities for tobacco licensing in the IOT.

WA Health has continued to provide licensing support and administration for pesticides and tobacco sale. The EHD has continued to provide support when required for the environmental health officer servicing the region.

The applied *Tobacco Products Control Regulations 2006* were amended in March 2019 and there were some changes to the law for the display and sale of tobacco that have not been universally adopted by licenced sellers across WA.

Tobacco and Pest Management	CI	CKI
Retail tobacco licences renewed	3	9
Pest Management Technician licence renewals	0	1
Pest Management Business registrations renewed	1	4

## Horizon scan

Due to COVID-19 restrictions, travel to IOT was not feasible during 2020–21. It is anticipated that resumption of the service will be in late 2022.

Tobacco and pesticide licenses application/renewals continue to be processed.

## Vaccine supply

### Services

The Communicable Disease Control Directorate within WA Health provide services associated with delivery of government-funded vaccines to CI and CKI, to support the IOT immunisation programs.

### Highlights and activities

The immunisation teams at each IOT location place orders using the Toll online ordering system.

Communicable Disease Control Directorate Immunisation Vaccine Orders team members approve orders in readiness for distribution. 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 Toll ordering system and manually where applicable.

In 2020–21:

- 118 orders were processed
- 1,456 vaccine doses were distributed for IOT immunisation programs.

## WA Country Health Service

### Services

The WA Country Health Service (WACHS) provides policy advice to Infrastructure and the IOTHS on clinical and non-clinical matters.

### Highlights and activities

In 2021, WACHS moved forward with providing Emergency Telehealth Services (ETS) on CI, with a number of clinicians and Command Centre staff travelling to CI in January 2021 to assist hospital workers, doctors and nurses with training and troubleshooting.

IOTHS also engaged with WACHS in relation to:

- provision of policy advice, including access to WACHS clinical and non-clinical related policies and forms
- clinical advice on governance matters
- structure and delivery of WACHS telehealth programs and services, such as the ETS and Mental Health telehealth services.



Summary details on Inpatient, Emergency Department and Outpatient treatment of IOT residents in WA public hospitals are provided below:

Public patient admissions	Total
2016-17	254
2017-18	277
2018-19	293
2019-20	221
2020-21	172

Public Emergency Department presentations	Total
2016-17	93
2017-18	85
2018-19	81
2019-20	87
2020-21	37

Outpatient attendance	Total
2016-17	942
2017-18	1,159
2018-19	1,397
2019-20	1,034
2020-21	1,132

# Health and Disability Services Complaints Office

## Services

The 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

In 2020–21, HaDSCO received and closed 15 complaints. This was an increase from the previous year and is a direct result of the IOT visit. These complaints were closed within the statutory time frame.

As a result of HaDSCO's involvement:

- individuals were provided with advice and information to lodge a complaint about the provision of a health service
- an explanation was provided in regard to the policy decisions of the health service
- individuals making complaints on behalf of other consumers were provided with information about progressing their complaints.

HaDSCO conducts visits to the IOT. The visit is undertaken to complete a range of engagement activities, including meeting with:

- individuals
- community groups
- service providers
- IOTA
- Australian Government and local government entities.

A visit to both CKI and CI was undertaken in June 2021. The purpose of the visit was to provide community members with the opportunity to meet with HaDSCO representatives to discuss potential issues and complaints, provide access to HaDSCO's services and raise awareness of HaDSCO in general.

The trip was planned and delivered in collaboration with the Ombudsman WA, EOC and DMIRS – Consumer Protection. It was envisaged that undertaking a visit with a coordinated approach to delivering services and outreach would be efficient and effective for the community and service providers, enabling attendance at combined activities with the agencies.

Predominately, the visit focused on raising awareness of HaDSCO and outlining the process for the management of complaints. HaDSCO representatives also provided an enquiry and complaint handling function as required.

## 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 plans to travel to the IOT in 2022–23. Predominately, the visit will focus on raising awareness of HaDSCO for community members and outlining the process for the management of complaints. HaDSCO representatives will provide an enquiry and complaint handling function as required.

It is envisaged that the travel will be planned and delivered in collaboration with similar regulatory state agencies. This co-ordinated approach to delivering services and outreach has been found to benefit the community.

A review of the multilingual publications and promotion of HaDSCO's toll free number, as well as email, website and postal access, will be undertaken to ensure IOT communities have adequate access to HaDSCO's complaint management services.

## 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 and no-fault motor vehicle catastrophic injuries insurance schemes 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

No new claims were lodged in the IOT during 2020–21.

## Department of Justice

### Attorney-General

Department of Justice (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.

#### Services

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 completed two sittings via video link, and one in-person sitting at the CI and CKI Courts during 2020–21.

##### Education or Training Programs

- As per the Chief Magistrate's Practice Direction 1 of 2020, Justices of the Peace (JPs) ceased being able to preside over Court matters effective 1 August 2020. As such, scheduled annual training provided to JPs was not conducted on CI. Training in relation to other administrative JP functions will be provided on an 'as required' basis.
- Due to the unavailability of the Justice Senior Librarian during the June 2021 visit, particulars in relation to library matters will be addressed as part of the next annual inspection in 2022.

##### Inspections or Audits

- A management inspection/audit was conducted by the Executive Manager Perth in June 2021, highlighting several recommendations.
- Video link functionality has been installed on both Islands and the video link facilities have been utilised at both locations this year and throughout the COVID-19 restrictions.

##### Coronial Inquests

- No coronial inquests were finalised during 2020–21.

##### Horizon scan

The next inspection is scheduled in June 2022.

## Corrective Services

#### Services

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

- preparation of Court reports
- management and supervision of offenders on orders
- facilitating diversionary programs

- processing Juvenile Justice Team referrals
- training the AFP in policy and practice regarding the management of adult and young offenders.

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

## Highlights and activities

A Senior Community Corrections (SCC) officer visited CKI and CI in September 2020, December 2020, March 2021 and June 2021. The SCC officer provided support to the Judicial Officer during Court circuits including seven Pre-sentence Reports.

Seven offenders on community corrections orders were provided supervision in the community and 50 hours of community work was completed by offenders. Five offenders successfully completed their orders and one offender was breached for non-compliance with the conditions of their order. Two offenders were imprisoned in a WA prison during the year.

## Horizon scan

On 26 August 2020, the applied *High Risk Serious Offenders Act 2020* (WA) (High Risk Act) came into operation, repealing the applied *Dangerous Sexual Offenders Act 2006* (WA). The High Risk Act expands the provisions contained in the applied *Dangerous Sexual Offenders Act 2006* (WA) to apply to serious violent offenders.

The applied *Sentencing Act 1995* (WA) was amended in April and July 2020 to require that electronic monitoring must be considered by the Court for offenders who are convicted of a family violence offence and are a declared serial family violence offender, if the Court is considering imposing a Pre-sentence Order, Community Based Order, Intensive Supervision Order or a Conditional Suspended Imprisonment Order.

# 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

#### Titles

Titles registered	CKI	CI
Freehold	76	317
Crown Land Titles (CLT)	83	282
Strata Titles	3	251
Reserves (included in CLT data above)	73	221
Documents processed	7	48

#### Valuations

The Valuer-General of WA administers the applied *Valuation of Land Act 1978* (WA), which empowers the Valuer-General to value rateable land for general valuation and interim purposes.

Throughout the year, Landgate valuers provide general valuations and interim valuations for unimproved value (UV) and gross rental value (GRV) purposes, market valuations, stamp duty assessments and asset valuations in support of the IOT land administration, development, and asset management program.

Due to the COVID-19 pandemic and travel restrictions, the 2021 GRV regional general valuation program was deferred for 12-months.

In addition, three UV general valuations and five market valuations were completed on CI. With one GRV interim valuation and two market valuations completed on CKI.

### Government Location Information

#### Property Location

Survey Services visited CKI from 30 April to 21 May 2021 to conduct maintenance and upgrade of the geodetic network which supports and enables positioning requirements. To preserve and potentially improve the geodetic network on CKI, a significant number of existing ground marks were checked for horizontal and vertical stability and new marks established to fill in the gaps created by previously destroyed marks.

## Horizon scan

### Geodetic Survey Work Program

Survey Services plan to visit CI during quarters 3 and 4 of 2021–22 to monitor and maintain the geodetic infrastructure on CI. The visit will primarily focus on Tide Gauge Levelling, a crucial work that supports Geoscience Australia monitoring of sea levels, and validation of marks that may have been disturbed or damaged.



## **E-Conveyancing**

Landgate continues to liaise with Infrastructure regarding the introduction of electronic conveyancing in the IOT. This will confirm and put into place any arrangements required to enable Landgate, the Registrar of Titles and the Commissioner of Titles to exercise powers and functions under the applied *Electronic Conveyancing Act 2014* (WA).

This aligns with Landgate's and the national policy to provide a national e-conveyancing system and to move from paper-based transactions to e-conveyancing.

## **GRV General Valuations**

The last GRV general valuation for the SoCI and Shire of Cocos (Keeling) Islands (SoCKI) were completed in 2018-19 and these values came into force on 1 July 2019. Due to COVID-19, many regional programs were postponed, resulting in the next general valuation for the IOT being rescheduled to be completed in the 2024-25 financial year to come into force on 1 July 2025.

## **UV General Valuations**

The UV program is scheduled for quarter 3 2021–22, with values coming into force on 30 June 2022.

# 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, legal tasks (formerly minor assistance and advocacy), legal representation pursuant to grants of aid and community legal education services.

## Highlights and activities

- CI was visited monthly from March 2021 in the reporting year, being three visits in total. LAWA traditionally does not visit in January. There was one visit to CKI in June 2021. Two trips were undertaken by the Solicitor/Manager and the June trip to CKI and CI undertaken by the Director of Civil Law Division only.
- There was a steady demand, although lower than in recent previous years due to less charges being laid, for legal advice, information, referral and legal tasks provision during the year during and outside of visits, and duty lawyer assistance prior to and during court sittings. Many appointments were conducted by telephone.
- The Solicitor/Manager acted as duty lawyer for each sitting of the CI Magistrates Court. There were sittings in September 2020 and March and June 2021. In September and March, CI Magistrates Court was conducted from Perth Magistrates Court (PMC) by video link to CI and LAWA. In June 2021, the Chief Magistrate sat on CI but connected by video and audio to LAWA and Commonwealth Director of Public Prosecutions (CDPP).
- The Solicitor/Manager acted as duty lawyer for two of the three sittings of the CKI Magistrates Court. In March 2021, the CKI Court was conducted from PMC by video link to CKI and LAWA. In June 2021 the Magistrate sat on Island but connected by video link to LAWA and the CDPP in Perth.
- Charges were discontinued, facts were amended and sentencing submission concessions made by the CDPP to lessen the seriousness of the offending throughout the year.
- LAWA (Perth) also acted as duty lawyer for an arrest matter over a weekend in Northbridge Lock-up Court, linked to CKI Magistrates Court.
- The Solicitor/Manager delivered legal education talks to the CI AFP about:
  - the powers and responsibilities of police under the WA restraining orders legislation (via telephone and with CKI AFP also linked up)
  - how the law works in the IOT
  - the new family violence reforms.
- LAWA also gave legal education talks about:
  - the age of consent and what consent is, separately to a group of Year 10 and Year 9 CIDHS students
  - mandatory reporting of child sexual abuse to Health workers on CI.
- The Director of Civil Law Division delivered very well-received talks about consumer credit debt problems and consumer rights to:
  - Year 10 students on CKI
  - CI Jobseekers group
  - CI Women's Association
  - CI Islamic community.
- 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 and The Islander. There were more articles published than usual on CKI, due to the AFP requesting articles regarding boating regulations.
- The Solicitor/Manager or the Director of Civil Law Division liaised or met with numerous stakeholders throughout the reporting year, including Court staff, AFP, the Island's social worker, the CKI community worker, IOTA staff, Department of the Premier and Cabinet, the Administrator, the CDPP, members of staff and the children of the schools on both Islands including the CKI Principal and CI Deputy Principal, CKI Community Resource Centre (CRC), the CKI Head Imam, state agencies officers and the Community Corrections Officer.

## Horizon scan

- It is expected that the need for legal assistance by CI and CKI residents will continue in a similar way and at a similar level.
- LAWA intends to continue with programs of community legal education and community talks, subject to any travel restrictions in place.
- COVID-19 continues to pose a slight risk in continuing to provide services to the IOT, although this is obviated by Court lists and legal appointments being conducted by video link and telephone.
- There are no anticipated legislative amendments that will have a major impact.

# 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) continued to support the development of a diverse arts and culture sector within the IOT through policy development and grants funding.

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

### Highlights and activities

ACCI is a vibrant and creative community group which is committed to supporting and engaging the local community through various artistic and cultural events, workshops and programs throughout the year.

ACCI also offers a range of equipment for hire as well as the Arts Room space. The ACCI is supported through Regional Arts WA's 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 art workers delivering creative projects.

Regional Arts WA toured the Family Shoveller Band to CI and CKI from 23 March to 6 April 2021 and performed to 750 people over four performances. During the tour, Regional Arts WA also ran three story-telling workshops that included 120 participants.

On CI, the school performance coincided with Harmony Day and was incorporated as part of the day's activities. This involved wider school community, including parents and families and worked very well with the theme of the performance, particularly the cultural elements.

### Horizon scan

Regional Arts will work with Circuitwest to develop an appropriate touring strategy for the IOT during 2021–22.

## Local Government

### Services

The DLGSC (Local Government) builds local government capacity to respond to community expectations, and improves levels of accountability and legislative compliance.

### Highlights and activities

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

- Provided support to local government elected members and officers in relation to the application of the applied *Local Government Act 1995* (WA) 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 applied *Local Government Act 1995* (WA) including approvals (including participation approvals), compliance monitoring, investigations and other statutory support.

- Determined the Australian Government Financial Assistance Grants in accordance with the *Local Government (Financial Assistance) Act 1995* (Cth).
- Completed phase two of the Asset Management Mentoring workshop with both IOT Shires.
- The WA Local Government Association convention did not occur in 2020 due to COVID-19. In lieu of travel assistance to Perth, SoCKI chose to undertake e-learning instead. SoCI chose to postpone training until available to be delivered in person.
- A minor breach complaint was lodged with the Local Government Standards Panel in October 2020 regarding a Councillor's alleged involvement in administration. The Councillor was found to be in breach of the relevant legislation.

### Horizon scan

- Legislative changes to the applied *Local Government Act 1995* (WA) as part of the Act Review will influence the IOT.

## Racing, Gaming and Liquor

### Services

The DLGSC (Racing, Gaming and Liquor) provides liquor licensing services, including compliance audits and inspection of licensed premises.

### Highlights and activities

- A new restaurant licence granted in 2019–20 on CKI was activated.
- Quarterly calculation and collection of liquor licence fees.
- 2019 annual licence fees collected were refunded to licensees as a COVID-19 stimulus initiative.
- No complaints were received which means that licensees are compliant with the liquor legislation.
- The following applications were received and processed:
  - two transfer of licence applications on CI
  - one application to vary licence conditions on CKI
  - one ongoing area permit application on CKI
  - a one-day gaming premises permit application on CI
  - a two-up permit application on CI.

### Horizon scan

Racing, Gaming and Liquor inspectors are scheduled to visit the IOT during 2021–22.

## 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 (Sport and Recreation) officers visited the IOT from 13 to 20 April 2021 and met with key stakeholders, including SoCI and SoCKI. The need for community participation activities to address physical and mental wellness issues were identified, as well as an increase in use of internet streaming content. An outdoor recreation strategy was recognised as an area of need.

### Western Australian Cricket Association – 6 to 13 November 2020 (CI)

The WA Cricket Association Country Area Manager and Goldfields Cricket Manager visited CI from 6 to 13 November 2020. The focus of this visit was to have an involvement with all age levels and groups interested in cricket in the community, with a view to identifying whether a pathway from the entry level point through to senior cricket could be established.

- A series of short-form social matches between Serco and CI teams as a community fundraiser for the family of a sick child whose father was heavily involved in the cricket club.
- An afternoon session was conducted for any children who were interested in sampling the game for the first time. This was also designed to provide an up-skilling opportunity for Recreation Centre staff in how to deliver a Cricket Blast Program.
- The CIDHS program involved a variety of clinics, modified games, opportunities for the children to run their own unstructured cricket activities and the week concluded with a carnival for students from years four to six.

### Skateboarding WA - 25 September to 2 October 2020 (CKI)

Skateboarding WA sent coaches to facilitate skateboarding clinics and demonstration sessions across HI and WI. With the recent installation of a pump track, skateboarding is quickly gaining popularity on CKI.

Children were very receptive to the skate lessons, and all progressed quickly and enthusiastically. Everyone that attended developed new skills and increased self-confidence and had a great time. Each session averaged 17 participants with about 12 attending every single session. Skateboards and safety gear have been provided to the SoCKI for community use.

### National Rugby League WA – 7 to 11 December 2020 (CI and CKI)

The purpose of the National Rugby League (NRL) WA visit was to help facilitate the CI and CKI inter-island Rugby Junior and Senior League matches (matches were abandoned due to flight cancellations) and to organise and deliver a junior coaching course where participants received or renewed their accreditation.

- Increased awareness of the game and to help recruit players through in-school introductory clinics at CIDHS (all ages).
- Identified potential future opportunities for the game of Rugby League in IOT.
- Accredited four new Junior Rugby League Coaches for the local club.
- Increased NRL outreach to potential participants through the school visits (increased awareness and interest in the sport).
- Potential increased registrations through the possibility of a team attending one of NRL WA's premier events, Harmony 9's, in 2021.
- Build on the relationships between NRL WA and the CI community, helping to make rugby league one of the Island's chosen sports, and demonstrating that WA peak sports bodies retain a strong and active interest in working with the IOT.

### Golf WA – PGA Senior Coach – 24 to 28 March 2021 (CI)

- From 24 to 28 March 2021, a professional PGA golf coach conducted 12 separate 45-minute blocks of junior golf classes from years five to ten. This amounted to 216 participants across the week of junior golf coaching.

- The coach also conducted four separate adult clinics and four hours of private tuition to club members and juniors at the CI Golf Club.

### **Volleyball WA**

- Volleyball WA was engaged to deliver services to CI from 16 to 23 February 2021. Unfortunately, due to COVID-19 restrictions, this trip was postponed. In lieu of delivering on-island activities Volleyball WA supported the CI community through their school's visit to Country Week in Perth. Volleyball WA also provided ongoing equipment from their servicing funding to support volleyball programs on-island.

### **Horizon scan**

- Regular and effective communication with stakeholders through an effective engagement and communications plan.
- Support and enhance strategic planning associated with trails and outdoor recreation opportunities across IOT in partnership with SoCI and SoCKI strategic planning requirements.
- Plan and coordinate visiting programs and coaching opportunities through organising clinics and forums for athletes, coaches, potential coaches, parents and officials.
- Identify needs for preparation of strategic and management plans for outdoor recreation needs and delivery opportunities.
- Identified training opportunities for appropriate SoCI and SoCKI staff invited to attend WA Trails and Outdoor Recreation Forum, 12 to 15 October 2021 in Albany.
- Support SoCKI with planning and application bid to Australian Government for sports lighting for the rugby pitch on CKI HI, utilising the DLGSC's Community Sport and Recreation Facilities Funding guidelines and criteria.
- Track any sport and recreation infrastructure projects within the IOT, keep a record of any support provided, support applications for funding to maintain, and build sport and recreation infrastructure on the Islands.

# 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, equipment and traffic management.

## Highlights and activities

- Planning continued for future works and correspondence to keep updated on actions to be completed when MRWA officers can visit CI and CKI.
- MRWA set up a more formalised regular meeting with Infrastructure.
- MRWA has continued to correspond with SoCI and SoCKI representatives regarding providing technical advice.

## Horizon scan

- MRWA will continue to provide advice and support to SoCKI for the complementary works on Sydney Highway, WI as part of the airfield upgrade project.
- Shoulder reconditioning on CKI is urgently required. If local material cannot be sourced, then the work may have to be completed as part of any potential airfield upgrade.
- MRWA representatives to visit both CI and CKI to meet relevant stakeholders.
- MRWA plant manager to visit both CI and CKI to inspect and provide any advice on current plant and depots.
- MRWA to seek blanket approval, and ensure compliance to current specifications for all existing signage.
- Report to Infrastructure on the outcomes of the traffic signage audit.



# Department of Mines, Industry Regulation and Safety

## Services

DMIRS (Commerce) regulates 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 (Mines and Petroleum) registers mineral titles and provides advice on environmental conditions; collects, audits and remits royalties on behalf of the Australian Government, levies and lease payments; and regulates resources safety issues, including storage, transportation and handling of dangerous goods.

## Highlights and activities

- Electrical and gas inspection visits were conducted and meetings were held with the IOT Power Service management and inspection staff, industry personnel and other relevant stakeholders.
- Information sessions were provided to IOT residents about current and proposed legislation, scams awareness, good online buying habits and general knowledge of consumer rights and obligations.
- A variety of articles were translated and placed in The Atoll and The Islander newsletters, along with regular posts uploaded onto the IOT Facebook page.
- Validation of data captured for all CI and CKI tenements was completed resulting in tenements going live in DMIRS electronic tenement register (eMiTs).
- A variety of inspections related to dangerous goods sites, a vehicle, a fireworks contractor and pipeline licenses were conducted on CI and CKI.
- Contributed to numerous meetings and telephone conversations relating to mining, environmental and tenure matters associated with CI.
- Inspectors from mining engineering, processing, electrical and occupational safety and health specialties conducted inspection work on CI.
- Provisions of the *Mining Act 1978* (WA)(CI) were complied with, including the payment of annual rent and lodgement of reports relating to CI mining tenements.
- Inspections conducted by a Worksafe Inspector on CI.

## Horizon scan

- Matters to be monitored and addressed in future compliance visits include inspections of sanitary drainage installations, compliance monitoring in regards to the employment of licensed plumbers, and the sale of unsafe (non-approved) electrical appliances.
- Relevant stakeholders and the wider community were consulted on potential regulation for accident towing operators, retirement villages, and the consignment sales of caravans and motor vehicles. Recommendations relating to these were, or will, be made to Infrastructure during 2021–22.
- Work on remaining remediation notices will continue along with continued advice and support being provided to both the public and industry in the IOT.
- The applied Work Health and Safety Act 2020 (WA) is expected to come into force on 31 March 2022. From October 2021 there will be a significant online education component including a series of webinars and online videos.

# Parliamentary Commissioner for Administrative Investigations (Ombudsman WA)

## Services

The 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

- A visit to the IOT was conducted from 15 to 25 June 2021 in collaboration with HaDSCO, EOC and DMIRS - Consumer Protection. Significant engagement was undertaken with key stakeholders and members of the community through a range of meetings and public events.
- The Ombudsman WA continued to implement a number of other strategies to ensure complaint and enquiry services are accessible to all residents in the IOT.
- The Ombudsman WA has a key role in supporting lawful, reasonable, fair and accountable decision making and practices by WA public authorities in the IOT. During 2020–21, the Ombudsman WA did not receive any complaints relating to the IOT.
- Initiatives to make 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 15 languages, including IOT languages
  - 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
  - the IOT visit included public events which were promoted in the community, and provided the community with the opportunity to speak to Ombudsman WA officers in person.

## 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

## Land Use Planning

### Services

The Department of Planning, Lands and Heritage (DPLH) (Land Use Planning) provides Crown land administration services, advice on policy and the process in dealing with Crown land tenures in the IOT.

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

### Highlights and activities

- Administered and delivered the prescribed legislative processes to enable the WAPC's determination of a Report of Review on the SoCI Local Planning Scheme No. 2 and the CI Local Planning Strategy.
- Collaborated with SoCKI, Infrastructure and the Department of Transport to deliver the final report of the CKI Coastal Vulnerability Assessment project.
- 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 enquiries from the IOT communities, and Australian and WA Government agencies regarding land use planning matters in the IOT.

### Horizon scan

DPLH (Land Use Planning) will continue to collaborate with SOCKI, Infrastructure, and the Department of Transport to progress the delivery of:

- a Coastal Hazard Risk Management and Adaptation Plan during 2021–22.
- a review of the CKI local planning scheme, and preparation of a new local planning strategy, during 2022–23.

DPLH will also continue to collaborate with the SOCI to progress the preparation of a revised local planning strategy and local planning scheme, which is expected to be completed in 2021–22.

## Land Use Management

### Services

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

### 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 is to meet 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 a number of major projects and developments over Crown land within the IOT.
- Assistance with mapping, stakeholder referrals and land valuations.
- Preparation and amendment of 15 land tenure deeds to align with Commonwealth, State and Territory legislation.
- General advice on surveys and associated processes associated with Crown Land dispositions.

## Horizon scan

It is noted that as a result of a Coastal Hazard Risk Mapping undertaken by LUP, new proposals along the coastline will need to account for the potential impacts of climate change and sea-level rise. DPLH will continue to work closely with the Australian Government to develop options for managing these risks relying on expertise and precedent policy utilised at a State level.

There is a need for the revision of the Commonwealth Minister for Regional Development's Land Delegation Instrument 2018 (No.1), that was created in May 2018 to be revised to provide delegation to new officers and positions that have resulted from Divisional and position changes in DPLH over the past three years.

A review of leases registered at Landgate will need to be undertaken, particularly for leases that have expired or about to expire.

# Department of Primary Industries and Regional Development

## Agriculture and Food

### Services

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

### Highlights and activities

- Community and stakeholder engagement remained a key priority for DPIRD (Agriculture and Food) this year. Two community information workshops were held, one on CKI WI and the other on Home Island (HI) to advise the community on invasive pests and weeds, and to discuss control methods. The sessions were also used to promote the “sting register” and reporting pests.

#### Parthenium weed eradication program

- DPIRD conducted one Parthenium weed survey on CI in October 2020. The second survey planned for February 2021 was cancelled due to COVID-19 and was re-scheduled for June 2021. The June 2021 survey was cancelled again due to bad weather and COVID-19 travelling restrictions.
- In October 2020, a survey was conducted across 24 infestation sites, at which no weeds were detected. An additional six sites (carparks, road sites and disturbed areas) were surveyed, and all were clear from Parthenium weed.
- Two sites that are in the monitoring phase were inspected by Parks Australia in February 2021, they were free from Parthenium weed.
- Due to the inability to conduct a survey in June 2021, it is not possible to declare Parthenium weed as eradicated from CI at this stage. It is anticipated the next survey planned for January 2022 will ascertain this. Regardless, annual monitoring of all eradicated sites will be necessary for the following three years to confirm CI remains free from Parthenium weed.

#### Siam weed control program

- DPIRD conducted three Siam weed surveys (October 2020, March and June 2021) on CKI.
- Overall, Siam weed numbers continued to decline this year with 68 per cent of sites being free of Siam weed on CKI WI and 91 per cent on HI. A total of 1,993 plants were removed from both Islands, with the majority (88 per cent; 1,751) of plants being detected on WI. A considerable increase in the number of plants detected on HI (242) was a result of 120 plants detected in the backyard of one house in October 2020. The plants were controlled in three consecutive surveys, reducing the number to 27 plants in June 2021.

#### Macao Paper Wasp control program and research project

- The Macao Paper Wasp (MPW) control program destroyed 2,661 nests from CKI, a 23 per cent increase from 2019–20.
- DPIRD conducted four surveys in CKI that assessed seasonal phenology of MPW from 192 collected nests, tested attractiveness of 37 lures, and assessed the effectiveness of five insecticides and various concentrations on colony mortality.
- With the additional COVID-19 economic stimulus package, DPIRD employed two casual positions on CKI in the MPW control program, and two positions which assisted with data collection for the research project, creation and maintenance of MPW sting register, and design of a survey that assessed MPW impacts on the CKI community. The results of the survey were published in The Atoll.

## Drywood Termites

- Drywood termites (DWT) are common and infest many man-made structures on CKI, sometimes causing considerable damage. DPIRD continues to assess the impacts of DWT across the CKI through community information and surveys, which are usually tied-in with other projects. DPIRD inspected and advised on DWT damage in two schools, and several private properties on WI and HI.
- Further discussions with the SoCKI and SoCI regarding changing and/or reviewing building codes, practices and materials have taken place, though no further progress has been made to date.

## Exotic ants, including Tropical Fire Ants

- DPIRD continues to receive reports from the community of exotic ants, primarily Tropical Fire Ants, infesting schools, gardens and recreational areas across CKI.
- DPIRD quantified species diversity and abundance of exotic ants and assessed the efficacy of commercially available ant baits on pestiferous species in two heavily infested public recreational areas on WI. The results indicated baits were effective in maintaining low populations of exotic ant species for more than three months for \$125 per hectare. Further treatment will be applied in 2021–22 to reduce density of ants within the treated areas, and to demonstrate long-term cost-effective ant control on CKI.

## Horizon scan

- There still remains a question around the advantages of DWT treatment facilities and reviewing building codes.
- Banana lace bug (*Stephanitis typica*) was detected on CKI in September 2020. It has been reported to the Office of the Chief Plant Protection Officer in Canberra.
- Fall armyworm (*Spodoptera frugiperda*) was caught in a trap on CKI. The sighting was reported by DPIRD to the Australian Government Department of Agriculture, Water and Environment (DAWE).

# Fisheries

## Services

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

## Highlights and activities

Community and stakeholder engagement remained a key priority for DPIRD (Fisheries). In conjunction with CI Tourism and Keep Australia Beautiful Council (KABC), DPIRD coordinated Seaweed on CI in November 2020 and June 2021. Across the two events, more than 750 people were engaged in a range of community activities that raised awareness of the marine environment, promoted sustainable fishing practices and healthy aquatic ecosystems.

Curriculum-linked activities based on the topics of citizen science, fish anatomy, and sustainable fishing practices were developed and delivered to CIDHS and CKIDHS. A total of 499 students participated in the school activities, and a further 29 students at the CI Day Care. Education resources about the marine environment at the IOT were also made available on DPIRD's fisheries education website Marine Waters (<http://marinewaters.fish.wa.gov.au>).

Three individual commercial fishing licences, four fishing boat licences, one mariculture licence and four scientific purposes permits were issued.

In December 2020, a fisheries compliance trip was undertaken, monitoring commercial and recreational fishing activity. The trip was affected by severe weather with only one day able to be delivered on CI due to flight delays from CKI to CI. During the trip, land patrols and aquaculture site inspections were conducted. Fisheries compliance liaised with the AFP to gather intelligence and continued to provide education about the proposed recreational fishing rules.

DPIRD's Aquatic Science and Assessments (ASA) branch delivered Research and Development Services through fisheries science surveys, advice, commercial catch monitoring, liaison and reporting; including the annual status report (see Newman et al 2021) and publications on the activities on the IOT.

Three ASA fisheries surveys were undertaken to the IOT. Two surveys were to CKI, one for finfish for underwater visual census (UVC) and baited remote underwater video station surveys in February 2021, as part of ongoing monitoring of finfish relative abundance and assemblage composition. The second focused on surveys for long-term reef health and *Lambis lambis* relative abundance assessments in March 2021. ASA also undertook a reef health survey at CI in September 2020.

Exemptions were required for staff to fly to CKI in February 2021, as Perth was affected by a COVID-19 lockdown and specific IOT travel approval required.

## Horizon scan

DPIRD completed the delivery of fisheries management services under the Fisheries SDA on the 30 June 2021. During 2021–22 transitional phase, DPIRD will provide a limited administrative licensing function.

Access to suitable surveyed vessels at both CKI and CI remains an issue for any ongoing monitoring program.

The transition from the current applied *Fish Resources Management Act 1994* (WA) to the new applied *Aquatic Resources Management Act 2016* (ARMA) in WA, will have an impact on the IOT Applied Fisheries legislation and should be considered in planning of future IOT fisheries management services. Implementation of ARMA in WA is expected between late 2022 to early 2023.

## Regional Development

### Services

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

- CRC: these 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 CRC is currently meeting or exceeding all performance indicators of this agreement. The CRC has now established a presence on HI, for one day per week, to provide extended CRC services to the general community and visitors. The CRC has secured Regional Traineeship Grant funding to assist in the employment of a Trainee. The CRC is well regarded by the community and visitors.
- 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 has upgraded to High-Speed Fibre Optic Internet, allowing greater videoconferencing capability and internet access. The CRC operates the CI Op Shop where items are refurbished for resale to the community and is a well-used facility.
- DPIRD provided active support to both CRCs to enable them to achieve agreed outcomes, including regular phone and email support.
- Both CKI and CI CRCs:
  - were open a minimum of 25 hours per week to provide computers for community use, access to government information and referral services for local providers

- hosted community education activities
- hosted community social activities
- hosted community business activities.
- The CKI CRC produces The Atoll, a regular community information newsletter, and publishes a community directory.
- The CI CRC maintains an online register of local service providers, businesses and Government agencies.
- DPIRD undertook a visit to CI from 29 January to 9 February 2021, and CKI from 9 to 12 February 2021. The purpose of this visit was to work with the CRCs on the TPI.

### **Territories Price Index**

DPIRD conducted its TPI in 2021. The aim of the TPI is to provide a comparison of the cost of living between the IOT and the Perth metropolitan area. The initial price collection was conducted in late February and early March 2021. As a supplement to the TPI, DPIRD undertook a visit to CI and CKI in January and February 2021. A report was produced outlining contextual information relating to the cost of living in the IOT which covered a range of retailing and community issues. These included freight and offloading issues, availability of perishable goods, secondhand goods, and low and no-income earners in the community.

### **Horizon scan**

- DPIRD will continue to keep in close contact with the CRCs to determine if additional support is required to improve and enhance services.
- The 2021 TPI is scheduled to be produced during 2021–22.



# 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 chief executive officers (CEO) and the fees, expenses and allowances provided to elected members.

On an annual basis, the 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 chief executive officers 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 chief executive officers of local governments.

## Highlights and activities

The SAT conducted the Local Government CEO and Elected Member remuneration inquiry. The final determination was issued by SAT on 8 April 2021 and set the remuneration to be payable to the CEO and elected members of the SoCI and SoCKI for 2020–21.

## Horizon scan

SAT will conduct the annual inquiry for local government CEO and Elected Member remuneration during 2021–22 and will issue a determination no later than 8 April 2022.

# 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 including provision of consultancy and advisory services, and training
- supports the development of literacy in children, providing them with greater potential to grow, learn and develop.

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

## Highlights and activities

- Exchanges of library materials sent to the IOT libraries regularly throughout the year, with the three IOT libraries receiving 3,613 items, including English language and materials in languages other than English.
- Free access to the State-wide electronic resources, including eBooks, eAudiobooks, eMagazines, streaming films and videos, an Online Book Club and several other electronic databases.
- IOT library staff receive a regular electronic email newsletter from SLWA staff (approximately every second month). This communication includes recent relevant public library notices together with any important reminders. This regular communication, together with timely responses to support requests, helps alleviate isolation of library staff.
- Library staff support through an online tool (includes a training platform), email and phone.
- The provision of Better Beginnings family literacy program reading packs to all parents with a baby, and a second reading pack to kindergarten children. During 2021–22:
  - CKI Public Libraries distributed:
    - 6 reading packs to families with a baby on WI and HI
    - 20 reading packs to families with a 2-year-old on WI and HI
    - 10 green reading packs to kindergarten students at WI campus and HI campus.
  - CI Public Library and the Child Health Nurse distributed:
    - 10 reading packs to families with a baby
    - 16 reading packs to families with a 2-year-old
    - 17 green reading packs to kindergarten students at CIDHS.

## Horizon scan

- IOT public library members have the same level of access to online materials as all WA public library members.
- SLWA staff will provide Better Beginnings training and advice to library staff.
- Support training and advice is provided to IOT 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 Indian Ocean Group Training Association (IOGTA) management of vocational education and training policies and reforms being implemented, including reforms impacting on regulatory training delivery arrangements, the WA Employer Incentive Scheme, and various initiatives in response to COVID-19.
- Responded to requests for information from IOGTA management and other stakeholders from the IOT and provided assistance in meeting the relevant agency requirements.

### Training Services - Administration of Apprentices and Trainees

- Administered IOT apprentices and trainees employed under Training Contracts in accordance with the relevant applied Act and Regulations.
- Registered nine trade apprentices (seven on CI and two on CKI) in Engineering Tradesperson Mechanical (Plant Mechanic), Engineering Tradesperson Fabrication (Heavy/Welding), Carpentry and Joinery, Automotive Electrician, Electrical Appliances Serviceperson, and Plumbing & Gas Fitting.
- 18 trainees (17 on CI and one on CKI) in Arborist, Business, Community Services, Horticulture, Plant Operations, Maritime Operations, Early Childhood Education, OHS Officer, Warehousing Operations, Extractive Industries Operator and in Logistics also commenced and were registered using DTWD's training records system.
- Of the 27 commencements, one was registered with IOGTA.
- Provided monitoring and advice as requested to employers and up to 60 apprentices and trainees who were in training at any one time in 2020–21 regardless of their commencement dates.
- Provided for dispute resolution, variation, suspension and cancellation of Training Contracts as required.
- Provided for 12 apprenticeship and traineeship completions.
- Assessed eligibility and processed payment claims for IOT employers under the WA Employer Incentive Scheme.

### Training Services – Group Training Operations IOGTA

- Extended IOGTA's contractual arrangements for the 2020–21 WA Group Training Program (WAGTP) funding allocation.
- Provided information and clarification on the WAGTP specifications, including the funded categories.
- 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.
- Briefed IOGTA Acting General Manager on the WAGTP and its related requirements.
- Advised and supported IOGTA in relation to its role as a registered group training organisation to assist in meeting its obligations.

## Horizon Scan

- Scheduled IOGTA's audit against the *National Standards for Group Training Organisations 2017* to be undertaken on 18 and 19 August 2021 by an external auditor.

# 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, taxi/charter (passenger transport), transport planning, aviation freight and active transport.

## Highlights and activities

Representatives from the Waterways Safety Management Directorate visited CI and CKI to promote safe and accessible use of navigable waterways and to provide continued support for implementation of Aquatic Use Plans (AUP).

Transport officers promoted and delivered education, and discussed legislative compliance with Maritime Safety Partners and through school visits promoting the Junior Crew safety program. On-island compliance and safety displays and signage were also reviewed.

Transport officers also provided training to AFP on the Marine Inspector Regulatory Enforcement Policy, and all aspects of Maritime Safety education, compliance and investigations functions under the applied *Western Australian Marine Act 1982* (WA) and the applied *Navigable Waters Regulation 1958* (WA).

Information technology on both Islands was enhanced with upgraded access security for the driver and vehicle licensing system, installation and activation of Microsoft Office 365, and setup of a new printer on CKI HI.

In May 2021, a Business and Systems Support Officer provided driver and vehicle licensing system refresher training to the Motor Vehicle Registry staff on both islands.

Vehicle Compliance Officers visited the Territories in November 2020 and again in June 2021. Vehicle safety inspections on CKI resulted in a small number of vehicles failing inspection and were either delicensed or repaired to meet safe standards.

On CI, the Authorised Vehicle Examiners providing vehicle inspection services under agreement with Transport passed an audit of inspection standards and procedures.

## Horizon scan

Transport has issued a tender to continue the provision of vehicle inspection services on CI and is investigating the introduction of similar services on CKI.

# 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

- COVID-19 response actions, management of staff and resourcing within the Water Corporation Policy Implementation Plan & Systems.
- Replacement, installation and commissioning of the new Ultra Violet disinfection unit at CKI WI wastewater treatment plant (WWTP).
- CKI WI Office and Store refurbishment by Department of Finance (JLL), including asbestos removal.
- CKI HI WWTP Dry Bed Roof Replacement completed.
- Working group formed for the investigation of the new CKI WI water supply, with beach bores and desalination plant determined to be the future source for CKI WI community.
- Completion of sludge research trial with Curtin University, with positive outcomes for the reuse of bio-solids on-Island. Outcomes to be shared with Health/DWER and then an application for reuse will be submitted after the discussion with regulators.
- Tank cleaning project on CKI completed. Project completed with robot technology with CKIDHS involved in and education session with the specialist contractors.
- New process introduced with IOT Power Service (IOTPS) on CI for water service repairs near power domes. Improved process has resulted in safer repairs for operators.
- Mental Health initiative at Water Corporation for Mental Health Champions rolled out to the IOT. Two team members selected as Champions to provide support and resources to the local teams.
- Water Corporation and Infrastructure representative visit to CI in November 2020 for asset and plant viewing.
- Safety and Leadership visits from Water Corporation General Manager, Regional Manager and Head of Safety throughout the reporting period.
- CI Leak Management plan developed and implementation of key recommendations.
- Asset relocation to assist with the CI Rockfall Prevention Project including temporary bypass and repair of section of the CI Kampong pressure main.
- Increased engagement with local contractors during COVID-19 travel restrictions.
- Participation in Water Source Monitoring Review with DWER and Tony Falkland.
- Local employment opportunities with two Water Industry Worker Trainee for CKI and CI, and Power Operator Trainee.
- New CKI Operations Manager appointed.
- Increased engagement between IOTPS, Water Corporation and Infrastructure resulting in improved relationships and sharing of information.
- Attendance at North West Regional Forums, including Occupational Safety and Health, Operations Assistant Forums. To promote transfer of knowledge and processes across the region and Water Corporation.

Operations snapshot	Number
Properties serviced	1,213
Drinking water produced	842ML
Wastewater treated	225ML
Water quality and wastewater samples taken	1,720
CKI power generation	5,109MWh

## Horizon scan

### Customer and Community

- Community Art program to enhance aesthetics of water and wastewater assets in public spaces.
- School and education programs.
- Encourage participation in the Waterwise Council Program.

### People and Safety

- Internal Audit assessing compliance with Water Corporation Safety and Environment Management system.
- Mental Health awareness training for staff and extension of training to the community, three mental health champions selected from the local and support teams.
- Trainees development and training.
- Roll out of Works Planner model for CI and CKI for maintenance and safe job planning for staff and contractors. New positions created to align with Water Corporation requirements for safe job planning.
- CKI Sludge Removal Improvement project to eliminate high risk associated with manual tasks.

### Water Quality

- Ongoing development of WWTP process expertise support functions.
- Ongoing PFAS monitoring of environmental monitoring bores on CKI and IOT water sources.
- Water Storage Internal Clean and Inspection Program on CI.
- CKI WI Water Source upgrade to reduce risk of contamination from future runway upgrade. Desalination plant selected as the preferred option.
- Collaboration with DWER on the implementation of the water reserves and protection of public drinking water supplies for CKI and CI.
- Establishing reporting requirements between WA Department of Health and Infrastructure on treated water quality.

### Asset Management

- Packaged Maintenance Program development for key and specialist maintenance items.
- Fleet management strategy including replacement and disposal.
- Asset Condition Assessment program roll out. Works include tank cleaning and inspections.
- Pressure reducing valve improvement project on CI.

### Environment

- Pursuing outcomes of the bio-solids reuse trial on CKI and CI for community use on-Island.
- State and Federal environmental approvals process for new projects, including CKI WI desalination plant.

# 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

- Working with DPLH on the CI Strategic Assessment for potential scheme plan consideration.

### Horizon scan

- Potential requirement for CKI scheme plan amendment to facilitate industrial areas on WI. These industrial areas are necessary to support the Department of Defence runway upgrade project.

## Environmental Regulation

### Services

DWER (Environmental Regulation) provides services to the IOT through the administration of environmental law, including regulation of prescribed premises, emissions and wastes, incident protection, 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

- Twelve prescribed activities regulated under the provisions of the applied *Environmental Protection Act 1986* (WA); being nine prescribed premises licences and three registrations. No new licence applications or amendments were undertaken for the reporting period.
- The removal of all historical old and discarded batteries by SOCI and SOCKI for final disposal offshore.
- Assessment being undertaken for the collection and repurposing of hydrocarbon waste into products for use in the IOT.

### Native Vegetation Regulation

No clearing permit applications were received in the reporting year.

### Waste Policy and Programs

DWER and KABC officers engaged with the community, schools and local government on issues related to waste reduction/avoidance and waste management on the Islands.

Activities during 2020–21 included:

- Through the SoCI, SoCKI and communities' commitment to collect and audit marine debris, the Shires agreed to take on the role and ownership of the IOT Marine Debris Project (MDP). This project is now rebranded as the CI MDP and CKI MDP respectively.
- SoCI support for the on-island environmental group, Island Care, providing the use of a Shire building to home their environmental activities. This support by SoCI provides a valuable facility that promotes and supports CI's environmental projects and programs.

- The SoCI/Island Care environmental building also provides a home and base for local environmental company Eco Crab Industries Pty Ltd (EcoCrab) to continue their work by accepting marine debris plastics collected by the community for repurposing that creates infrastructure products for SoCI and the community. These products include boardwalk planks for use on SoCI public boardwalks. This work is demonstrating that nearly 50 per cent of marine debris collected by the community is diverted from landfill and repurposed or processed through EcoCrab into products that are used by the community and SoCI.
- DWER, SoCI and the CIDHS developed a Source Reduction Plan (SRP) that encourages the community to ban cigarette butts in Flying Fish Cove.
- The SRP was supported by SoCI in January 2020 with the introduction of “No Smoking Zones” within all gazebo areas along the foreshore of Flying Fish Cove and Padang Tea Gardens. The SoCI also installed ‘Butt’ bins and signage to make patrons aware of the place to dispose of their cigarette butts.
- This collaborative approach adopted by SoCI, CIDHS, Island Care and EcoCrab demonstrates the success of these groups working, better together, achieving important environmental and community outcomes that otherwise would not likely be achieved.

## Horizon scan

Assessment for Prescribed Premises Licensing requirements to facilitate the Department of Defence runway upgrade project on CKI WI.

### Waste Policy and Programs

- Continued support for SoCI, Island Care and EcoCrab to continue their innovative work for the reuse and repurposing of marine debris collected by the community from local beaches into products that support the community, diverting waste destined for landfill and reducing infrastructure costs.
- Continued support, where necessary to SoCI and SoCKI for their local collection and audit of marine debris.
- Support to SoCI and SoCKI for the launch of the “Drink Tap Water” project. This project supports a potential local law to restrict the sale on-island of single use plastic water bottles and straws.
- Continued support for IOT environmental education programs.
- Commence collaboration with Infrastructure for the development of a Strategic Waste Policy. A policy that establishes Australian Government leadership, direction, and funding for waste infrastructure and management as strategic primacy activities in the IOT.

## Water

### Services

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

### Highlights and activities

- DWER finalised the IOT Water Resources Management Review Report May 2020.
- Provided Infrastructure and Parks Australia with a risk assessment for the use of 1080 toxic poison in a feral cat management program on CI.
- Continuing the water education program – “Water – Our Precious Resource” at CIDHS.



## Horizon scan

- Working with Infrastructure for the discussion and implementation of the risk priority-based findings of the DWER IOT Water Resources Management Review Report May 2020.
- Proclamation of the IOT public drinking water sources to enable regulatory control of all water sources in the IOT.
- Continued education program – “Water – Our Precious Resource” on CI with potential for commencement on CKI.
- Assisting SoCKI with a Hydrology Study to look at managing flooding in the HI Kampong, ensuring there is no impact on the public drinking water sources.
- Continue working with the Department of Defence for the CKI WI runway upgrade project.
- Continue assisting Infrastructure with the CI Strategic Assessment.

## 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, the priority was continuing the Emerging Curators professional development program. The program, established in 2019, focused on up-skilling four young Cocos Malay people to record oral histories with Cocos Malay Elders. During 2020–21 the program focused on:

- remote support for the Emerging Curators to gather supporting material to develop the digital interface for installation in the CKI HI Museum.

Additionally, a site visit to CKI occurred from 5 to 22 June 2021. This visit successfully:

- provided professional development for the four local Emerging Curators in a range of museum skills, including collection management, conservation, and interpretation. Local collections, the HI Museum, and the Lionel Allen Collection on WI, were used as case studies.

On CI, WA Museum gathered frozen bird specimens from DAWE for the continued scientific study of migratory bird species. Two WA Museum staff visited CI from 25 to 28 May 2021. The following outcomes were delivered:

- documented and preserved scientific record of vulnerable, endangered, and critical bird species
- 19 birds from CI were prepared in formalin and shipped back to Perth for accessioning into the WA Museum collection
- specimens arrived in Perth in late June 2021. They were washed and transferred to storage in ethanol.

### Horizon scan

The 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.

Further, there is a once-in-a-decade opportunity for CKI Emerging Curators to attend the Australian Museum and Galleries Association National Conference in Perth during June 2021. The conference takes place annually, but was last held in Perth in 2011. This is an incredible professional development opportunity for CKI Emerging Curators while relationships are being developed on CI.

# WA Planning Commission

## Services

The WAPC:

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

## Highlights and activities

The WAPC performed its functions to determine a Report of Review on the SoCI Local Planning Scheme No. 2 and the CI Local Planning Strategy.

## Horizon scan

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

# WorkCover WA

## Services

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

## Highlights and activities

WorkCover undertook a visit to CI in October 2020.

### Claims Monitoring

WorkCover monitored claim numbers and costs to inform education and enforcement activity. The number of claims in the IOT continues to decrease.

Compliance	CI	CKI
Number of approved insurers writing policies of total available	5 of 8	3 of 8
Number of employers with insurance policies	75	29
Number of completed compliance activities	4	2
Number of prosecutions initiated	0	0
Injury management and vocational rehabilitation	CI	CKI
Number of vocational rehabilitation referrals	2	0
Proportion of vocational rehabilitation services referrals proceeded	100%	N/A
Vocational rehabilitation commencement rate	11.1%	N/A
Vocational rehabilitation return to work rate	1 of 3	N/A
Noise induced hearing loss claims	CI	CKI
Number of noise induced hearing loss tests conducted	0	0
Number of people tested	0	0
Number of noise induced hearing loss claims	0	0
Dispute resolution and agreement processing services	CI	CKI
Number of applications accepted	2	0
Number of conciliation applications completed	2	0
Proportion of conciliation cases resolved within 8 weeks of acceptance	100%	N/A
Number of memoranda of agreements recorded	1	1

## Education and Compliance

WorkCover undertook a number of proactive activities, including a compliance and education visit to CI and the translation of two educational videos to Bahasa Malay.

The two videos translated were 'Making a claim' and 'Workers' compensation insurance: A guide for employers'. Videos were promoted to key stakeholders in the IOT via targeted emails and a news article.

## Horizon scan

WorkCover will travel to CKI from 26 to 29 October 2021 and will:

- 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.