



Australian Government

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

Service Delivery Arrangements Information Kit

Indian Ocean Territories

November 2024



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ISBN 978-1-925701-21-0
November 2024

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Website: [Service delivery arrangements | Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#)

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1. Introduction and contacts

The purpose of this Service Delivery Arrangements (SDA) Information Kit is to provide background information for Western Australian (WA) Government Agencies (state agencies) providing services to the Indian Ocean Territories (IOT) of Christmas Island (CI) and the Cocos (Keeling) Islands (CKI) under SDA with the Australian Government, as represented by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA).

The information provided in this kit includes specific instructions to assist state agencies with meeting SDA requirements, and general information about CI and CKI.

Through the IOT Regional Development Organisation, each Island has produced strategic plans which should be considered in conjunction with state agency service delivery, available at

[Territories publications | Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#)

[Our Christmas Island – 2030 Strategic Plan](#) (November 2018)

[Our Cocos \(Keeling\) Islands – 2030 Strategic Plan](#) (March 2019)

1.1 Location

CI and CKI are respectively 2,600km and 2,900km north-west of Perth (see Map 1.1). Given their distance from the Australian mainland and their distinctive social histories, state agencies should consider the following issues:

- ease of access to services (especially state-type services)
- language
- cultural traditions including public holidays (as they differ to WA)
- weather conditions (cyclones, heavy rains and cloud which can impact air flight operations).

Map 1. Distances from Perth to Christmas Island and the Cocos (Keeling) Islands



1.2 Contacts

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General email: iotsdpc@dpc.wa.gov.au

2. Role of the Australian Government

2.1 State-type services

The Australian Government, through DITRDCA, is responsible for the provision of state-type services to CI and CKI. DITRDCA's 2023-24 Portfolio Budget Statements describe this as follows:

Outcome 4: Good governance in the Australian Territories through the maintenance and improvement of the overarching legislative framework for self-governing Territories, and laws and services for non-self-governing Territories.

DITRDCA implements three ways to deliver state-type services to CI and CKI:

- funding WA state agencies to deliver services via SDA
- direct service provision
- commercial contracts.

To support and complement these services, DITRDCA performs the following functions:

- developing policy advice and legislation to maintain effective systems of governance
- managing a capital works program to develop, maintain and replace the infrastructure for which the Australian Government is responsible.

More information about DITRDCA is available at www.infrastructure.gov.au

2.1.1 SDA with WA Government

Since 1992, the Australian Government, through DITRDCA, and the WA Government have been entering into SDA for the provision of state-type services to the IOT.

2.1.2 Direct service provision

The Australian Government, through the Indian Ocean Territories Administration (IOTA), delivers services directly to the CI and CKI communities. IOTA has an office on each Island providing the following services:

- power generation and distribution (CI only)
- health services
- community infrastructure
- Magistrates Court
- motor vehicle registration (CI only)
- Collector of Public Money
- employee and public housing maintenance, and management
- land management.

2.1.3 Commercial contracts

DITRDCA has commercial contracts with third party suppliers for some services, or where a market failure exists. These commercial contracts are:

- airport management and related services (CI and CKI)
- port maintenance and management (CI and CKI)
- airline services (CI and CKI)
- ferry and bus (CKI)
- recreation centre management (CI).

2.2 Capital works

The Australian Government owns a wide range of assets and infrastructure on CI and CKI, and administers a capital works program for replacing and upgrading assets.

The allocation of capital funds is determined through an annual competitive process, usually commencing in March each year. Projects are driven by DITRDCA's Asset Management Plans. State agencies wanting to bid for capital funds should discuss the process and timelines with their DITRDCA SDA Contract Manager.

2.3 Office of the Administrator

The Administrator of the Territories of CI and CKI is the most senior Australian Government representative residing in the IOT. The Administrator is a statutory appointee of the Governor-General of the Commonwealth of Australia, made on the recommendation of the Australian Government.

The Australian Government announced the appointment of Ms Farzian Zainal as Administrator of CI and CKI on 11 May 2023, following a merit selection and appointment process. Ms Zainal was sworn in as Administrator by the Governor General on 26 May 2023, for a three-year term commencing from 19 June 2023.

The Administrator has three key functions:

- representative of the Australian Government Minister
- communication and advocacy
- facilitator.

Further information on the role of the Administrator is available on DITRDCA's website at

[Indian Ocean Territories administrator | Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#)

When visiting CI, state agency officers are encouraged to meet with the Administrator. The Administrator's office can be contacted on 08 9164 7959 or email iotadministrator@infrastructure.gov.au

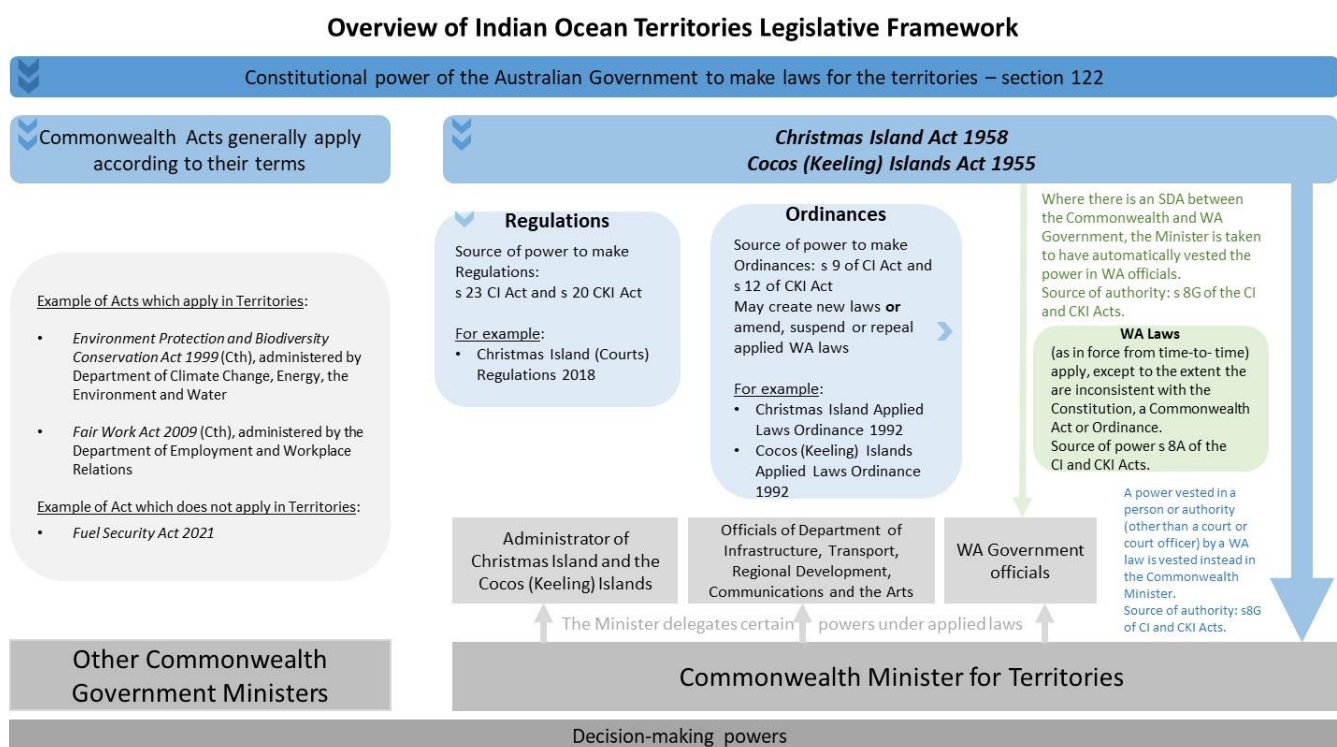
3. Indian Ocean Territories legislative framework

Note: This document is general in nature, and should not be treated as a substitute for obtaining legal advice on the operation of the laws in force in the Indian Ocean Territories.

3.1 Legislative framework overview

CI and CKI are external Territories of Australia. Section 122 of *The Australian Constitution* provides the basis for the Australian Government’s power to make laws for the Territories. The Constitution is available at [Commonwealth of Australia Constitution Act](#)

The diagram below provides an overview of the IOT legislative framework.



Note: There are other types of law which are not covered by this diagram (see s 7 of the CI Act and s 8 of the CKI Act).

3.2 Commonwealth Acts

Under s 122 of the Constitution, the Commonwealth Government has the power to make laws for the Territories, including CI and CKI.

The [Christmas Island Act 1958 \(Cth\)](#) (CI Act) and the [Cocos \(Keeling\) Islands Act 1955 \(Cth\)](#) (CKI Act) provide for the legislative, executive and judicial arrangements in place on the IOT.

The Australian Government, through DITRDCA, facilitates the delivery of services normally expected from a state government. These state-type services are delivered through SDA with the WA Government, directly by the private sector under contract, or by DITRDCA itself.

Commonwealth Acts generally apply in CI and CKI according to their terms. For example, references in Commonwealth Acts to 'Australia' when used in a geographical sense generally includes the IOT, unless there is a contrary intention (see the definition of 'Australia' in s 2B of the [Acts Interpretation Act 1901](#) (Cth)).

3.3 Applied laws

Sections 8A of the CI and CKI Acts apply the laws of WA (as in force from time-to-time) in the IOT. These are known as 'applied laws'.

WA laws only apply to the extent they are not inconsistent with the Constitution, a Commonwealth Act, or an Ordinance made under the CI or CKI Act.

When citing an applied law, the title mirrors the title of the WA law, ending in (WA), which is then followed by either (CI) for Christmas Island or (CKI) for the Cocos (Keeling) Islands.

A consolidated list of applied legislation is not available.

3.4 Changes to the applied laws

The Commonwealth Minister with responsibility for the CI and CKI Acts can amend, repeal or suspend applied WA laws by way of recommending the Governor-General makes an Ordinance under s 9 of the CI Act, or s 12 of the CKI Act.

The [Christmas Island Applied Laws Ordinance 1992 \(Cth\)](#) and [the Cocos \(Keeling\) Island Applied Laws Ordinance 1992 \(Cth\)](#) contain most, but not all amendments made to applied WA laws.

A number of applied laws have also been repealed so that they do not apply in the IOT. The main reasons for this include:

- to avoid confusion where Commonwealth legislation operates, for example heritage and conservation matters
- where applied laws are contrary to Commonwealth criminal law policy, and
- where applied laws are not suitable for operation in the IOT.

Schedule 4 of the CI and CKI Ordinances contains a list of repealed applied laws.

3.5 Reading applied laws

The [Interpretation Act 1984 \(WA\)](#) provides assistance and basic rules on how to interpret applied laws.

The operation of the [Interpretation Act 1984 \(WA\)](#) in the IOT has been modified by the [Interpretation Act 1984 \(WA\)\(CI\) \(Amendment\) Ordinance 1992 \(Cth\)](#) and the [Interpretation Act 1984 \(WA\)\(CKI\) \(Amendment\) Ordinance 1992 \(Cth\)](#).

For example, s 4 of the [Interpretation Act 1984 \(WA\)\(CI\) \(Amendment\) Ordinance 1992 \(Cth\)](#) omits the definition of **the State** or **this State** as provided for in the [Interpretation Act 1984 \(WA\)](#), and substitutes the following definition:

the State, this State or Western Australia:

- (a) when used in a geographical sense — means the Territory
- (b) when used in any other sense — means the Territory unless the context precludes that meaning.

These kinds of amendments aim to ensure WA applied laws are read with modifications to make them more suitable for application in the IOT.

3.6 Delegations

The CI Act and the CKI Act provide that most statutory powers under WA applied laws are vested in the Commonwealth Minister. The governing Acts then provide a framework for these powers to be vested in or delegated to other persons, including WA officials who are subject to an SDA under s 8H of the governing Acts.

Under s 8G of the CI and CKI Act, a power vested in a person or authority (other than a court or court officer) by an applied WA law is vested instead in the Commonwealth Minister. The Commonwealth Minister can direct that such power is also vested in a specified person or authority, or delegate that power to a specified person. Further sub-delegation may also be permitted.

Section 8H of these Acts provides that the Commonwealth Government may enter into arrangements with the WA Government for the administration of the laws in force in the Territory (see also section 4 of the [Indian Ocean Territories \(Administration of Laws\) Act 1992 \(WA\)](#)).

Under s 8G(5A), where there is an SDA in place between the Commonwealth Government and the state agency there is an automatic vesting of powers in WA Government officials for the application and administration of laws covered by the SDA. In relation to such laws (and subject to the terms of the relevant SDA), the effect is generally that WA Government officials (other than courts, court officials and the Governor of WA) have the same powers in the IOT as they have in WA.

For a power to be automatically vested in this way, the following conditions need to be satisfied:

1. The power is one which applies to the automatic vesting provisions (i.e. it is not a power of the Governor of WA or of a court or court official)
2. There must be an SDA in place between the Commonwealth Government (generally the department with responsibility for the IOT) and WA Government under section 8H of the CI and CKI Acts for the administration or application of laws in force in the IOT, and
3. The power is under a law that is in force in the IOT.

Such powers may be further delegated if the legislation allows for it.

Section 8G(5B) also provides for the automatic vesting of powers in other persons and authorities exercising powers in the IOT, including the Australian Federal Police (AFP) and the CI and CKI Shire Councils and local government officials.

Under s 8G(6) the Commonwealth Minister can direct that specific powers are not automatically vested under s 8G(5A) or (5B). This would be to allow for the situation where the Commonwealth Minister wishes to retain control over a certain power, or wishes for the power to be vested in or delegated to a different person.

Some delegation instruments are in place which delegate powers to the IOT Administrator and others.

It may be helpful to discuss delegations specific to your state agency's SDA with your DITRDCA SDA Contract Manager.

3.7 Tips for finding legislation relevant to the Territories

Legislation and any amendments are available from the following websites:

Australian Government for Commonwealth legislation: Federal Register of Legislation available at www.legislation.gov.au.

WA Government for state legislation: Department of Justice, Parliamentary Counsel's Office available at www.legislation.wa.gov.au.

Contact officers can create an account with the Federal Register of Legislation to receive email notifications of updates or changes to Commonwealth law based on selected preferences. The option to create an account is found in the "Register for My Account" button on the website's home page.

3.8 Steps to finding relevant legislation in the IOT

3.8.1 Commonwealth Acts

Check the Federal Register of Legislation for Commonwealth legislation, including:

- *Christmas Island Act 1958* (Cth)
- *Cocos (Keeling) Islands Act 1955* (Cth)
- applied laws that have been amended by Ordinance and are now different in some way from the WA law.

To find current versions of a Commonwealth Act visit <https://www.legislation.gov.au/>

- From the Federal Register of Legislation website home page, use the Search engine and type in the name of the Act, e.g Environment Protection and Biodiversity Conservation Act 1999 (Cth).
- select In force, and Filter by collection 'Act'.



Federal Register of Legislation

Constitution Acts Legislative instruments Notifiable instruments Gazettes Administrative Arrangements Prerogative instruments Norfolk Island

2 Announcements

Explore the Federal Register of Legislation

Search Browse

All In force No longer in force

Search for: Environment Protection and Biodiversity Conservation Act 1999

Search in: Name and text Search using: Contains phrase

Filter by collection: Act Gazette Legislative instrument Notifiable instrument

Search Advanced search

The Federal Register of Legislation (the Register) is the authorised whole-of-government website for Commonwealth legislation and related documents. It contains the full text and details of the lifecycle of individual laws and the relationships between them.

The Register is managed by the Office of Parliamentary Counsel in accordance with the *Legislation Act 2003*.

Type: All Collection: Act Portfolios: All Status: In force Point in time: Latest

Search for: Environment Protection and Biodiversity Conservation Act 1999 Search in: Name and text Search using: Contains phrase Clear Search

Filters: Type (All) Status (In force) Collections (Act) Year/Number (All) Point in time (Latest) Portfolio (All)

Sort by: Relevance

Name	Effective date	Collection	Details
Environment Protection and Biodiversity Conservation Act 1999 C2004A00485 Act No. 91, 1999	15/12/2023	Act	Details
Environmental Reform (Consequential Provisions) Act 1999 C2004A00486 Act No. 92, 1999	16/07/1999	Act	Details
Environment Protection and Biodiversity Conservation Amendment (Wildlife Protection) Act 2001 C2004A00849 Act No. 82, 2001	11/07/2001	Act	Details

- select the download arrow on the right-hand side of the screen to access Microsoft Word and pdf versions of the Act.

Home > Acts > In force

Text Details Authorises Downloads All versions Interactions

Environment Protection and Biodiversity Conservation Act 1999

In force

Administered by Department of Climate Change, Energy, the Environment and Water

Latest version

C2023C00492 (C62)
15 December 2023



Downloads

Access downloadable documents for version effective 15 December 2023

Act

Word:	1	2
2 Volumes	315 KB 433 pages	489 KB 688 pages
PDF:	1	2
2 Volumes	3 MB 433 pages	6 MB 688 pages

3.8.2 Amendments

Amendments to an applied law by a legislative instrument (Ordinance) or Instrument are available from the Federal Register of Legislation.

Finding a CI or CKI Ordinance or Instrument:

- from the website home page select "In Force" and "Legislative Instrument" and enter the name of the Ordinance in the Search field.

Help and resources | Register for My Account | Sign in to My Account

Australian Government Federal Register of Legislation

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2 Announcements

Explore the Federal Register of Legislation

Search Browse

All In force No longer in force

Search for: Christmas Island Utilities and Services Ordinance 2016 Search in: Name and text Search using: Contains phrase

Filter by collection: Act Gazette Legislative instrument Notifiable instrument

Search Advanced search

- then select the Ordinance and download using the icon on the right-hand side of the page.

2 Announcements

Search for: Christmas Island Utilities and Services Ordinance 2016

Search in: Name and text

Search using: Contains phrase

Clear Search

Filters

Type (All) Status (In force) Collections (Legislative instrument)

Year/Number (All) Point in time (Latest) Portfolio (All)

Classification (All)

Sort by: Relevance

Name	Effective date	Collection	Details
Christmas Island Utilities and Services Ordinance 2016 F2016L00524	15/04/2016		
Christmas Island Utilities and Services (Water, Sewerage and Building Application Services Fees) Determination 2016 F2019L01431	01/07/2023 - 30/09/2026		
Christmas Island Utilities and Services (Electricity Supply and Services Fees) Determination 2016 F2016L01573	01/09/2022 - 30/09/2026		
Christmas Island Utilities and Services (Water, Sewerage and Building Application Services Fees) Determination 2016 F2016L01125	01/07/2023 - 30/09/2026		

- select the download arrow on the right-hand side of the screen to access Microsoft Word and pdf versions of the Ordinance and Explanatory Statement.

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Text Details Authorises Downloads All versions Interactions

Christmas Island Utilities and Services Ordinance 2016

In force

Administered by: Department of Infrastructure, Transport, Regional Development, Communications and the Arts

This item is authorised by the following title:
[Christmas Island Act 1958](#)

Latest version

F2016L00524
15 April 2016

Downloads

Access downloadable documents for version effective 15 April 2016

Document Type	Format	Volume	File Size	Pages
Legislative instrument	Word	1 Volume	101 KB	7 pages
	PDF	1 Volume	606 KB	7 pages
Explanatory statement	Word	1 Volume	26 KB	4 pages
	PDF	1 Volume	483 KB	4 pages

3.9 Applied law (unchanged State Acts)

When an applied law has not been repealed or varied by the Commonwealth (for example, if it is not on the list of repealed legislation and there is no Ordinance relating to it) then the WA law, as it appears on the WA Department of Justice – Parliamentary Counsel’s Office website is the reference document. However, it should still be read in conjunction with the *Interpretation Act 1984* (WA)(CI) and *Interpretation Act 1984* (WA)(CKI), which can be found on the Federal Register of Legislation.

4. State-type services

4.1 Role of the WA Government

The CI Act and the CKI Act (s 8H) contain powers enabling the Australian Government to enter into arrangements with the WA Government for the effective delivery of state-type services.

The WA Government has enacted state legislation, the [Indian Ocean Territories \(Administration of Laws\) Act 1992 \(WA\)](#) (the State Act).

The State Act enables state agencies to exercise powers, perform functions and duties and to provide services in or in relation to the IOT when the appropriate arrangements are in place.

The WA Premier is responsible for the State Act.

4.2 Department of the Premier and Cabinet

The Department of the Premier and Cabinet (DPC), Manager, IOT (DPC Manager), protects the state's interests. The DPC Manager provides a first point of contact for state agencies providing services to the Australian Government.

The DPC Manager:

- provides advice to the WA Premier on IOT issues
- develops policy in relation to service provision
- has a key role in the negotiation, development and review of all SDA with state agencies.

An administration team supports the position.

4.3 State agencies

The guiding principle of service delivery to the IOT is:

Good governance and service delivery in the Territories including through the maintenance and improvement of the laws and services for non-self-governing Territories.

The WA government is well equipped to assist in the provision of state-type services as WA law has applied in CI and CKI since 1992.

This means that state-type services (or taxes and charges) can be provided (or collected) by state agencies under arrangements with the Australian Government.

As of 1 November 2023, the following state agencies provide services to the Australian Government.

Table 4.1 WA state agencies providing state-type services to the IOT (as of 1 November 2023)

WA Government agency	Services to the Indian Ocean Territories
Office of the Auditor General	<ul style="list-style-type: none"> • Conduct and issue audit opinions on the state agency financial statements in relation to the IOT. • Conduct financial audits of the IOT local governments and their subsidiary bodies.
Department of Communities	<p>Child Protection and Family Support</p> <ul style="list-style-type: none"> • Provide child safety services. • Provide assistance in administering legislation concerning Working with Children Checks. <p>Communities (Seniors and Youth)</p> <ul style="list-style-type: none"> • Provide licensing, monitoring and support services for childcare providers, including family day care. • Implement programs for social inclusion including the WA Seniors Card program, and develop partnerships with non-government organisations.
Economic Regulation Authority	<ul style="list-style-type: none"> • Promote economically efficient outcomes at the lowest practicable cost through efficient and effective independent economic regulation. • Provide independent advice.
Department of Education	<ul style="list-style-type: none"> • Operate the Christmas Island District High School and the Cocos Islands District High School, providing school-based education for Kindergarten to Year 10 (CKI) and to Year 12 (CI) students under the WA curriculum.
Department of Energy, Mines, Industry Regulation and Safety	<p>Industry Regulation and Consumer Protection</p> <ul style="list-style-type: none"> • Building Commission – oversees the regulation of building, painting, building surveying and plumbing services. • Consumer Protection – Fair trading, consumer rights, property sale and rental laws, some occupational licenses, cooperatives, and not-for-profit legislation. <p>Resources and Environmental Regulation</p> <ul style="list-style-type: none"> • Register mineral titles. • Environmental management. • Collect mining revenue. • Ensure worker and community safety by regulating occupational health and safety in the minerals and petroleum sectors, including the storage, transport and handling of dangerous goods.

WA Government agency	Services to the Indian Ocean Territories
	<p>Safety Regulation</p> <ul style="list-style-type: none"> EnergySafety – Safe use of and working with electricity and gas. WorkSafe – Promote and secure the safety and health of people at work.
Energy Policy WA (DEMIRS)	<ul style="list-style-type: none"> Provide advice on energy policies and practices relating to the Territories’ energy sectors.
Environmental Protection Authority	<ul style="list-style-type: none"> Provide environmental impact assessments of local government schemes.
Commissioner for Equal Opportunities	<ul style="list-style-type: none"> Undertakes all functions as defined in the <i>Equal Opportunity Act 1984 (WA)(CI)(CKI)</i> – Part V11 Division 2.
Department of Finance	<p>Customer Experience and Strategy (Government Office Accommodation, Operational Asset Management)</p> <ul style="list-style-type: none"> Contracts a commercial Property Manager to manage and maintain a portfolio of key building and land assets, including government tenant and business leasing arrangements. <p>Office of State Revenue (RevenueWA)</p> <ul style="list-style-type: none"> Collect state-type revenue in accordance with applied legislation and remit revenue to the Australian Government.
Department of Fire and Emergency Services	<ul style="list-style-type: none"> Support the provision of community safety and prevention programs. Assess commercial and industrial building plans, inspect completed buildings for compliance with the National Construction Code and test fire safety equipment. Undertake fire safety assessments. Support fire and emergency services and volunteer marine rescue groups, including: training, emergency exercises, inspect and provide advice on personal protective clothing and personal protective equipment. Provide advice on emergency recovery plans. Provide a Volunteer Assistance Program.
Department of Health	<ul style="list-style-type: none"> Provide regulatory, advisory and other support services and specialist advice to the Australian Government, including the IOT Health Service. Provide accessible in-hospital services and care in WA. Provide community and public health policy advice and support, and tobacco licensing services and compliance.

WA Government agency	Services to the Indian Ocean Territories
	<ul style="list-style-type: none"> • Provide mammography screening and assessment services through BreastScreen WA.
Health and Disability Services Complaints Office	<ul style="list-style-type: none"> • As an independent statutory authority, provide assessment, conciliation, negotiated settlement and investigation of complaints about health, disability services and mental health services.
Housing Authority	<ul style="list-style-type: none"> • Provide policy advice and support for the effective administration of social and employee housing, and assist in social housing management.
Insurance Commission of WA	<ul style="list-style-type: none"> • Provide funds management, expert advice and claims handling services in relation to the operation of a compulsory Third Party Insurance Scheme and Catastrophic Injuries Support Scheme in the IOT.
Department of Justice	<p>Attorney General</p> <ul style="list-style-type: none"> • Provide access to the justice system including: Judicial and Non-Judicial Court Services; Registry of Births, Deaths and Marriages; State Solicitor’s Office; Public Advocate and Victim Support and Child Witness Service. <p>Corrective Services</p> <ul style="list-style-type: none"> • Provide offender management and community justice services. <p>Equal Opportunity Commission Services</p> <ul style="list-style-type: none"> • Provide information and advice on equal opportunity and human rights issues. • Investigate complaints under the applied equal opportunity legislation.
WA Land Information Authority (Landgate)	<ul style="list-style-type: none"> • Provide land information services, including registration of title, and geographic and cadastral information. • Provide valuation services including valuations, stamp duty assessments and valuation rolls.
Legal Aid Commission of WA	<ul style="list-style-type: none"> • Provide legal services, including information and referral, to those in need of assistance to the community in accessing justice. • Provide duty lawyer services at courts, legal minor assistance and advocacy (legal tasks) and legal representation. • Provide family law and community legal education services.
Department of Local Government, Sport and Cultural Industries	<p>Culture and the Arts</p> <ul style="list-style-type: none"> • Promote a diverse, vibrant and sustainable cultural sector.

WA Government agency	Services to the Indian Ocean Territories
	<ul style="list-style-type: none"> Support the delivery of culture and arts activities through policy development, funding programs and partnerships. <p>Local Government</p> <ul style="list-style-type: none"> Ensure compliance with applied local government legislation and facilitate the development of local government. <p>Office of Multicultural Interests</p> <ul style="list-style-type: none"> Identify opportunities which enhance the participation of the IOT Culturally and Linguistically Diverse communities in social and cultural life; and facilitate relationships with specialist WA community service organisations. Provide government agencies with practical tools to increase their expertise in delivering services that meet the needs of the IOT communities. <p>Racing, Gaming and Liquor</p> <ul style="list-style-type: none"> Provide liquor and community gaming regulation services, including compliance audits and inspection of licensed premises. <p>Sport and Recreation</p> <ul style="list-style-type: none"> Provide quality sport and active recreation settings and experiences in the IOT. Provide advice to sporting and recreational groups to build capacity of individuals and organisations.
Main Roads WA	<ul style="list-style-type: none"> Provide advice and assistance on road networks to assist IOT local governments to improve the management of their road network. Advise the Australian Government on road and road maintenance funding, programming and service delivery issues including plant advice. Provide advice on road construction. Provide training primarily relating to road maintenance techniques and activities, and plant management and operation.
Office of the Information Commissioner	<ul style="list-style-type: none"> Provide independent merit review of decisions made by state agencies and IOT local governments on the <i>Freedom of Information Act 1992 (WA)(CI)(CKI)</i> (FOI Act). Assist state agencies, territories' local governments and community members to understand rights and obligations under the FOI Act.
Parliamentary Commissioner for Administrative Investigations (Ombudsman WA)	<ul style="list-style-type: none"> Review, investigate and resolve complaints about state agencies, local governments and universities, and improve public administration.

WA Government agency	Services to the Indian Ocean Territories
Department of Planning, Lands and Heritage	<p>Heritage</p> <ul style="list-style-type: none"> • Provide information and advice about the conservation and protection of the Islands’ historic heritage. <p>Lands</p> <ul style="list-style-type: none"> • Provide advice on the administration and management of Crown land. • Arrange surveys and prepare Deposited Plans to support disposition of Crown land. • Deliver Crown land tenure(s). • Provide advice on the disposition of Crown land. <p>Planning</p> <ul style="list-style-type: none"> • Provide planning and administrative advice to ensure the use and development of land is consistent with strategic planning, policy guidelines and planning standards. • Develop and review planning policies. • Provide professional and technical expertise, administrative services, and resources to advise the WA Planning Commission.
Department of the Premier and Cabinet	<ul style="list-style-type: none"> • Facilitate negotiations between state agencies and the Australian Government. • Coordinate the IOT program on behalf of the WA Government.
Department of Primary Industries and Regional Development	<p>Sustainability and Biosecurity</p> <ul style="list-style-type: none"> • Deliver biosecurity support to minimise the impact of invasive pests and weeds. • Provide policy and regulatory support to allow for the development of agricultural enterprises that support economic growth. • Design and implement a targeted marine pest surveillance program for the IOT. <p>Regional Development</p> <ul style="list-style-type: none"> • Provide support for CI and CKI Community Resource Centres. • Compilation of the IOT Price Index.
Public Trustee	<ul style="list-style-type: none"> • Provide trustee services, including preparing wills and the provision of executor and administrator services.

WA Government agency	Services to the Indian Ocean Territories
Salaries and Allowances Tribunal	Inquire into and report on the: <ul style="list-style-type: none"> • remuneration and allowances, or the minimum and maximum amounts, to be paid or provided to local government chief executive officers • fees, expenses and allowances, or the minimum and maximum amounts, to be paid or provided to local government elected members.
State Library of Western Australia	<ul style="list-style-type: none"> • Provide local authorities and associated bodies with library materials, information and support services.
Department of Training and Workforce Development	<ul style="list-style-type: none"> • Assist in building the IOT workforce through planning support, career services and skills acquisition. • Assistance with employment and training services, including administration of training contracts, Group Training Organisation registration, employer incentive schemes and access to training services.
Department of Transport	<ul style="list-style-type: none"> • Provide advice, assistance and support on transport issues including driver and vehicle licensing, vehicle safety standards, marine safety, ferry licensing, on-demand transport, transport planning, aviation, freight and active transport.
Department of Water and Environmental Regulation	<p>Environment Regulation</p> <ul style="list-style-type: none"> • Protect and conserve the environment through advice and implementation of strategies, for a healthy environment in the IOT. • Protect public health, minimise environmental impact and implement environmental policy across the IOT. • This includes regulation of prescribed premises, native vegetation, pollution, contamination, emissions and wastes, incident protection and response, environmental sustainability, climate change and waste policy and programs. <p>Environmental Protection Authority Services</p> <ul style="list-style-type: none"> • Provide administrative support to the Environmental Protection Authority. <p>Water</p> <ul style="list-style-type: none"> • Provide advice and support on licensing and water source regulation and protection. • Measure and assess groundwater to manage the availability and quality of water for consumption.

WA Government agency	Services to the Indian Ocean Territories
Water Corporation	<ul style="list-style-type: none"> • Support the administration and management of the water and wastewater services to the IOT communities. • Generate and distribute electricity to the CKI communities.
WA Electoral Commission	<ul style="list-style-type: none"> • Conduct independent and impartial local government elections in accordance with the applied local government legislation. • Provide community awareness of the electoral process.
WA Local Government Grants Commission	<ul style="list-style-type: none"> • Determination of Commonwealth general purpose grants in accordance with the <i>Local Government (Financial Assistance) Act 1995</i> (Cth) for IOT local governments. • Undertake public hearings relating to the grants determination process under the above Act and advise the Australian Government Minister of any matters of concern raised by IOT local governments.
WA Museum	<ul style="list-style-type: none"> • Provide information and advice on the planning, development, management and operation of museums as community assets. • Provide access to specialised areas of collection management, conservation and interpretation. • Provide advice regarding the provision of interactive multimedia and online programming. • Assist community groups with making grant applications and other activities related to museum operations. • Facilitate access to sector training and mentoring programs.
WA Planning Commission	<ul style="list-style-type: none"> • Provide information, advice and recommendations on land use planning, land development and infrastructure coordination. • Prepare and review land use planning policies, schemes, strategies and plans. • Regulate land use planning through statutory planning controls.
WA Police Force	<ul style="list-style-type: none"> • Provide specialised equipment training to the Australian Federal Police.
WorkCover WA	<ul style="list-style-type: none"> • Provide workers' compensation education and undertake dispute resolution, agreement processing and compliance activities.

5. SDA explained

In order to allow state agencies to perform services and to ensure the automatic vesting of powers to state agencies under the applied laws, the Australian Government, through DITRDCA, and the state agency must enter into a formal arrangement.

DITRDCA negotiates SDA templates with DPC and the WA Department of Justice - State Solicitor's Office. These templates provide the standard terms and conditions for use across all SDA.

5.1 Composition of SDA

Each SDA consists of the following three sections:

- Header Arrangement
- Schedule A – Operational Brief
- Schedule B – Financial Provisions.

5.1.1 Header Arrangement

Standard to all SDA, the Header Arrangement outlines:

- commencement and cessation dates
- legislation enabling the Arrangement
- an introduction to the operational brief and performance reviews
- provision and ownership of facilities
- financial arrangements, including budget submissions, record keeping, reporting and treatment of Other Consolidated Revenue Fund (Other CRF) Money collected by the state agency on behalf of the Australian Government
- indemnification for the state agency and its employees
- variations of law — what happens if things change
- consultation, review and other miscellaneous matters.

In 2024, DITRDCA and DPC renegotiated new IOT SDA templates. These templates reflect current Australian Government and state agency requirements under legislation, including the [Public Governance, Performance and Accountability Act 2013 \(Cth\)](#), the [Privacy Act 1988 \(Cth\)](#) and [Working with Children \(Screening\) Act 2004 \(WA\)](#) requirements.

Requirements relating to the [Work Health and Safety Act 2011 \(Cth\)](#) and [Work Health and Safety Act 2020 \(WA\)](#) are discussed further in section 11.

The Header Arrangement includes the following definition for state agency:

“State Agency” means the **[insert name of State Agency]** or any Department or Departments of the State or Agency of the State to which the functions of the State Agency under this Arrangement are hereafter transferred or which Department or Departments or Agency may from time to time perform all or some of the same functions.

This definition allows for the transfer of functions between state agencies resulting from machinery-of-government administrative orders and ensures the continuity of service delivery.

The table below contains a summary of SDA template key clauses. The summary is not an exhaustive description of services and some SDA may differ. This table is only relevant to new SDA negotiated since 2015.

Table 5.1: SDA Header Arrangement

SDA clause	Description
Background	Outlines the legislation that enables the Arrangement. Specifically states that this is an arrangement made under s 8H of the <i>Christmas Island Act 1958</i> (Cth) and the <i>Cocos (Keeling) Islands Act 1955</i> (Cth).
Delegations Clauses 11 and 12	As these Arrangements are s 8H agreements, where employees of the state agency would normally hold powers under WA law, then those same powers are automatically vested in that person or authority. Note: powers vested in WA Ministers under WA law and then delegated to employees of the state are not automatically vested.
Budget Clauses 21 to 24	The Commonwealth will pay the state agency on a full cost recovery basis. Payments may be for operational or capital costs.
Capital Clauses 25 to 27	The Commonwealth must provide written approval for any capital items. State agencies may undertake procurement in accordance with their usual policies and procedures.
Superseded Arrangement Clause 30	This Arrangement supersedes all previous Arrangements and the state agency waives any rights to further claims of payment under superseded Arrangements after a specified date.
Indemnity Clause 45 and 46	The Commonwealth indemnifies and holds the state harmless for anything in connection with the SDA.
Privacy Act 1988 (Cth) Clause 61	There is an obligation on the Commonwealth under the <i>Privacy Act 1988</i> (Cth) to include this clause in all agreements. This clause is relevant when sub-contracting services out to third parties.

5.2 Schedule A – Operational Brief

The content of Schedule A – Operational Brief varies to suit the state agency and the services involved, and usually includes:

- objective of the state agency (in relation to the IOT) sometimes stated mission and goals
- services that will be provided
- performance indicators against which the services can be assessed.

Table 5.2: Schedule A – Operational Brief

Schedule A item	Description
Objectives of the State Agency	As far as practicable, this is similar to existing state agency corporate documents, for example, annual report or strategic plan.
Description of Services	<p>The services are at a high level and should outline all of the services that the state agency is ordinarily responsible for in WA to ensure these services are accessible during the life of the SDA.</p> <p>Note: listing the services in Schedule A does not create an obligation on the state agency to provide all of those services.</p>
Work Plan	<p>The purpose of the work plan is to articulate which of the available services a state agency will be providing in the financial year.</p> <p>The work plan is a flexible document, negotiated annually, to allow the services to adapt to changing needs.</p>
Obligation to Provide Services	This item clearly states that the state agency is only obliged to provide those services described in the work plan and funded through the annual budget.
Service Levels	The intention of this item is that the state agency will provide services to the Territories in the same way that they would to a WA community (regional or remote).
Performance Indicators	<p>There are a number of standard performance indicators that are designed to measure:</p> <ul style="list-style-type: none"> • What and how much the state agency did? • Did the state agency’s services have an impact? • How well the state agency delivered the services to meet the objectives of the SDA. • Timeliness of reports. • Financial performance.
Reporting	Section 6 outlines the financial, performance and IOT visit reporting required from state agencies.

5.2.1 Schedule B – Financial Provisions

Table 5.3: Schedule B – Financial Provisions

Schedule B item	Description
1 to 3	Specific conditions about the “when and how” of budgets and what is included.
4 to 5	Commonwealth funding approvals process.
9 to 12	Payment arrangements – operational expenditure.
13	Payment arrangements – capital expenditure (if applicable to state agency).
14 to 19	Assets (if applicable to state agency).
20	Schedule B has been redrafted to include two alternate clauses for the collection of Other CRF Money (see section 5.3 below).
	Budget for first year of SDA services.

5.3 Other Consolidated Revenue Fund Money

The Schedule B – Financial Provisions allows low-risk state agencies who receive revenue, or Other Consolidated Revenue Fund Money (Other CRF Money), of less than \$50,000 each financial year or process less than 5,000 transactions in a financial year, to offset their revenue against operational expenditure. This revenue should be offset in the financial year it is received.

Relevant state agencies provide an annual statement of operating and capital expenditure and revenue, by 31 August each year. The statement is made by a state officer authorised to handle money by the client, and verified by a Financial Controller or the Chief Financial Officer.

For those high-risk state agencies (receive revenue of more than \$50,000 or process more than 5,000 transactions) the requirement is for payments to be remitted to the nominated official account by the next banking day, or as soon as practicable, as negotiated with DITRDCA.

High-risk agencies also provide a monthly reconciliation report to DITRDCA by an agreed date. The report is created by a state officer authorised to handle money by the client, and verified by a Financial Controller or the Chief Financial Officer.

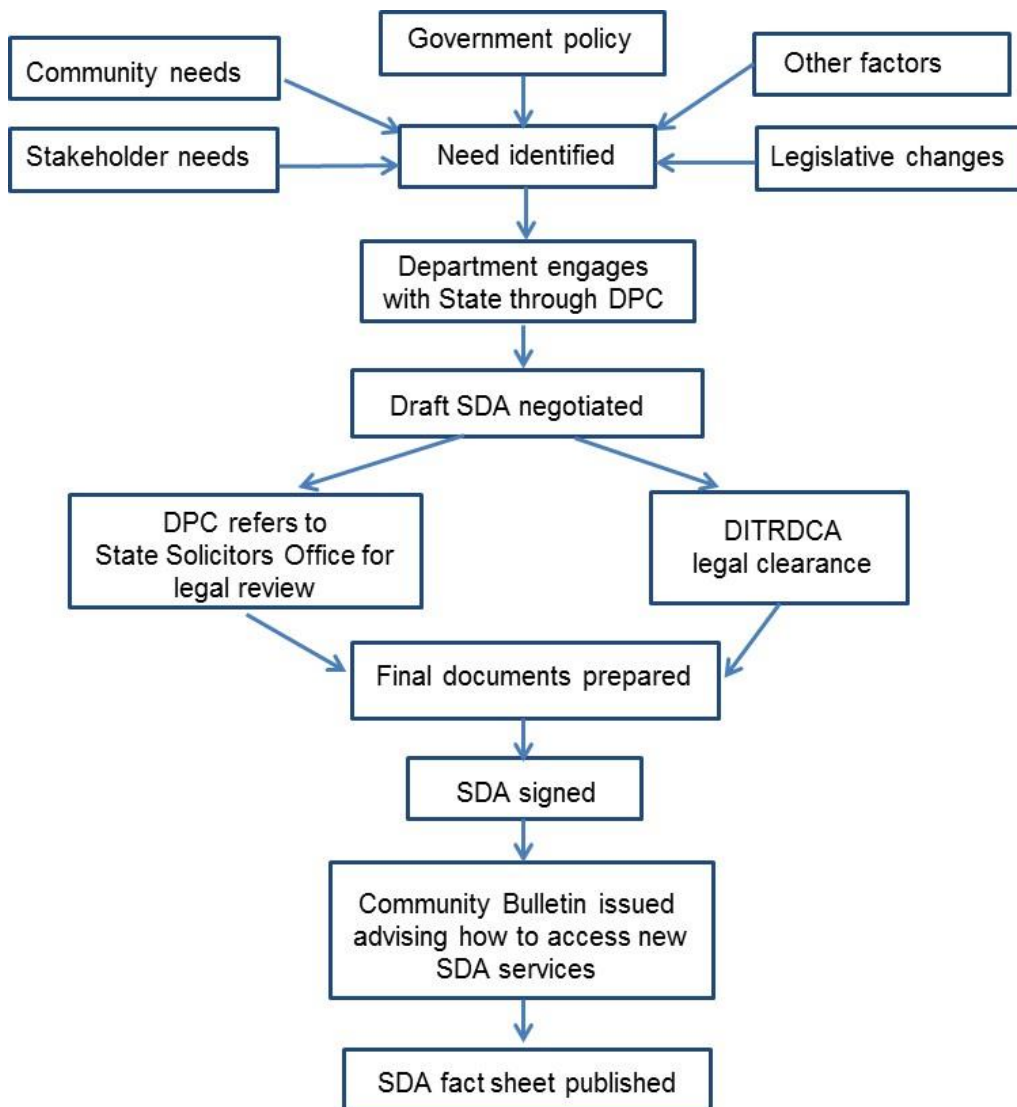
Should a state agency receive any interest from Other CRF Money, the interest is required to be paid to the Australian Government’s official account as detailed in Schedule B – Financial Provisions.

6. SDA development and review

The flow chart below provides an overview of the process followed in developing an SDA for the provision of state agency services. This process is flexible to deal with any specific issues identified.

DITRDCA and DPC develop a new SDA in partnership with the state agency.

6.1 SDA development process flowchart



6.2 SDA review

In accordance with SDA requirements, a review of state agency services usually occurs six-months prior to the SDA expiry date. This review recommends whether to renew the SDA, and if so, in what form.

All new SDA are negotiated on the high-level services a state agency provides in WA as outlined in their strategic plan.

The actual services a state agency provides to the IOT during a financial year is included in their annual work plan which is agreed with DITRDCA.

All SDA are negotiated using the template documents (Header Arrangement, Schedule A and Schedule B) agreed by DITRDCA and the WA Government. Both governments need to agree any changes to the SDA template documents, including legal clearance.

The SDA review involves a number of key activities:

- review meetings with the state agency to discuss what, if any, changes have been made to the services delivered by the state agency since the last SDA was signed
- renegotiation meetings involving DITRDCA, DPC and the state agency
- updating SDA fact sheets.

The review process will consider other documentation and sources of information including:

- Commonwealth Grants Commission reports
- state agency performance reports
- state agency financial reports
- WA Auditor General reports.

7. Budgets, reporting, invoicing and payment schedule

7.1 Milestone dates

Each financial year, state agencies are required to provide a series of budgets, work plans, reports and invoices to DITRDCA. The milestone dates for deliverables are below.

Table 7.1: Budgets, reporting invoicing and payment schedule

Due date	State agencies with annual budgets ≤\$100,000 or for SDA commencing after 1 July 2015 with annual budgets <\$500,000	State agencies with annual budgets >\$500,000
1 July	DITRDCA must notify the state agency of the approved funding level and provide a payment schedule for invoicing purposes.	
15 July	State agency issues invoice for one-half of total annual SDA budget.	State agency issues invoice for one-quarter of total annual SDA budget.
31 August	State agency provides annual statement of operating and capital expenditure and revenue for previous financial year. An appropriate officer certifies that the details are correct, and that expenditure is consistent with the SDA.	
15 September (New date in 2021 SDA)	State agency provides a revised budget estimate and work plan for current financial year (if applicable).	
15 October		State agency issues invoice for second-quarter payment (adjusted as necessary to account for carry-over from previous financial year).
31 October	State agency submits annual performance report/executive summary for previous financial year and provides updated asset register.	
	DITRDCA approves (or otherwise) the revised budget and work plan.	
15 January	State agency issues invoice for remaining half of total budget (adjusted as necessary to account for carry-over from previous financial year, and any approved mid-year budget revisions).	State agency issues invoice for third-quarter payment (adjusted as necessary to account for any approved mid-year budget revisions).
1 February	State agency provides forward budget estimate and work plan for the next financial year.	
15 April		State agency issues invoice for fourth-quarter payment (adjusted as necessary to account for any approved mid-year budget revisions).

7.2 Budgets

The SDA Header Part VII – Finance, and Schedule B - Financial Provisions sets out the financial requirements for administering the SDA. The WA Government provides services under SDA on the principle that state agencies work on a full cost recovery basis for the services outlined in the Schedule A - Operational Brief.

The careful preparation of budgets is essential to ensure that state agencies are not:

- providing significant services without advance payment; and/or
- accumulating carry-over funds not required for service provision.

DITRDCA assesses the reasonableness of state agency budgets for service delivery.

Following a review of annual financial Statements (due on 31 August) or revised current year budget estimates (due on 15 September), adjustments may occur to the state agency's next scheduled payment.

While budget formats vary between state agencies, the following is a guide to general items to consider in the preparation of SDA budgets.

Operational costs

- Staff salary costs and on-costs (see section 7.3 below).
- Work completed off-Island (for example SDA administration, operational services, preparation of budgets and work plans, visit planning, coordination, financial, performance and post-visit reporting).
- Travel costs for trips to the IOT including:
 - air fares
 - vehicle hire and fuel
 - travel and accommodation allowances (if claimed) or direct accommodation costs, meals and incidental costs (if a state agency corporate purchasing card is used).
- Specific materials, publications including translation and freight costs, etc.
- Where possible, estimate costs against the services outlined in Schedule A - Operational Brief. Administration costs should be identified separately.

Where cost estimates are based on the number of services provided (for example \$ cost per complaint received), information to support the number of services provided by the state agency should be included.

Capital costs

Where new assets are required to deliver services (and capital expenditure has been approved by DITRDCA), separate capital costs should be listed, providing details of all new items to be purchased.

Goods purchased by a state agency, for use exclusively in the IOT, are exempt from Goods and Services Tax (GST).

7.3 On-costs

In 1996, WA Treasury released a guideline to provide direction for state agencies in charging labour on-costs for providing SDA services. State agencies should refer any questions regarding the appropriate calculation of on-costs to the DPC Manager.

Direct staff salary costs are readily identifiable. Apply on-costs to labour costs to cover overheads. This ensures that state agencies fully recover the costs of providing SDA services. State agencies who are in a position to estimate their actual on-costs should do so. Where this is not practical, the WA Treasury on-costs guidelines calculation (below) can be used.

Table 7.1: WA Treasury on-costs guidelines

On-costs overhead component	Cost (per cent of base salary)
Salary expenses:	
Annual leave loading	1.35
Long service leave	3.56
Workers' compensation	1.27
Superannuation	8.14
Fringe Benefits Tax	0.91
Operational expenses:	40.0
Fuel, power, training, postage, telephone, office equipment, stores, furniture and fittings, consultants, computer services and other incidentals	
Accommodation	23.50
Corporate support:	31.00
Personnel, records management, office services, library, staff development and executive management	
Total	109.73

Refer to the [Pay-roll Tax Assessment Regulations 2003 \(WA\)](#) (Schedule 1) which lists state agencies who are exempt from pay-roll tax. If a state agency is required to pay pay-roll tax, apply an additional 6 per cent loading to the on-costs.

If a state agency is incurring a specific replacement cost for an annual leave period (for example when additional staff are employed temporarily to replace staff on annual leave), apply a loading of 7.66 per cent. State agencies should only apply the components listed in the WA Treasury guidelines that are relevant to providing IOT services.

7.4 Payment arrangements and invoicing

DITRDCA will make payments to state agencies in advance according to the projected quarterly or half-yearly expenditure requirement, on receipt of a valid tax invoice.

All invoices should be emailed to: invoices@infrastructure.gov.au

and copied to DITRDCA SDA Contract Manager: firstname.lastname@infrastructure.gov.au

Where a state agency's estimated operational expenditure for a financial year is greater than \$500,000, invoices are due quarterly on: 15 July, 15 October, 15 January and 15 April.

Where the state agency's estimated operational expenditure for a financial year is equal to or less than \$500,000, invoices are due half-yearly on: 15 July and 15 January.

Quarterly or half-yearly payments are adjusted following processing of the annual financial acquittal and approved mid-year budget revisions. Any budget adjustments apply in the next invoice payment due.

Invoicing may also be adjusted where an agency receives Other CRF Money revenue and is offset against the cost of SDA service provision.

DITRDCA appreciates that state agencies use their own financial or invoicing system.

To enable the timely processing of invoices, the following details should be included on all invoices

(Note: these details are provided on the Payment Summary attached to DITRDCA's budget approval letter):

DITRDCA SDA Contract Manager's name

State agency name and ABN

SDA name the invoice relates to

DITRDCA's Purchase Order number

The period of time the invoice relates to, for example July to September (quarterly invoice), or July to December (half-yearly invoice)

8. Work Plan

State agencies are to provide an annual work plan by 1 February. The work plan supports the annual budget request and informs which services from Schedule A are to be delivered and key activities and priorities for the state agency over the next financial year.

An example of a work plan template for state agencies is provided below.

Indian Ocean Territories Service Delivery Arrangement	
Work Plan	
State Agency:	
Name of SDA:	
Financial year:	
Explanatory Note:	
<ul style="list-style-type: none"> • Include key activities and priorities for the State Agency over the next financial year. • May include (but not limited to): <ul style="list-style-type: none"> • Customer Service (call centre support, on-island consultation). • Service Delivery (as outlined in Schedule A of this SDA). • Regulatory Functions (licence, permits, inspections, compliance). • Capital and Asset (delivery of project or maintenance). 	
Key Activities	Details
Service 1	
Service 2	
Service 3	
[Insert /delete services required]	
Proposed travel to IOT	
Capital and assets	
Other	
Agency Approval (if required)	
Name:	Position:
Signature:	Date:

9. Performance reporting

9.1 Background

Under the terms of the SDA, state agencies are to provide an annual performance report. This report may be in the form of an executive summary. These reports:

- highlight the state agency’s service delivery to the IOT during the financial year
- provide valuable information to DITRDCA, DPC and the state agency when reviewing the SDA
- inform DITRDCA, the DPC Manager and other interested stakeholders (including the Administrator and IOT communities).

By 31 October each year, state agencies are required to submit their executive summary to DITRDCA and the DPC Manager in Microsoft Word format. State agencies with high level of activities should provide a one-page executive summary, as well as a more detailed performance report.

DITRDCA prepares a combined SDA annual report using information from executive summaries and/or performance reports. This report is made publicly available on DITRDCA’s website at [Service delivery arrangements | Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#)

The timely submission of annual performance reports by state agencies assists DITRDCA in reporting back to the CI and CKI communities regarding SDA services. The annual report will be compiled and released to the IOT community by the end of the calendar year, for example 2023-24 reports will be released by end-December 2024.

9.2 Format and content

DITRDCA and DPC jointly develop an executive summary template for use by state agencies. A certain degree of flexibility is allowable for the provision of detailed performance reports given the diverse range of state agency services provided to the IOT.

An example executive summary template appears on the next page.

State agency name

Name of Service Delivery Arrangement

Services

Include a paragraph summary describing the services your state agency provides to the IOT.

The summary may be similar to that described in previous IOT SDA Annual Reports available online.

Highlights and activities

Include any highlights and major achievements from the 2023-24 financial year.

Outline outcomes achieved during the year including activities or work undertaken by your state agency, with the work plan used as a guide. You may also consider including details of:

- visits
- education or training programs
- inspections or audits
- licenses issued
- complaints actioned.

Horizon scan

Describe any issues or matters that may arise during the 2024-25 financial year that are not considered business as usual:

- Will there be an increase or decrease in services required, or any process improvements?
- Are there any identified risks in providing the services to the IOT?
- Will there be any changes to WA legislation?
- Will any assistance be required from DITRDCA, or any other Australian Government department?

9.3 Instructions

The following instructions are provided to assist state agencies in producing their executive summaries and performance report.

The state agency is required to provide an executive summary of their activities during 2023-24. The summary should be no longer than one page (there may be exceptions for state agencies with a number of divisions providing SDA services) and conform to the template provided.

DITRDCA consolidates the executive summaries into one publication. IOT SDA annual reports are published on DITRDCA's website available at [Service delivery arrangements | Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#)

The body of the report should provide detail on the performance indicators and any other information supporting the outcomes achieved. The level of detail provided will be determined by each state agency's level of activity during 2023-24. It is recommended that the performance report follows the guidance provided in the SDA Information Kit.

9.4 Formatting

As all website material published by DITRDCA is required to meet accessibility guidelines, some formatting guidance is provided below.

A standard template has been provided for the executive summary. Please use the formatting shown on the ribbon on the right-hand side of the "Home" tab. The ribbon also has standard for bullet point list formatting.

9.5 Accessibility

Font

Calibri 11 point

Sentences

Insert one space between the end of a sentence (full stop) and the start of the next sentence.

Headings

Use sentence case (an initial capital letter then lower case) for headings, except when using proper nouns.

Bullet lists

Do not include any punctuation at the end of bullet lists, only use a full stop at the end of the last bullet.

For a bullet list of full sentences, use a capital letter at the start of each point and end each item with a full stop. See the following example:

The environmental protection plan includes:

- site inspection
- sustainability report
- ongoing benchmarks.

For a bullet list of full sentences, use a capital letter at the start of each point and end each item with a full stop. See the following example:

Awareness week agenda:

- We will host a community morning tea.
- The Minister will launch the book.

Italics

Only use italics for Acts and scientific names.

Bold and underline

Bold and underline should not be used (unless the underline identifies a hyperlink).

Numbers

Spell out numbers 1 to 9, for example one and two.

Time and date ranges

Use 'to' in time and date ranges — not hyphens or en dashes, for example one to nine.

Acronyms

Please reference the name of your state agency in full in the first appearance and then use the acronym, for example Department of Local Government, Sport and Cultural Industries (DLGSC). Do not use references to "the department" as the names of more than one department are included in the combined report.

Reference the Department of Infrastructure, Transport, Regional Development, Communications and the Arts as "DITRDCA".

Throughout the report, use the acronym "CI" for Christmas Island and "CKI" for the Cocos (Keeling) Islands, "HI" for Home Island and "WI" for West Island and "IOT" for Indian Ocean Territories.

Acronyms can also be used where there is repeated use of a name or title in your report, for example, Australian Federal Police (AFP). Do not introduce any acronyms in headings, only in content.

9.6 Privacy

As the consolidated IOT SDA annual report is published on DITRDCA's website, please do not include any of the following in your report:

- personal names of state agency officers or IOT residents, or
- business names if it relates to an infringement or enforcement action.

10. Financial reporting

10.1 Annual statement of operating and capital expenditure and revenue

Under the SDA reporting requirements, by 31 August each year, state agencies are required to submit an annual statement of operating and capital expenditure and revenue for the previous financial year to DITRDCA. A copy of the statement is also provided to the DPC Manager.

This notification enables adjustments to invoice payments to be made early in the new financial year taking into account any carry-over or over-spends against approved budgets from the previous financial year.

A standard format for the statement appears on the next page. A separate template is available for state agencies who under their SDA:

- No Other CRF Money received
- Offset Other CRF Money
- Remit Other CRF Money to the official account.

10.2 Debt recovery

Some state agencies collect Other CRF Money on behalf of the Australian Government. The SDA Schedule B – Financial Provisions outlines the requirements for the collection and payment of this revenue to DITRDCA's official account.

A third party may incur a debt, for example rent, water service charges and water consumption. If, after normal state agency debt recovery procedures (for example, reminder notices), a debt remains outstanding, state agencies should provide details of the debt to their DITRDCA SDA Contract Manager.

Indian Ocean Territories Service Delivery Arrangement				
Annual statement of operating and capital expenditure and revenue Offsetting Other Consolidated Revenue Fund Money				
State Agency:				
SDA:				
Financial year:				
Approved budget for reporting year				
Operating				
Capital				
Total	0			
Receipts and expenditure		Operating	Capital	Total
		\$	\$	\$
A	Amount brought forward <small>(from previous year - c/f 1 July)</small>			0
B	Commonwealth payments <small>(this financial year)</small>			0
C	Revenue raised <small>(w here offset against operating costs)</small>			0
D	Total funds available <small>(= A+B+C)</small>	0	0	0
E	Expenditure (see below) <small>(cost of service provision)</small>			0
F	Amount to carry forward or deficit <small>(c/f 1 July) (= D-E)</small>	0	0	0
Item C - Revenue raised (Other CRF Money)				
<small>(w here offset against operating costs)</small>				Total
Revenue source	\$	\$	\$	
			0	
			0	
			0	
Total (Item C)	0	0	0	
Item E - Expenditure by program				
Details	\$	\$	Total	
Service 1:			0	
Service 2:			0	
Service 3:			0	
Service 4:			0	
Total (Item E)	0	0	0	
Certification: I hereby certify that this statement is correct and that funds provided by the Commonwealth have been spent on provision of services as specified in the Service Delivery Arrangement.				
Name:		Position:		
Signature:		Date:		

10.3 Office of the Auditor General for WA

The Office of the Auditor General for WA (Auditor General) annually audits state agency financial accounts in accordance with the applied [Financial Management Act 2006 \(WA\)](#).

DITRDCA meets the full cost for the Auditor General for WA to examine state agency SDA financial accounts. Different treatments may apply where the Auditor General for WA does not audit the financial statements of statutory authorities.

The audit reports against details provided in notes to state agencies' Annual Report Certified Notes to Financial Statements (the statement). The statement should detail the following for IOT services:

- amounts carried forward from the previous financial year
- payments made by DITRDCA
- costs of services
- amounts carried forward to the next financial year.

The Auditor General for WA provides a report to DITRDCA that:

- indicates whether financial statements are based on (and reconcile with) proper accounts and records
- indicates whether the receipt and expenditure of moneys are in accordance with the SDA
- includes a reference to other findings that may need to be reported.

Any problems identified during the audit process will also be included in the Management Notes to the state agency's Chief Executive Officer as part of the Auditor General's certification of the financial statements.

11. Work Health and Safety

11.1 WHS legislation

Consistent with the [Australian Work Health and Safety Strategy 2023-2033](#), Persons conducting a business or undertaking (PCBUs) need to comply with their obligations and to invest in improving Work Health and Safety (WHS) by: Embedding good WHS practices in all work, across all industries, cohorts, and hazards; Innovating and deepening knowledge of WHS risks to broaden understanding; Collaborating consistently and effectively to respond to WHS challenges.

State agencies delivering services to the administered Australian Territories have a responsibility for WHS. Governments, industry, organisations, and individuals (including PCBUs and workers) all have a leadership role to build a culture of health and safety and embrace systematic ways to manage WHS risks. Governments at all levels in Australia should champion leading practice and investment in WHS as model employers.

In accordance with SDA, the state agency agrees to keep DITRDCA informed regarding any matter for which it may have a statutory obligation under the [Work Health and Safety Act 2011 \(Cth\)](#) including:

- a. Any concerns the state agency has regarding WHS in relation to the services.
- b. When a breach or suspected breach of the [Work Health and Safety Act 2011 \(Cth\)](#) or *Work Health and Safety Act 2020 (WA)* occurs in relation to the services.
- c. Any incident arising out of the SDA services which is required to be notified to an authority under the [Work Health and Safety Act 2011 \(Cth\)](#) or [Work Health and Safety Act 2020 \(WA\)](#) and if requested, provide DITRDCA with a copy of any written notice given to the authority.
- d. Any incident arising out of the services that would give rise to an Incident Notification under the [Work Health and Safety Act 2011 \(Cth\)](#).
- e. Providing monthly updates to the DITRDCA SDA Contract Manager on relevant WHS matters including:
 - i. the number of safety incidents
 - ii. the current status of any injured worker/s
 - iii. the progress of plant and equipment maintenance
 - iv. the status of any corrective actions implemented by the state agency to address WHS risks or safety incidents at any of the schools within the IOT.

11.2 Notifiable incidents

A notifiable incident is defined as:

- the death of a person, or
- a serious injury to, or illness of a person, or
- a dangerous incident.

A notifiable incident must immediately be reported to WHS_IOTA@infrastructure.gov.au and copied to your DITRDCA SDA Contract Manager. The Indian Ocean Territories Office (IOTA) will liaise with DITRDCA's Territories Division WHS section and will make an assessment in regards to Comcare reporting requirements. State agencies should not make any reports direct to Comcare.

Comcare has a [Guide to Work Health and Safety Incident Notification](#) – a guide on notifying Comcare of 'notifiable incidents' under the [Work Health and Safety Act 2011 \(Cth\)](#).

State agencies may also be required to report the notifiable incident to the WA Department of Energy, Mines, Industry Regulation and Safety (WorkSafe WA), refer www.commerce.wa.gov.au/worksafe/notify-us

Further information on [reporting a notifiable incident to WorkSafe WA](#) is also available.

In the case of a 'notifiable incident' the site where the incident occurred must not be disturbed in any way, other than to assist an injured person or make the area safe, until such time as a Comcare inspector arrives at the site or any earlier time that an inspector directs.

This does not prevent any action required:

- to assist an injured person
- to allow an authorised person to remove a deceased person
- to make the site safe or to minimise the risk of a further notifiable incident
- that is associated with an AFP investigation.

Depending on the cause of the incident, immediate action may be needed to prevent further occurrence. This may involve the activation of emergency procedures or other actions to control the immediate risk to persons in the area, for example barricading the area, and alerting IOTA and possibly the AFP.

Work may be stopped until the risk of further incident is determined and hazards and risks are managed to as low as reasonably practicable.

12. Asset registers

State agencies must be able to account separately for assets purchased through their SDA. Unless specific exceptions are contained in the SDA, all assets remain the property of the Australian Government. Asset purchase, depreciation and disposal must be included in the state agency's financial reporting.

State agencies with Australian Government assets should undertake an annual stock-take. An updated asset register for items worth more than \$5,000 is to be submitted to DITRDCA by 31 August each year.

State agencies can also use their standard asset tracking system as long as it is possible to extract information relating to SDA assets from their own records or an Australian Government provided asset-tracking system. If this is not possible, it will be necessary for state agencies to maintain a separate asset register.

The SDA asset register provides the basis for a capital replacement program, to ensure the timely replacement of assets. DITRDCA undertakes regular asset audits on CI and CKI.

Note: Australian Government approval in writing is required before purchasing assets by state agencies.

Asset registers provided annually to DITRDCA should detail:

Purchase Order number

Vendor

Invoice number

Method of acquisition

Part of existing asset

Purchase price or qualified valuer price

Acquisition costs (including freight and installation)

Date asset is first available for use (depreciation start date)

Asset description

Notes

Serial number

Model number

Quantity

Unit of measure

Location of asset

Warranty type

Warranty period

Purchasing Officer

Approving Officer

If an asset is improved, provide the following additional information:

Additional improvement costs

Details of improvement

Warranty period

Estimated economic useful life of asset

Date asset first became available for use

Approver

Note: Permission is required from the Australian Government (DITRDCA) before disposing of any assets.

If an asset is disposed of or retired from use, provide the following additional information:

Disposal date

Method of disposal

Approver of disposal

Proceeds of disposal

Written down value of asset at date of disposal

Expenses related to disposal

13. Community engagement

13.1 Community engagement

An important aspect of service delivery is engagement with the Culturally and Linguistically Diverse CI and CKI communities. The way in which the state agency usually consults with identified stakeholders and communities in regional and remote WA, including the frequency of visits, should apply. DITRDCA will share any IOT-specific engagement frameworks or protocols with state agencies as they are developed or are required.

Stakeholders on-Island include the following: IOT Administrator, Administrator’s Executive Officer, IOTA Director, local government authorities (Shires), businesses or retail outlets, relevant cultural, community and sporting organisations, and the broader CI and CKI residents.

State agencies should consider the issue and desired outcomes before planning any community engagement activity. Contact Officers should discuss their consultation approach with the following:

- DITRDCA SDA Contract Manager and/or DPC Manager
- state agency key stakeholders on CI and CKI, including IOTA Director
- other state agencies who have recently completed similar consultations.

State agencies are encouraged to provide advance notice of SDA visits and promote their services and visits through on-Island communication channels. DPC distributes an SDA visit calendar on a monthly basis to key on-Island stakeholders. This calendar is based on the current financial year, with state agencies requested to provide a 12-month outlook on proposed visits. Notification of upcoming visits should be emailed to DPC at iotsdpc@dpc.wa.gov.au

Where possible, state agencies should combine visits with other like state agencies. Combining visits reduces the time requirements on the community for engagement activities. The following table outlines on-Island communication channels which state agencies can access.

Table 13.1: On-Island communication channels

Communication channel	Island/s	Information suggestions
Australian Government channels		
Administrator of Christmas Island and the Cocos (Keeling) Islands Community Newsletter (distributed via email list)	CI and CKI	Visits, public activities and consultation, public notices, articles and positive news stories
Administrator or DITRDCA Community Bulletins (distributed regularly via email list, and published on DITRDCA’s website)	CI and CKI	Visits, public activities and consultation, public notices, articles and positive news stories
IOT News Facebook page	CI and CKI	Visits, public activities and consultation, and public notices
SDA visit calendar (distributed by DPC)	CI and CKI	SDA visits by state agencies
The Islander newsletter – published by the Shire of Christmas Island (SoCI) islander@shire.gov.cx	CI	Visits, public activities and consultation, public notices, articles and positive news stories

Communication channel	Island/s	Information suggestions
CKI Community Resource Centre Upcoming events calendar Business Buzz sessions info@cocosislandscrc.cc	CKI	Visits, public activities and consultation, public notices, articles and positive news stories
The Atoll newsletter – coordinated by the CKI Community Resource Centre (CRC) info@cocosislandscrc.cc	CKI	Visits, public activities and consultation, public notices, articles and positive news stories
Local Facebook pages	CI and CKI	Sharing social media content

In delivering services to CI and CKI residents, it is important to keep in mind the various cultural backgrounds, languages and religions practiced. Recommendations to assist in communicating with CI and CKI residents and stakeholders are:

- keep language simple
- include diagrams, pictures or photos to assist in explaining written text
- translate printed products, for example relevant brochures and presentations into Chinese (simplified), Bahasa Malay or Cocos Malay, depending on the target audience
- use interpreters, particularly on CKI Home Island, or engagement with the Chinese and Malay communities on CI
- where possible, ensure languages other than English are available when CI or CKI residents contact call centres in WA
- access interpreter services from the Translating and Interpreting Service available at www.tisnational.gov.au or telephone 13 14 50.

On CI, the SoCI may be approached for interpretation services with fees payable.

Translation services for Cocos Malay on CKI are available from SoCKI, the CKI Community Resource Centre, or Pulu Kelapa Communications, email jsaminkom@gmail.com

Given the small size and isolated nature of the CI and CKI communities, state agency officers are likely to have contact with community members outside of working hours when travelling to the IOT on work-related trips. While state agency officers are welcome to engage in community life on the Islands, please be mindful that the community sees you as a government representative.

Any queries regarding the Australian Government or the work of the WA Government, on behalf of the Australian Government, should be referred through appropriate channels.

The WA Public Sector Commission's [Integrity Strategy for WA public authorities 2020-23](#) applies to state agency officers working in the IOT.

13.2 Visit report

Following a visit to the Islands, the state agency is required to submit a visit report to their DITRDCA SDA Contract Manager and the DPC Manager. A visit report template appears below.

Indian Ocean Territories Service Delivery Arrangement Visit Report	
State Agency:	
SDA:	
1. Dates	
2. Purpose	
3. Stakeholders met with	
4. Outcomes resulting from your visit	
5. Any other issues	

13.3 Photos and videos consent

Any photos or videos provided to the Australian Government for publishing should be accompanied by the written consent for any persons appearing in the photo or video to have their image used. For persons under the age of 18, this consent should be provided by their parent or carer.

13.4 Making submissions to inquiries and committees

Parliamentary committees (Australian and WA governments) as well as agencies of the Australian, state, territory and local governments regularly conduct inquiries into matters of policy, government administration and public significance. In the course of their investigations, inquiries may seek the input of interested parties through written submissions, surveys, roundtables, workshops and public hearings.

In the event that a state agency receives a request to make a submission (or through general public invitation wish to make a submission) to national inquiries or committees such as the Parliament of Australia Joint Standing Committee on the National Capital and External Territories (JSCNCET), immediately inform your DITRDCA SDA Contract Manager and the DPC Manager.

For further information, refer to [Making Written Submissions to National Inquiries - Premier's Circular 2021/10](#)

14. Australian Government funding support acknowledgement

14.1 Australian Government funding support acknowledgement

In delivering services to the IOT, parties need to recognise the contributions of the Australian Government and WA Government state agencies. By acknowledging the financial assistance provided by the Australian Government, through DITRDCA, state agencies are recognising the partnership between both governments in delivering services to the IOT communities through SDA. This recognition also informs the public how funding is being spent, and overall investment in their local community.

State agencies are required to acknowledge the partnership with the Australian Government in writing in all communications, including advertising, media releases, website and social media content, community engagement materials, publications and programs.

This requirement also applies to any third parties delivering IOT SDA services on behalf of a state agency (for example when working in partnership with statutory authorities or local community organisations). State agencies should clearly communicate this requirement to third-parties.

The acknowledgement should be in writing. Examples (which may be adapted to suit content or format):

[State agency] services in the IOT are funded by the Australian Government.

or

Services provided by [state agency] in the IOT are funded by the Australian Government through the Department of Infrastructure, Transport, Regional Development, Communications and the Arts.

or

Services provided by [state agency] in the IOT are delivered in partnership with the Australian Government, through Commonwealth funding support.

Acknowledgement may also be in the form of the Australian Government's logo or DITRDCA's logo appearing in the material (as well as in writing as above) in conjunction with the state agency's logo. The Australian Government or DITRDCA logo should be placed first, in line with Australian Government branding guidelines.

For information on how to apply the logo, refer to the [Australian Government Branding Guidelines | PM&C](#)

During election caretaker periods, DITRDCA will provide advice to state agencies on protocols.

Note: The minimum width of the Commonwealth Coat of Arms on advertising and larger items must be 20mm, as shown below. A white space exclusion zone is also to surround the logo.



Australian Government

--- 20mm ---

--- 20mm ---



Australian Government

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



Australian Government

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

--- 20mm ---

14.2 Advertising

The Australian Government financial acknowledgement (above) should be included in writing in all advertisements, including in the IOT (usually The Islander or The Atoll, or social media and website channels). This requirement also applies to any third-parties delivering services on behalf of a state agency (for example, when working in partnership with statutory authorities or local community organisations). The state agency should clearly communicate this requirement to third-parties.

The Australian Government logo (positioned first), or DITRDCA's logo (positioned first), is also to be included if a state agency or a third-party logo is used. The Australian Government logos are available in a range of electronic formats on request to DITRDCA.

DITRDCA is required to provide approval for the use of these logos, as well as written acknowledgements. Please submit your material to your DITRDCA Contract Manager at least one week prior to your publication date to allow sufficient time for clearance. Any material which does not meet Australian Government requirements will be returned for amendment.

14.3 Media releases and public communication materials

State agency media releases, flyers and public communication materials relating to SDA activities should include a reference to the Australian Government's financial support of the service. This acknowledgement should be in writing and by the use of an Australian Government logo if a state agency (or third-party) logo is included.

This requirement also applies to any third-parties delivering services on behalf of a state agency (for example when working in partnership with statutory authorities or local community organisations), and should be clearly communicated to third-parties by the state agency. Australian Government funding acknowledgement is also to be included in any social media posts by third-parties.

State agencies should provide the draft media release or communications materials (for example publications or brochures) to their DITRDCA Contract Manager, allowing sufficient time for review, prior to the release date.

14.4 Social media

When using social media to communicate with CI and CKI residents, it is important that state agency and third-party messages reach them through preferred government channels.

The Indian Ocean Territories Administration (IOTA) official Facebook page "**IOT News**" is the preferred social media channel to provide information to the territories' communities, including:

- Administrator and Departmental Community Bulletins can be here: [Website](#)
- emergency management notices
- official Australian Government and Australian Government-funded information including information about visits, public consultations and activities
- information about Australian Government services (including Australian Government funded state-type services) provided on-Island.

A link to the **IOT News** Facebook page can be found here: [Facebook](#)

Private or closed group Facebook pages are not official social media channels. These should not to be used for Australian Government or Australian Government-funded service information.

DITRDCA may publish a supporting post on IOT News using approved flyers as a graphic, dependent on publication schedule and overall content priorities. Following any posting on IOT News, the post can be shared to other Facebook pages. DITRDCA will also look to reshare posts on visits by relevant sporting, cultural or other organisations when tagged and as appropriate.

14.5 Administrator's newsletter

State agencies are encouraged to send their SDA Contract Manager, articles for consideration in the Administrator's newsletter. There is no set schedule for publication of Administrator newsletters, therefore early advice is required. It is generally published monthly to every six-weeks. Final editorial content is owned by the Administrator's office.

Where DITRDCA drafts an article for publication in the Administrator's newsletter, the draft content will be provided to the state agency Contact Officer for clearance prior to publication. The Administrator's newsletter also includes a community calendar. Details of upcoming events and visits can be included.

To subscribe to email distribution lists for the Administrator's newsletter or Community Bulletins, contact Office-IOTA@infrastructure.gov.au

15. State agency travel

For state agencies to deliver SDA services, it may be necessary to travel to CI and CKI. Travel is fully funded through the SDA. If no SDA exists, state agencies should inform the DPC Manager regarding travel requirements.

A guidelines for official air travel by Ministers, Parliamentary Secretaries and Government Officers – [Premier's Circular 2014/02](#) deals with state agency travel approval procedures, including official travel to CI and CKI (at section 17).

Where possible, state agency officers should travel away from peak periods including school holidays and some public holidays on the Islands.

State agencies should note that public holidays on CI and CKI differ between Islands, as well as WA. Details of public holidays are issued in an Administrator's community bulletin for each Island available at

[Community Bulletins, Updates and Media Releases | Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#)

15.1 Approval process

As travel to CI and CKI is of an operational nature, it is domestic travel requiring approval by the heads of state agencies.

The Travel Proposal form is at Attachment 1 to [Premier's Circular 2014/02](#).

15.2 Flight booking procedure

Travel to and from CI and CKI is treated as international travel by the travel industry. Bookings should be made in accordance with the WA Government's arrangements for international travel. Further information is available in the WA Department of Finance's Buyers Guide for Travel Management Services Common Use Agreement (CUA) available at [Common Use Agreements | Western Australian Government](#)

The Buyers Guide states it is not mandatory that state agencies use the CUA when booking international travel (which includes travel to CI and CKI). This means that state agencies may choose to use the CUA to book travel, if they wish, but may make bookings directly with suppliers or through a travel agent.

Flights are available to the IOT two times a week.

Tuesday: Perth – Christmas Island – Cocos (Keeling) Islands – Perth

Friday: Perth – Cocos (Keeling) Islands – Christmas Island – Perth

At times there may be extra flight services in peak periods. The Virgin Australia website should be checked, at www.virginaustralia.com

Flights can also be delayed or cancelled due to a number of factors including weather. When travelling to the Islands, ensure this is considered in your planning and other personal commitments you may have.

Flights to the IOT are usually full, and may result in baggage being off-loaded from the plane. State agency officers travelling to the Islands should consider the 7kg carry-on baggage limit, and 23kg checked baggage limit and nominate their priority bag on arrival at the airport.

Should additional baggage including equipment be required, consideration should be given to air or sea freight. Where possible freight should be sent ahead of time to ensure timely delivery to the Islands.

15.3 Accommodation

If flight bookings are made through the CUA, then use the CUA to make accommodation bookings. This is not mandatory and accommodation may be booked directly with the provider, online or through a travel agent.

15.4 Motor vehicle rental

The contractors listed in the relevant CUA for Motor Vehicle Rental Services do not operate on CI or CKI. Vehicles can be rented directly from on-Island providers.

Details of hire car operators are available from CI and CKI tourism association websites:

[Christmas Island Tourism Association](#)

[Cocos \(Keeling\) Islands Tourism Association](#)

15.5 Leave

State agency officers should declare any annual leave, taken in conjunction with any official travel, in the travel proposal. Where leave exceeds four working days in total, funding will only apply for a one-way airfare.

15.6 Reporting

The Quarterly Return Overseas Travel does not need to include travel to CI and CKI.

15.7 Travel allowance rates

For state agency travel allowances, meals and incidental rates for travel to CI and CKI see the Circular to Departments and Organisations, [Travel Allowance - Christmas and Cocos \(Keeling\) Islands \(No. 09 of 2021\)](#), issued by the Department of Energy, Mines, Industry Regulation and Safety .

Note: Individual state agency policies may require state agency officers to use a corporate purchasing card for travel costs instead of paying travel allowances.

Table 15.1: Summary of travel processes for official travel by state agency officers

Travel	Description
Travel required where no SDA is in place	Contact DPC Manager Telephone: 08 6552 5712 Email: iotsdpc@dpc.wa.gov.au
Travel proposal approval	State agency heads may approve domestic travel to CI and CKI.
Flights	Although it is not mandatory to use the Buyers Guide for Travel Management Services CUA when booking, you can.
Accommodation	Use the CUA to make accommodation bookings if flights to CI and CKI were purchased through the CUA. Book accommodation directly with the provider or through another travel agent.
Motor Vehicle Rental	Vehicles may be rented directly with on-Island providers or through another travel agent.
Reporting	The Quarterly Return Overseas Travel does not need to include travel to CI and CKI.
Leave	Declare leave taken in conjunction with any official travel in the travel proposal. Funding will only cover a one-way airfare if leave exceeding four working days in total is taken in conjunction with official travel.
Travel allowances	See the relevant Circular to Departments and Authorities Travel Allowance - Christmas and Cocos (Keeling) Islands (No. 09 of 2021) issued by DEMIRS for rates payable for state agency travel allowances.

16. Cocos (Keeling) Islands

16.1 History

From first settlement in 1826 by English merchant Alexander Hare, through decades of rule by the Clunies-Ross dynasty, most CKI inhabitants had little freedom or contact with the outside world.

For many years CKI was a powerhouse of copra production, with all resources and workers devoted to coconut growing and processing. Apart from disruptions caused by cyclone damage, the industry only ceased in 1987 but the abundant coconut palms throughout CKI still bear testament to the extent of the trade.

Two World Wars saw CKI become targets because of their strategic position in the Indian Ocean. From 1944 to 1946 the tranquil Islands came under military administration and buzzed with activity, home to thousands of military personnel.

In 1984, the people of CKI voted to become part of Australia. The remote atoll is now an internationally significant habitat for wildlife and a faraway paradise for tourists seeking something a little bit different.

16.2 Geography

CKI is located in the Indian Ocean, 2,936km north-west of Perth and 1,270km south-west of Jakarta, Indonesia. There are 27 coral islands in the group with a total land area of approximately 15.6km².

Apart from North Keeling Island, which is 30km from the main group, the Islands form a horseshoe-shaped atoll surrounding a lagoon.

North Keeling Island was declared a National Park in 1995 and is administered by Parks Australia. The Park was proclaimed in 1995 and is the smallest and most remote Australian National Park. It is an important example of an atoll in its natural state and supports an internationally significant seabird rookery. It is also home to land crabs, turtles, and a range of flora, as well as featuring an intact coral atoll.

A marine park was established in March 2022 to help protect the unique marine environments of the IOT and support positive social and economic outcomes for local communities and other marine users. The marine park adjoins the Pulu Keeling National Park which has helped protect the unique island environments and species of the IOT for decades. Further information is available at [Indian Ocean Territories Marine Parks | Australian Marine Parks](#)

16.3 Population

The Australian Bureau of Statistics 2021 Census records the population of CKI as 593 people, 147 people were living on West Island, and 432 people were living on Home Island. There were 154 families reported. The median age of residents is 40.

People aged 65-years and over make up 17.3 per cent of the population. Children 0 to 14 years make up 21.3 per cent of the population.

The Cocos Malay community predominantly lives on Home Island and have social and cultural links to both Sabah in Malaysia and to Cocos Malay communities in WA.

West Island is largely comprised of government employees, contractors, other residents and their families.

A large proportion of the CKI population (61.2 per cent) generally speak Cocos Malay at home.

16.4 Weather

The climate on CKI is tropical with high humidity. Temperatures range from 23 to 30 degrees Celsius. The average rainfall is 2,000mm per annum falling mainly from January to August. The south-east trade winds blow most of the year producing pleasant weather conditions.

16.5 Time difference

CKI time (known as CCT) is 1.5 hours behind Australian Western Standard Time (AWST) and is 3.5 hours behind Australian Eastern Standard Time (AEST).

Similar to WA, daylight savings time is not applied on CKI. From the first Sunday in October to the first Sunday in April, CKI is 4.5 hours behind Australian Eastern Daylight Time (AEDT).

16.6 Indian Ocean Territories Administration

IOTA has a small office on CKI, West Island. State agency officers are recommended to meet with IOTA staff when visiting CKI.

16.7 Indian Ocean Territories Regional Development Organisation

The [Indian Ocean Territories Business Directory](#) has been developed by the IOT Regional Development Organisation (RDO). The IOT RDO is committed to working with all levels of government, business and community groups to support the sustainable development and diversification of the region.

16.8 Shire of Cocos (Keeling) Islands

The SoCKI is the local government body established in 1992 and provides standard local government services. It has a permanent staff and an elected council. Further information is available from [SoCKI's website](#).

16.9 The Atoll

The Atoll is a fortnightly newsletter compiled and distributed by the CKI Community Resource Centre with support from the SoCKI.

Any state agency information provided for publication in The Atoll should include translations from English into Cocos Malay. Translations are organised through the CKI CRC and should be requested when placing your advertising requirements.

State agencies can [subscribe](#) to receive the newsletter electronically.

Further information is available from info@cocosislandcrc.cc

16.10 Community groups

A list of [community groups](#) and contact details is available from SoCKI's website.

16.11 Travelling to CKI

CKI is considered to be an overseas destination in relation to customs, bio-security and quarantine. As such, travellers to CKI are subject to customs, duty free allowances and restrictions. Because of this, flights depart from the Perth International Airport, Terminal 1 (T1). Check-in is three-hours prior to departure.

Travellers must carry some form of photographic identification to board the plane. Australian citizens do not need a passport to travel to CKI. Where possible, visitors should carry their passport. If landings are not possible at CKI due to weather or other conditions, planes are sometimes diverted to alternative international airports, for example Halim or Jakarta in Indonesia. Learmonth airport may also be used, which is often a fuel-stop on the Friday flight to CKI.

Unfortunately, flights to or from CKI are delayed or cancelled due to technical or weather issues. State agency officers should plan for possible flight delays or cancellations and have contingencies in place. A recovery flight is often available one-to-two days following a flight cancellation, with other flights remaining as scheduled.

Further information on travel to CKI is available at: [Cocos \(Keeling\) Islands travel information | Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#)

Most food can be brought to CKI, except tomato and capsicum stems, fresh honey and homegrown produce. Seafood is also out but don't worry, there's plenty to catch! If you have special dietary requirements, please pack what you need.

If you're bringing fresh food, please make sure to keep your shopping receipts. You will need to show these to Customs on arrival.

Any personal medications should be packed in your carry-on bag, in the event checked baggage is off-loaded from the plane due to passenger numbers or weather conditions.

16.12 Accommodation

A range of accommodation is available on CKI from motel rooms to self-contained rooms and houses. Details are available from the [Cocos \(Keeling\) Islands Tourism Association](#).

Accommodation is also available from the [Cocos Islands Cooperative Society Ltd](#).

Bookings should be made well in advance of travel and cancellation policies should be understood.

16.13 Banking services

Debit and credit cards are widely accepted, but not everywhere. An ATM is available at the CKI CRC for cash withdrawals which dispenses \$100 at a time at a cost of \$2.50 per transaction. There is also an ATM on Home Island, located at Shamroks supermarket.

State agency officers should bring some cash with you in case of power outages making ATMs inaccessible, and small change if you are planning to use the local bus or ferry.

16.14 Telephone

The landline telephone service on CKI is part of the Australian network. Public telephones are available on both West Island and Home Island

The local area code is 08 and international is +61 8.

Mobile services are currently not available on CKI, however a new mobile network is underway.

Mobiles with mainland SIM cards do not operate on CKI. If your mobile phone is connected to WIFI, you can use chat apps such as WhatsApp, Messenger or Skype to make or receive telephone calls.

Travellers to CKI can also order MiFi (4G) device from the CKI CRC. This device can provide data everywhere on CKI. Details are available at: <https://cocosislands.snapforms.com.au/form/mifi-hire>

16.15 Internet

The National Broadband Network (NBN) is available on CKI. Purchase WIFI vouchers from the CRC, see <https://cocosislands.snapforms.com.au/form/wifi-booking-form>.

WIFI hotspots are located on West Island at most accommodation providers, the CRC, Cocos Club, the Golf Club Donga, Salty's Airport Café, Saltmakers By The Sea, Trannies Beach and the Yacht Club.

Free WIFI is also available at the CKI airport.

A WIFI hotspot is also available on Home Island at Pondok Abang (next to the SoCKI office) and at the main shelter on Direction Island.

Alternatively, use laptops at the CRC or the computers made available to the public during opening hours.

16.16 Dress

State agency officers should be mindful of the local culture when considering personal clothing during visits to CKI. While the Islands are relaxed locations, you are not a local and you are principally there for work.

Home Island residents are predominantly Muslim. It is important to keep your shoulders and knees covered at all times while on Home Island.

Smart casual and comfortable clothing are the recommended business dress code; however, do not wear jeans and shorts. Where a state agency has a uniform or a collared polo shirt, with logo, this is appropriate clothing to wear for meetings with stakeholders and the community.

It is respectful to dress appropriately for all meetings, considering weather conditions, for example:

- Uniform (if relevant), short sleeved shirt with collar, slacks or trousers skirt or dress (below the knees).
- Visiting a place of worship (mosque), long sleeves and long bottoms, and head covering for women.

16.17 CKI contacts

Organisation	Contact details
Australian Federal Police Officer in Charge	West Island Phone: 08 9162 6600 Fax: 08 9162 6601 Home Island Phone: 08 9162 6727 Email: cocospolice@lelink.net.au
CKI Community Resource Centre Manager	West Island Phone: 08 9162 7707 Email: manager@cocosislandscrc.cc

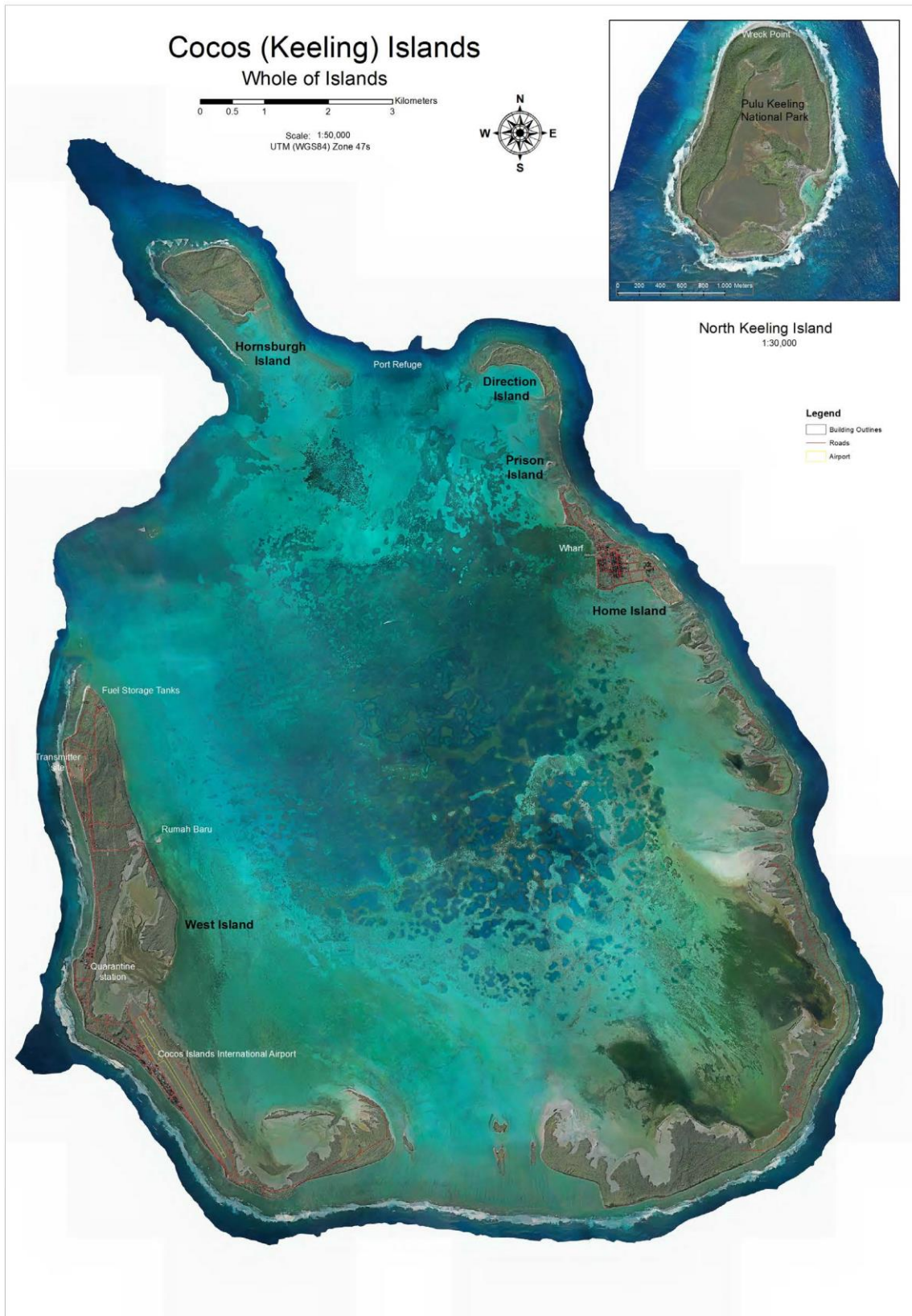
Organisation	Contact details
Indian Ocean Territories Administration CKI Operations Manager	Phone: 08 9162 6767
Indian Ocean Territories Health Service Cocos Nurse Manager	West Island Clinic Phone: 08 9162 6655 Fax: 08 9162 6623 Home Island Clinic Phone: 08 9162 7609 Fax: 08 9162 7610
Shire of Cocos (Keeling) Islands Chief Executive Officer Shire President	Phone: 08 9162 6649 Fax: 08 9162 6668 Email: info@cocos.wa.gov.au

16.18 Further information

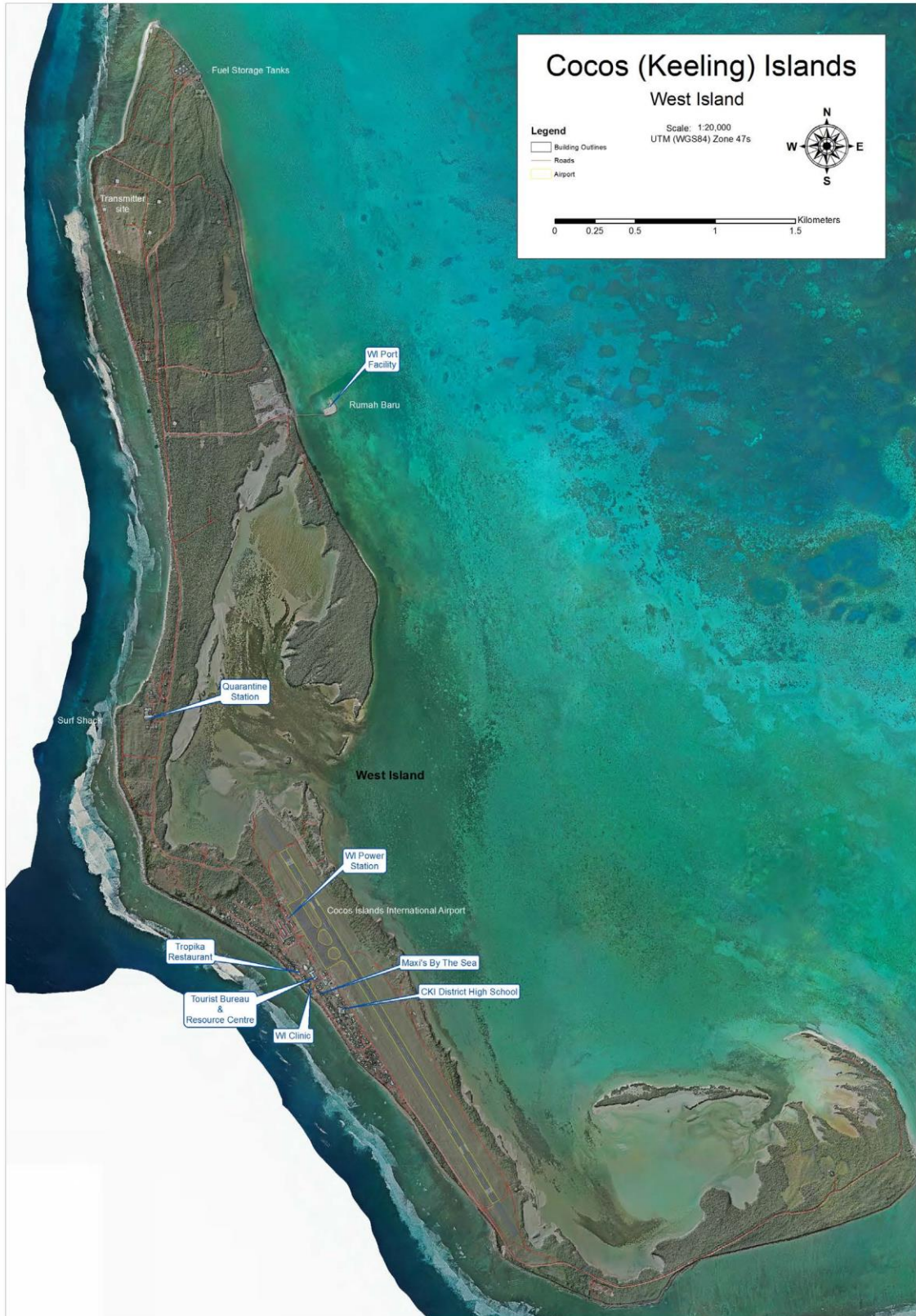
 <p>Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts</p>	<p>DITRDCA's website provides high level information on CKI. IOT News Facebook shares information of interest to the community, including emergency response management.</p>
	<p>This Cocos (Keeling) Islands visitor website provides specific information on accommodation, flight details, care hire, restaurants, shopping and recreational activities.</p>
	<p>The CKI CRC provides information on telecommunications and business services available. The CRC also produces a local telephone directory which can be purchased.</p>
	<p>The SoCKI website provides information on the community and services provided.</p>
 <p>Cocos Islands Cooperative Island Builders \ Gateway To Asia</p>	<p>The Cocos Islands Co-operative Society Ltd provides a range of services, including accommodation, meals, contract services and labour hire.</p>

16.19 Cocos (Keeling) Islands maps

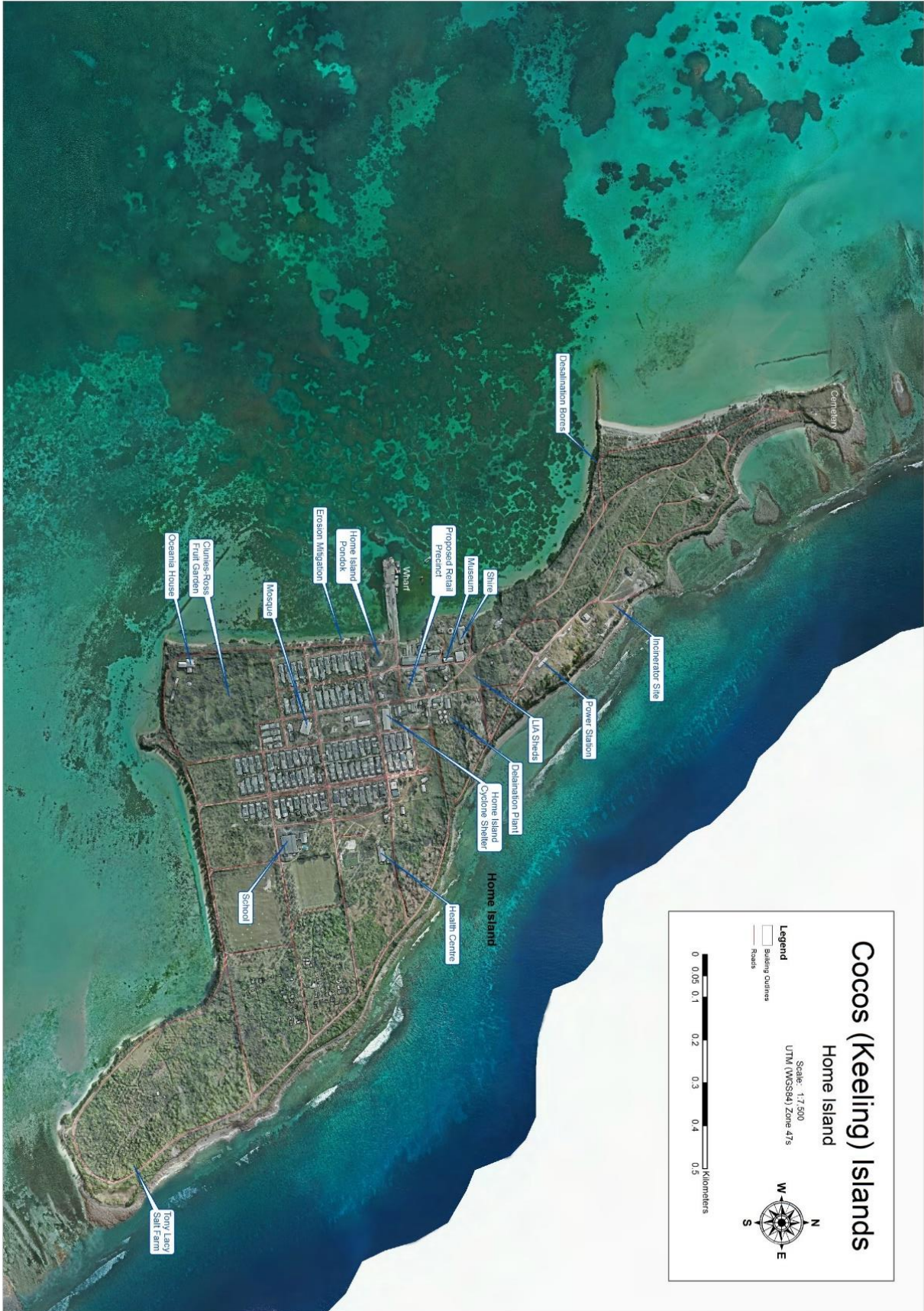
Map 1: Cocos (Keeling) Islands – Whole-of-islands



Map 2: Cocos (Keeling) Islands – West Island



Map 3: Cocos (Keeling) Islands – Home Island



17. Christmas Island

17.1 History

Christmas Island was named on Christmas Day 1643 by Captain William Mynors, the Master of a passing ship. The first landing was recorded by William Dampier in 1688. For the next two centuries little interest was shown in CI due to its rugged coastline.

Following the discovery of phosphate deposits, CI was annexed by Britain in 1888.

CI was occupied by Japanese forces from March 1942 until the end of the Second World War and in 1946 became a dependency of Singapore. By agreement with the United Kingdom sovereignty, the Island was transferred to the Commonwealth of Australia on 1 October 1958 under the *Christmas Island Act 1958* (Cth). This day is still celebrated as Territory Day.

17.2 Geography

CI is the summit of a submarine mountain. It rises steeply to a central plateau dominated by rainforest. The plateau reaches heights of up to 360m and consists mainly of limestone with layers of volcanic rock.

The Island's 80km coastline is an almost continuous sea cliff reaching heights of up to 20m. There are 13 places where breaks in the cliff give way to shallow bays and small sand and coral beaches. The largest of these bays forms the Island's port at Flying Fish Cove. CI is surrounded by a coral reef. There is virtually no coastal shelf and the sea plummets to a depth of about 500m within 200m of the shore.

A marine park was established in March 2022 to help protect the unique marine environments of the IOT and support positive social and economic outcomes for local communities and other marine users. The marine park adjoins the Christmas Island National Park which has helped protect the unique island environments and species of the IOT for decades. Further information is available at [Indian Ocean Territories Marine Parks | Australian Marine Parks](#)

17.3 Population

The Australian Bureau of Statistics 2021 Census recorded the population of CI as 1,692 persons. Note: these figures include persons at the Immigration Detention Centre (IDC).

There were 295 families reported. The median age was 38. People aged 65-years and over make up 13 per cent of the population. Children 0 to 14 years make up 16.7 per cent of the population.

Most residents are of Australian, Chinese or Malay descent.

A large proportion of the CI population generally speak other languages at home: Mandarin (13.9 per cent) and Bahasa Malay (18.4 per cent). A small number of people speak Cantonese (3.7 per cent).

17.4 Weather

The climate on CI is tropical and temperatures range from 21°C to 32°C. Humidity is around 80 to 90 per cent and south-east trade winds provide pleasant weather for most of the year. However, during the wet season between November and April, it is common for some storm activity to occur producing a swell in seas around CI. The average rainfall is approximately 2,000mm per annum.

17.5 Time difference

CI time (known as CXT) is one-hour behind AWST, and three hours behind AEST.

Similar to WA, daylight savings time does not apply on CI. Commencing from the first Sunday in October to the first Sunday in April, CI is four-hours behind AEDT.

17.6 Indian Ocean Territories Administration

IOTA has its main office on CI. State agency officers are recommended to meet with the IOTA Director and relevant staff when visiting CI.

17.7 Indian Ocean Territories Regional Development Organisation

The [Indian Ocean Territories Business Directory](#) has been developed by the IOT Regional Development Organisation (RDO). The IOT RDO is committed to working with all levels of government, business and community groups to support the sustainable development and diversification of the region.

17.8 Shire of Christmas Island

The Shire of Christmas Island (SoCI) is the local government body established in 1992 and provides standard local government type services. It has a permanent staff and an elected council.

Information on SoCI is available from its [website](#).

17.9 The Islander

SoCI publishes a community newsletter, The Islander, fortnightly on Fridays. The timeframe for content is Monday of the publishing week. Email content to islander@shire.gov.cx in pdf, Microsoft Word or jpg format.

Interested state agencies can also receive copies of the newsletter on a subscription basis, or they are published on SoCI's website at [The Islander | Shire of Christmas I](#)

17.10 Community Consultative Committee

SoCI's Community Consultative Committee (CCC) convenes on the first Wednesday of every month. Membership comprises SoCI, together with representatives from community organisations. For more information on the CCC, contact the SoCI Chief Executive Officer on 08 9164 8300 or email shire.ceo@shire.gov.cx

17.11 Community groups

Contact SoCI's Manager Community/Recreation Service & Training for details of community groups.

17.12 Travelling to CI

CI is considered to be an overseas destination in relation to customs, bio-security and quarantine. As such, travellers to CI are subject to customs, duty free allowances and restrictions. Because of this, flights depart from the Perth International Airport, Terminal 1 (T1). Check-in is three-hours prior to departure.

Travellers must carry some form of photographic identification to board the airplane. Australian citizens do not need a passport to travel to CI. Where possible, visitors should carry their passport. If landings are not possible at CI due to weather or other conditions, planes are sometimes diverted to alternative international airports, for example Halim or Jakarta in Indonesia. Learmonth airport may also be used.

Unfortunately, flights to or from CI are delayed or cancelled due to technical or weather issues. State agency officers should plan for possible flight delays or cancellations and have contingencies in place. A recovery flight is often available one-to-two days following a flight cancellation, with other flights remaining on schedule.

Further information on [travelling to CI](#) is available from DITRDCA's website.

17.13 Accommodation

There is a range of accommodation available from the [Christmas Island Tourism Association](#) website. Bookings should be made well in advance of travel and check cancellation policies.

17.14 Banking services

There is a branch of the Westpac Bank at Canberra Place, Settlement offering banking services. There are no ATMs on the Island.

The Post Office at Flying Fish Cove provides services for some other Australian banks.

Many shops and restaurants accept credit cards and electronic payments. However, it is recommended that you have some Australian cash available. Some outlets may offer cash withdrawals when purchasing items.

17.15 Telephones

The telephone service is part of the Australian network. The local area code is 08 and international is +61 8.

A Telstra 4G Mobile Telephone Service operates on CI. Public phones are located at various locations.

If your mobile phone is connected to WIFI, you can use chat apps such as WhatsApp, Messenger or Skype to make or receive calls.

17.16 Internet

The internet service on CI is currently through an NBN Sky Muster satellite service. Internet speed is slower than mainland speeds due to the limited bandwidth on CI. A local broadband service remains available. Speed is limited and is provided via satellite so there is a high latency (lag time). A subsea cable installed by Vocus Communications as a spur line from their Singapore-Perth subsea cable system is expected to provide increases in speed and reliability of internet services on Christmas Island. [CIFI](#) is the internet distributor.

WIFI hotspots are available at various locations around the settled areas and your accommodation may offer WIFI.

Free WIFI is also available at CI airport.

Further information regarding telecommunications, including WIFI access, is available on the [Christmas Island Tourism Association](#) website.

17.17 Dress

When visiting CI, state agency officers should be mindful of the local culture when determining personal clothing. While CI is a relaxed location, you are not a local and you are principally there for work. It is important to cover your shoulders and knees at all times when engaging with Malay community members.

Smart casual and comfortable clothing are the recommended business dress code; do not wear jeans and shorts.

Where a state agency has a uniform or a collared polo shirt, with logo, this is appropriate clothing to wear for meetings with stakeholders and the community.

When attending cultural events and/or invited to a community celebration, consideration should be given to ensure your dress is appropriate, noting religious and cultural sensitivities.





It is respectful to dress appropriately for all meetings, considering weather conditions, for example:

- Uniform (if relevant), short sleeved shirt with collar, slacks or trousers skirt or dress (below the knees).
- Visiting a place of worship (mosque), long sleeves and long bottoms, and head covering for women.

17.18 CI contacts

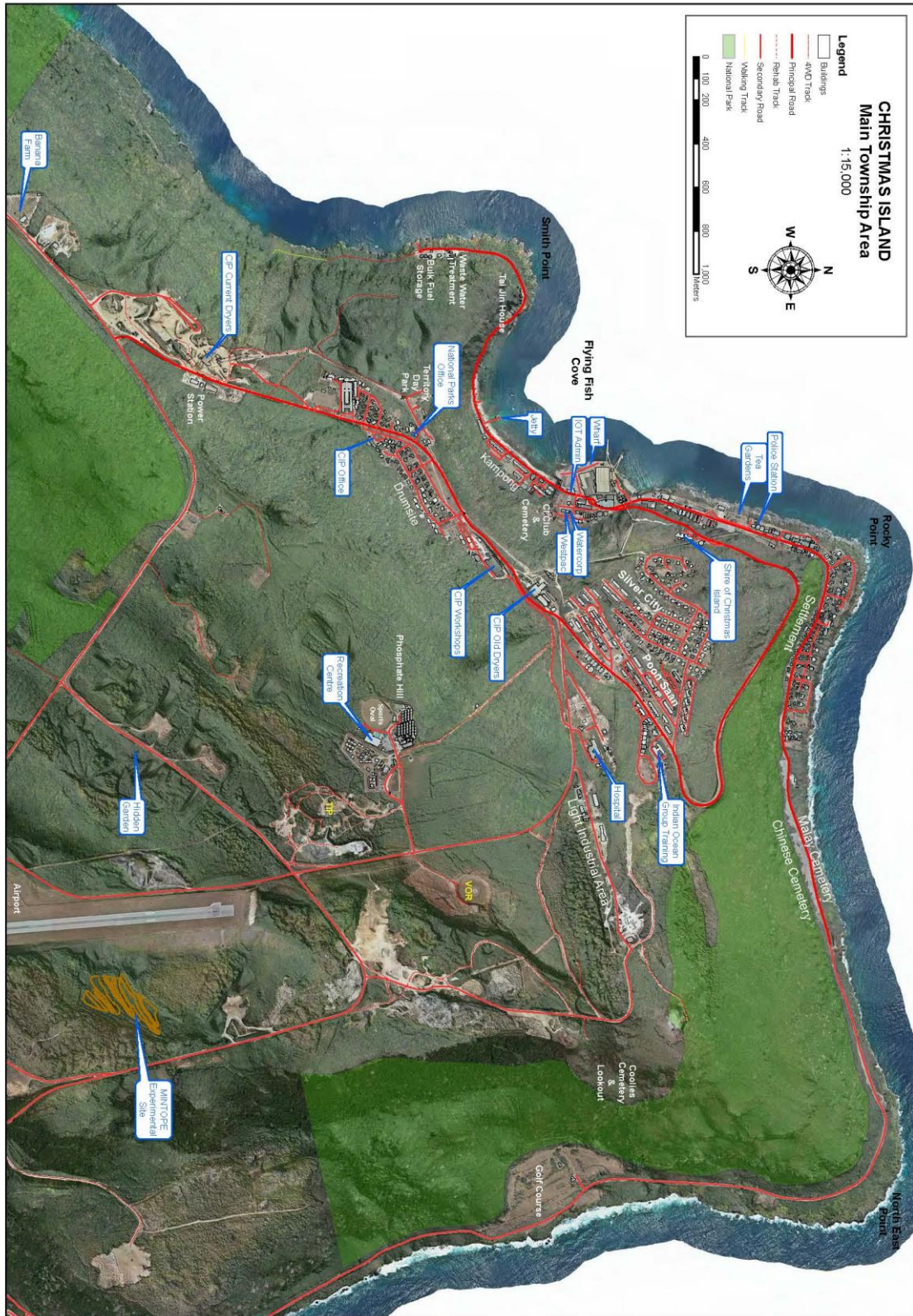
Organisation	Contact details
Australian Federal Police	Gaze Road Phone: 9164 8444
Indian Ocean Territories Administration Director Corporate Services Manager Senior Operations Manager	20 Jalan Pantai, Kampong Phone: 08 9164 7951 Office-iota@infrastructure.gov.au Operations@infrastructure.gov.au
Indian Ocean Territories Health Service Health Services Manager	33 Phosphate Hill Road, Phosphate Hill Phone: 08 9164 8333
Indian Ocean Territories Power Service Power Services Manager	11-13 Quarry Road, Phosphate Hill Phone: 08 9164 7111
Office of the Administrator Administrator Executive Officer	20 Jalan Pantai, Kampong Phone: 08 9164 7960
Shire of Christmas Island Chief Executive Officer Shire President	George Fam Centre 2 Murray Road Phone: 08 9164 8300 Fax: 08 9164 8304 Email: admin@shire.gov.cx
Christmas Island Community Resource Centre Manager	Old Technical School Murray Road Phone: 08 9164 7249 Mobile: 0487 195 633 Email: christmasislandcrc@gmail.com

17.19 Further information

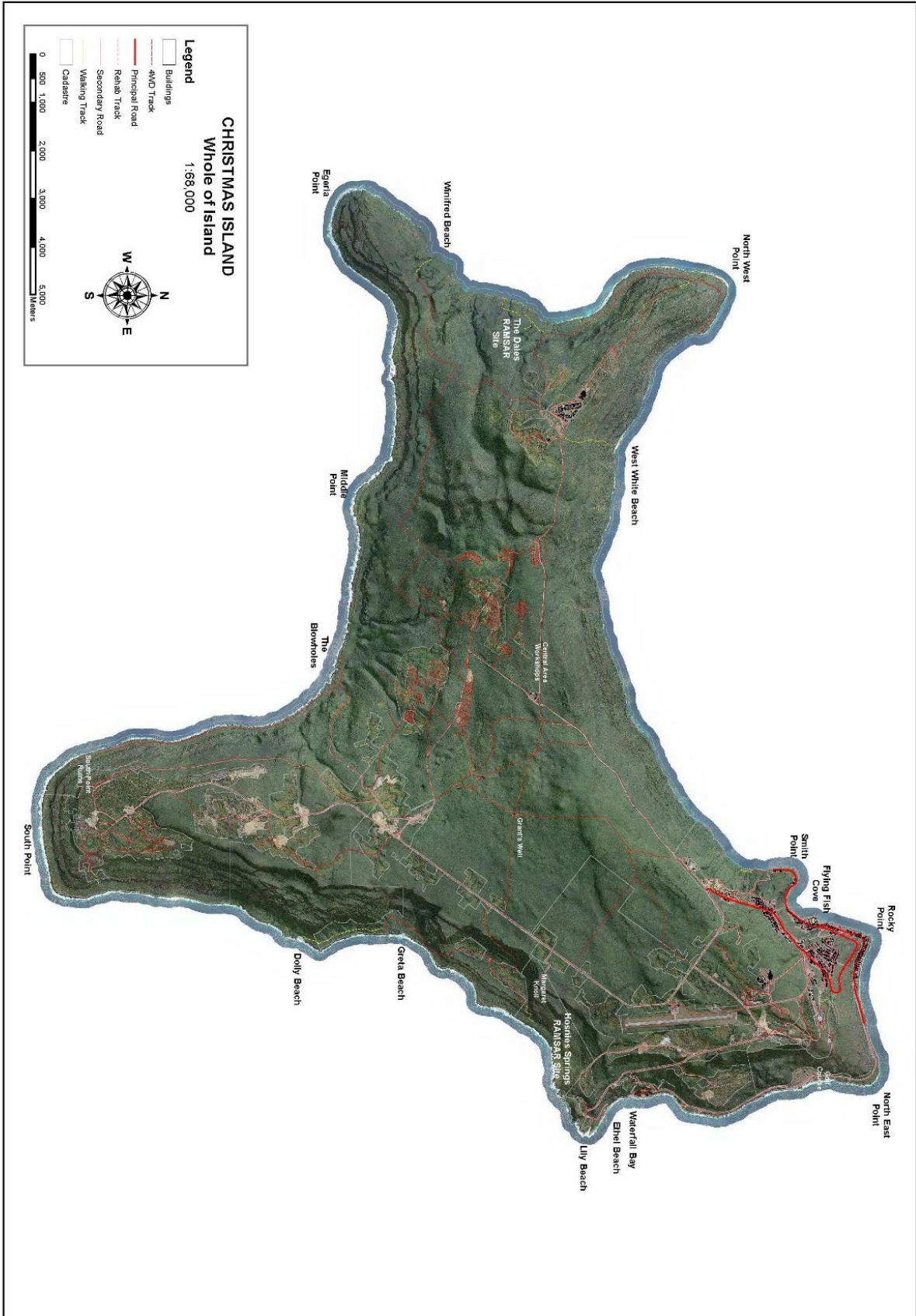
 <p style="text-align: center;">Australian Government</p> <hr/> <p style="text-align: center;">Department of Infrastructure, Transport, Regional Development, Communications and the Arts</p>	<p>DITRDCA's website provides high level information on CI. IOT News Facebook shares information of interest to the community, including emergency response management.</p>
 <p style="text-align: center;">Christmas Island A Natural Wonder</p> 	<p>The Christmas Island Tourism Association website provides further information on travelling to CI.</p> <p>The Christmas Island Destination Guide and Visitor Guide provides an overview of CI.</p>
	<p>The Shire of Christmas Island website provides an overview of their services delivered to the community.</p>

17.20 Christmas Island maps

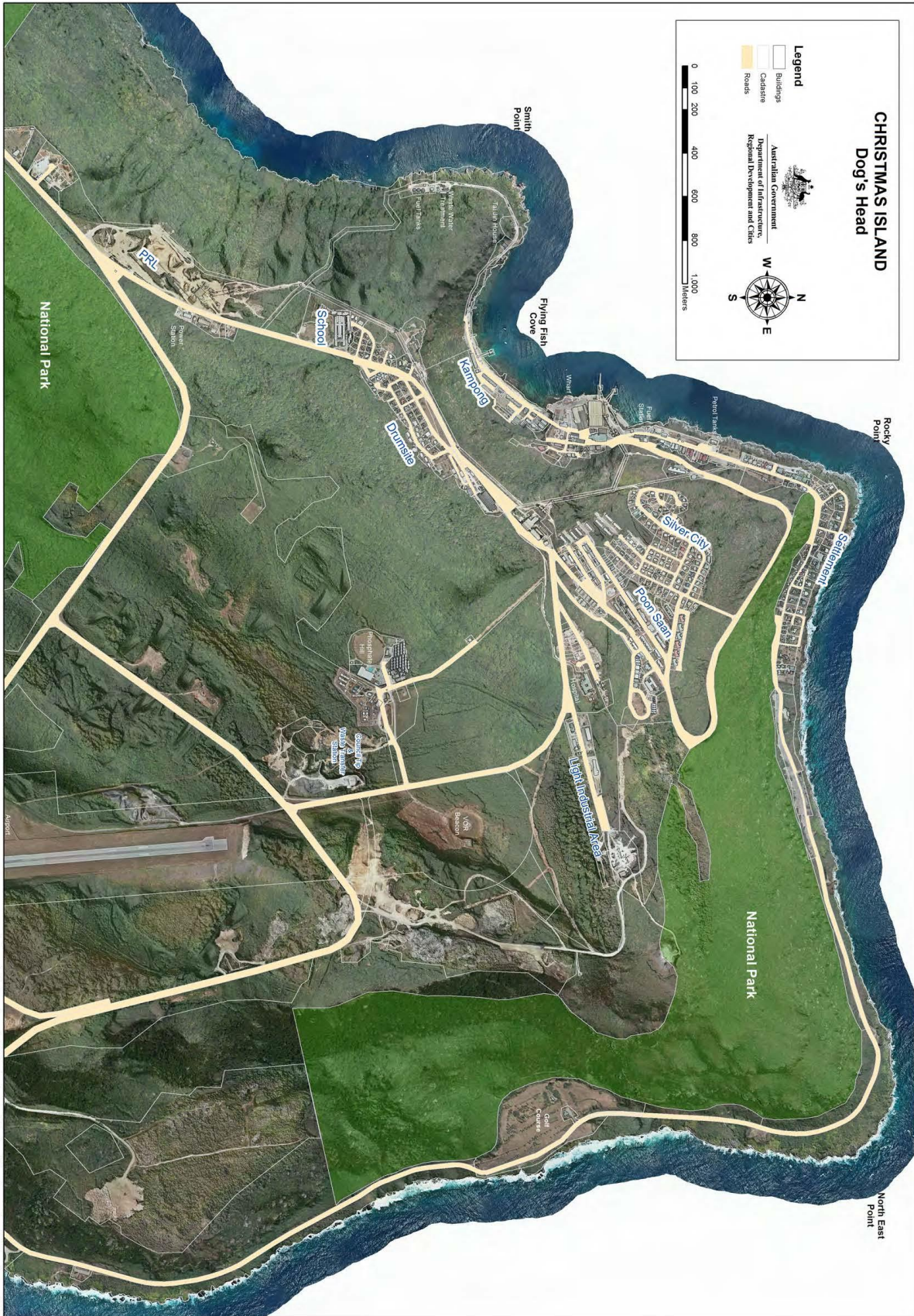
Map 1: Christmas Island – Main township area



Map 2: Christmas Island – Whole-of-Island



Map 3: Christmas Island – Dog's head



18. Templates and timelines

18.1 Templates and timelines

Template	Due date	Submit to DITRDCA	Submit to DPC
Budget	1 February	Yes	Yes
Work Plan	1 February	Yes	Yes
Statement of operating and capital expenditure and revenue: No revenue collection Offsetting Other CRF Remit Other CRF	31 August	Yes	Yes
Asset Register	31 August	Yes	No
Revised Budget and Work Plan	15 September	Yes	Yes
Executive Summary and/or Performance Report	31 October	Yes	Yes
Visit Report	Following IOT visits	Yes	Yes
Photo consent	With photos or video	Yes	No

Budgets, work plans and all reports should be emailed to:

DITRDCA SDA Contract Manager: firstname.lastname@infrastructure.gov.au
Department of the Premier and Cabinet: iotsdpc@dpc.wa.gov.au

Invoices should be emailed to:

Invoices: invoices@infrastructure.gov.au
DITRDCA SDA Contract Manager: firstname.lastname@infrastructure.gov.au