




Australian Government

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

Service Delivery Arrangements Annual Report Indian Ocean Territories 2018-19

September 2020





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Director— Internal Communications and Creative Services
Communication Branch
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
Canberra ACT 2601
Australia

Email: creative.services@infrastructure.gov.au

Websites: www.infrastructure.gov.au | www.communications.gov.au | www.arts.gov.au.



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Australian Government

On behalf of the Australian Government, I am pleased to present the Service Delivery Arrangements (SDA) Annual Report 2018-19 for services provided by Western Australian (WA) State Government agencies to the Indian Ocean Territories (IOT) of Christmas Island (CI) and the Cocos (Keeling) Islands (CKI).

This is the fifth report published since the recommencement of annual report publishing in 2014-15. Each year has seen minor changes to the reporting format with a view to refining and standardising content for readers. The content is aligned with the WA Government structure which came into effect from 1 July 2017.

A number of significant outcomes were achieved for the CI and CKI communities and individuals during 2018-19. Here are a few highlights:

- six SDA were renegotiated with the Departments of Finance; Transport; Water and Environmental Regulation (Water, Environmental Regulation and Environmental Protection Authority Services); Environmental Protection Authority; and the Insurance Commission of Western Australia (ICWA)
- a new SDA was negotiated with the Department of Treasury – Public Utilities Office (now Department of Mines, Industry Regulation and Safety (DMIRS) - Energy Policy WA)
- facilitated through the Department of Training and Workforce Development, 15 people successfully completed 15 apprenticeships and traineeships
- a tour of Zap Circus in March/April 2019, performing to 1,700 people over four performances, and with 14 workshops conducted with 230 participants was co-ordinated through the Department of Local Government, Sport and Cultural Industries (DLGSC) (Culture and the Arts) and Country Arts WA
- WA Museum commenced an Emerging Curator Program on CKI, collecting oral histories from Elders
- through the Department of Water and Environmental Regulation (DWER), the IOT Marine Debris project continued in June 2019, collecting and auditing approximately 2.172 tonnes of marine debris on CKI and 2.74 tonnes on CI.

WA agencies whose services were not required during 2018-19 and have not submitted a report include the Department of Water and Environmental Regulation (Environmental Protection Authority Services), Environmental Protection Authority and the Public Trustee.

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

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

September 2020



Service Delivery Arrangements

Services

The Australian Government, through the Department of Infrastructure, Transport, Regional Development and Communications (Infrastructure) is responsible for providing state-type services to CI and CKI.

There are three ways of delivering state-type services:

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

Since 1992, the Australian and WA Governments have been entering into SDA for the provision of services to the IOT. Following the WA Government machinery-of-government (MoG) administrative changes in 2017, as at 30 June 2019, 33 WA agencies provide services to the IOT through 45 SDA.

2018-19 SDA management

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

In 2018-19, five SDA were renegotiated with the Departments of Finance; Transport; Water and Environmental Regulation and the Environmental Protection Authority, One new SDA was negotiated with the Department of Treasury (Public Utilities Office) for energy policy services which were previously provided through the Department of Finance SDA. These SDA were effective from 1 July 2019. [Note: in September 2019 the Public Utilities Office transferred to the Department of Mines, Industry Regulation and Safety – Energy Policy WA.]

An SDA was also renegotiated with the Insurance Commission of Western Australia, effective 1 January 2019.

The annual SDA review and renegotiation program has been affected by the WA Government MoG changes. Some amalgamated WA agencies are in their formative stages in relation to developing strategic plans and service delivery models. The forward plan for 2019-20 negotiations includes 17 SDA for 36 services.

SDA fact sheets

In partnership with WA agencies, Infrastructure produces SDA fact sheets for renegotiated and new SDA. Fact sheets provide information about the services available through SDA and how to access these services.

The fact sheets, including versions translated to Chinese, Malay and Cocos Malay, are available on Infrastructure's website at https://www.regional.gov.au/territories/indian_ocean/sda/sda-factsheets-wa.aspx

Department of Communities

Child Protection

Services

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

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

Highlights and activities

The WWC Screening Unit continued to provide telephone and web support and fulfilled all functions in relation to receiving and processing WWC check applications, and ongoing monitoring. This included the screening, assessment and card issue of 190 applications and the ongoing monitoring of a total of 446 card holders.

Locality	Applications made 2018-19	WWC cards issued 2018-19	Negative or Interim Negative Notices issued	Current cards as at 30 June 2019
CI	148	144	0	320
CKI	46	46	0	126

The WWC Screening Unit visited the IOT from 27 November to 4 December 2018, in partnership with officers from the Equal Opportunity Commission (EOC) and the DLGSC. This approach was in response to previous feedback from the IOT communities regarding 'meeting overload'. The combined visit provided the opportunity to promote shared agendas of good governance, leadership and best practice in reporting and recording.

Responding to questions about the scope of the WWC legislation, such as who needs a WWC check and who is exempt (and why) were commonplace. WWC staff also discussed risk management and provided advice on the administration of the WWC check, including on-line renewals and card validation.

Horizon scan

Each WA jurisdiction is currently addressing the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse, which includes implementing the National Principles for Child Safe Organisations and harmonising WWC checks.

Communities

Services

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

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

Highlights and activities

There are currently 104 WA Seniors Card members in the IOT. Eligible IOT residents received the Cost of Living Rebate.

The Education and Care Regulatory unit (ECRU) visited the CI day care centre in May 2019 and again in October 2019.

Key activities undertaken by the Senior Authorised Officer (SAO) have focused on providing ongoing support and guidance in relation the National Law and Regulations that govern 'Education and Care' services including relevant information regarding any changes to the National Law and the National Quality Standard (NQS). In addition, the SAO discussed at length relevant information in relation the National Quality Standards, including reviewing the services' Quality Improvement Plan (QIP) and professional training, offering ideas and strategies to support the document remaining in the forefront of the services mind. The SAO also spent significant periods of time at the service observing practice and offering feedback and strategies to improve professional practice and identify further professional development needs that can be supported by ECRU.

During the visits, telephone calls and correspondence, the SAO and Team Leader Assessments have provided specific support to the management committee in furthering the development of the QIP, policies and procedures, completion of applications such as waivers and other relevant notification, safe sleeping information, programming and curriculum support and relevant staffing qualification information such as strategies for the employment of a suitably qualified Early Childhood Teacher (ECT).

Horizon scan

The CI day care centre continue to seek the employment of a suitably qualified ECT as per legislative requirements, noting an active temporary waiver is in place.

ECRU will continue to support the committee of management and frontline staff in any way appropriate and will give due consideration to all waiver applications requesting the service be exempted for an ECT as required until the matter has been rectified.



Disability Services Commission

Services

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


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

Highlights and activities

- Local Coordinator and Regional Manager visited CI and CKI in September 2018.
- Local Coordinator visited CI and CKI during February/March 2019.
- Diagnostic Assessment Team members (Speech Pathologist and Psychologist) visited CI in June 2019 to undertake diagnostic assessments.
- Development and/or reviews undertaken of Individual Plans for 15 eligible people.
- All Individual Plans were funded in accordance with the WA Support Clusters and Pricing Framework. This information was provided to the IOTHS for the purpose of service provision.
- Early Years Psychology Services finalised for two children living on the CKI.
- Ongoing liaison with relevant agencies in the IOT and in WA, including schools, local government, National Disability Insurance Agency (NDIA) in relation to the Australia-wide National Disability Insurance Scheme (NDIS) transition sites, service providers and community groups, to facilitate Individual Plan implementation.
- Liaison with other professional services in WA, such as National Disability Services, WA Individualised Services, Commonwealth Respite and Carelink Centre, and Helping Children with Autism Program.
- In line with NDIS practice, therapy services where required, have been detailed and costed in Individual Plans.

Horizon scan

- The NDIS will be available to eligible people living in the IOT from 1 July 2020, with access determination for the scheme able to commence from 1 January 2020.
- Individual Plans developed by Local Coordination service are active until end September 2020 enabling a three-month window for the NDIA to confirm eligibility for the NDIS and develop NDIS plans with people currently accessing WA disability services.

- 
- Local Coordination services will cease for individuals living in the IOT upon approval of their NDIS plans.
 - Processes are underway to register the IOTHS as an NDIS service provider in readiness for the scheme's roll-out.
 - Local Coordination continues to work with individuals and their families, IOTHS and the NDIA to be fully prepared for the commencement of the NDIS in the IOT.

Housing Authority

Services

The Department of Communities (Housing) provides advice and services to the IOT Administration (IOTA) including housing and property management guidelines and support, policy structure guidelines and interpretation, and contracting and construction if requested.

Highlights and activities

- An audit of property inspections for IOT public housing confirmed that 100 per cent of annual inspections were completed for 2018-19. A sample of annual inspections were also reviewed for employee housing dwellings.
- An audit of debtor management by the IOTA of public housing tenancies confirmed that appropriate action is being taken to manage and reduce rental arrears.
- A full audit of rent calculated on tenants' accounts confirmed that rent calculation tools and information provided by Housing continue to be utilised and rent is correctly calculated.
- A comprehensive check of property condition reports indicated that these had been correctly completed and provided a detailed description of the property at vacation and occupation.
- Housing coordinated the supply of a Valuer-General's Office review of market rental rates for public and IOTA-owned assets.
- An audit and review of housing on CKI was also completed during May 2019 and 100 per cent compliance was achieved in property and tenancy management.

Horizon scan

- Work is continuing in the development of the MEX system to digitise all property inspections and maintain one central database.
- Continue to support, educate and progress asset protection strategies as part of the annual inspection regime to support cyclical maintenance programs and budgets.



Economic Regulation Authority

Services

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

Highlights and activities

The Water Corporation manages the water supply and sewerage services in the IOT on behalf of the Australian Government.

The ERA continues to liaise with Infrastructure and the Water Corporation on the content, process and progress of a licence application.

Horizon scan

Infrastructure is currently reviewing the process to apply for a water services licence for CI and CKI.

Department of Education

Services


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

Highlights and activities

Student and staff numbers at the CIDHS and CKIDHS have remained relatively stable through to 30 June 2019.

Students	CIDHS	CKIDHS
Kindergarten	23	17
Primary	141	72
Secondary	81	21
Total	245	110
Education Full Time Equivalent	38.7	16.3

- The North Metropolitan Region Education Office provided consultation, support, advice and information to the staff at CIDHS and CKIDHS, Infrastructure, and Department of the Premier and Cabinet (DPC) in respect to the provision of education services to the IOT schools.
- Coordination of visiting services to the IOT to provide support to the teaching and learning needs of the staff and students in IOT schools:
 - the provision of consulting teacher services for students with special educational need in line with agreed service proposals
 - visits by the Lead School Psychologist to support students and staff in accordance with relevant education plans
 - Education and external contractors providing professional learning to the whole staff group in line with whole school plans
 - Education and external contractors providing programs to staff, students and the communities in line with whole school plans and community need.
- Provision of operational advice on a daily basis to staff working in the IOT schools to ensure compliance with relevant legislation as it applies in the IOT; Education policies and arrangements for education service provision in the IOT.
- Coordination of all recruitment, selection and relocation processes for teaching staff in the IOT schools.
- Education's Regional Executive Director, North Metropolitan Education Regional Office visited CKI to review school operations from 11 to 14 August 2018.

- 
- Completion of the cyclical Public School Reviews by the Public School Accountability Directorate for CIDHS and CKIDHS in June 2019.

Horizon scan

Infrastructure continues to undertake capital works to ensure students with special needs have access to the schools.



Equal Opportunity Commission

Services

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

Highlights and activities

The EOC visited the IOT from 27 November to 7 December 2018 in partnership with the Communities (WWC Screening Unit) and the DLGSC (Sport and Recreation). Officers met with the local communities, conducted information forums on their rights and obligations and handled enquiries from members of both island communities.

Two customised training courses were delivered on Equal Opportunity Law and Awareness to Phosphate Resources Limited – Christmas Island Phosphates (CIP) and CIDHS.

Updated EOC resources, and Health and Disability Services Complaints Office (HaDSCO) publications were distributed throughout the communities.

The EOC received five enquiries from IOT community members.

During the course of the year, the EOC dealt with one complaint under the applied *Equal Opportunity Act 1984* (WA) in accordance with its processes.

Horizon scan

The EOC proposed to visit the IOT in 2019-20 in partnership with the Communities (WWC Screening Unit) and HaDSCO. [Note this visit was postponed due to the COVID-19 pandemic.]

This visit has a training focus and numerous customised training courses will be delivered on Equal Opportunity: Law; Essentials for Managers and Supervisors; and Recruitment and Selection.

The EOC will continue to provide a telephone enquiry service to inform IOT community members of their rights and responsibilities, and to provide an avenue for complaints of discrimination and harassment to be lodged by IOT community members under the applied legislation.



Department of Finance

Services

The Department of Finance:

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

Highlights and activities

Building Management and Works (BMW)

- JLL undertook four trips to the IOT with two trips associated with the recent education buildings works.
- Key IOT projects include: major air conditioning upgrade and associated repairs at the CKI police station, water proofing of the east and west walls and refurbishment of toilet/office areas of the Gaze Road warehouse, CI and finalisation of the CKI Playgroup site asbestos remediation project.
- Viewing platform and courtyard wall repairs to the CI police station were completed along with the switchboard and courtyard slab replacement, with capital works funding.
- Other capital works included replacement of the CIDHS administration block roof and the CI courthouse universal access ramp.

Office of State Revenue (OSR)

Finance (OSR) undertakes visits to the IOT to complete compliance investigations and audits of taxpayers and to also assist businesses to understand and to be aware of their liability in respect to the various revenue lines. OSR did not visit the IOT in 2018-19.

Horizon scan

- BMW will continue to assist with the management of the Australian Government's non-residential IOT property portfolio. The existing Property Management Agreement with JLL commenced on 1 January 2015 and has been extended to 30 June 2020.
- BMW, through the Government Office Accommodation Directorate of Finance, will continue to administer the Property Management Contract to manage the expanded portfolio of properties, including the education and community buildings.
- OSR compliance is scheduled to visit during the 2019-20 financial year.

Department of Fire and Emergency Services

Services

The Department of Fire and Emergency Services (DFES) works towards building the capability and capacity to prevent, prepare for, respond to and recover from emergencies. Also, to improve community safety practices, provide timely, quality and effective emergency services, in partnership with the local communities and emergency management partners.

Highlights and activities

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

Christmas Island

Volunteer Fire and Emergency Services (FES) Unit:

- Introduction to Firefighting course
- Introduction to Breathing Apparatus course
- Land Search Team Member course
- ongoing skills development training on the new appliance
- routine firefighting skills maintenance training drill
- vehicle checks and faults reported
- equipment checks and faults reported
- education session delivered to CIDHS Year 3 students.

Volunteer Marine Rescue (VMR) Unit:

- equipment checks and audit on all VMR assets
- update of the rescue vessel safety management system
- deliver Seamanship 1 course
- deliver Seamanship 2 course
- afloat exercises covering emergency procedures such as man overboard
- development of a fuel/duration speed table.



CKI West Island

Volunteer FES Unit:

- Introduction to Firefighting course
- Introduction to Breathing Apparatus course
- ongoing skills development training on the new appliance, including producing firefighting foam
- routine firefighting skills maintenance training drills
- revised storm water damage operations skills and equipment
- vehicle checks and fault reporting
- equipment checks and fault reporting
- education session delivered to CKIDHS Year 3 students.

CKI Home Island

Volunteer FES Unit:

- Introduction to Firefighting course
- Introduction to Breathing Apparatus course
- ongoing skills development training on the new appliance
- routine firefighting skills maintenance training drills
- revised storm water damage operations skills and equipment
- vehicle checks and faults reported
- equipment checks and faults reported
- education session delivered to CKIDHS Year 3 students.

VMR Unit:

- carry out equipment checks and audit on all VMR assets
- update of the rescue vessel safety management system
- deliver Seamanship 1 course
- deliver Seamanship 2 course
- carried out minor maintenance on rescue vessel
- night navigation exercise
- development of a fuel/duration speed table.



Department of Health

BreastScreen WA

Services

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

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

Highlights and activities

Sixty three women received mammogram screenings in WA during 2018-19.

Horizon scan

Next screening program visit will be scheduled for September 2019.

Environmental Health and Tobacco Control

Services


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

Highlights and activities

An on-island visit was conducted in August 2018 to conduct licensing inspections of all tobacco licensed businesses to ensure that all licences are current and compliant. In addition, Health officers met with key Australian, state and local government personnel, as well as community members, to discuss environmental health risk factors that are likely to affect the IOT communities. These discussions were augmented by inspections of key sites while accompanied by local personnel.

Thirteen key risk factors were identified and detailed in a report finalised by Health officers. These have been categorised into three main areas: environmental hazards, public/community health and public infrastructure. Observations made by Health officers were detailed for each risk factor to provide context and background for the relevancy of the risk; these then assisted in rating each risk factor.

Further discussions have taken place in 2019 between Health, Department of Water and Environmental Regulation (DWER) and Infrastructure to determine a suitable approach to asbestos contaminated sites reporting. Other discussions have occurred with Infrastructure regarding an interim approach to assessing and issuing pesticide technician licences or pesticide business registrations in the IOT.



Tobacco licences renewed during 2018-19:

- five retail tobacco licences were renewed on CKI
- 11 retail tobacco licences were renewed on CI.

Licences of Pest Management Technicians and Pest Management Business registrations were successfully renewed during 2018-19:

- one Pest Management Technician licences was renewed on CI
- one Pest Management Business registration was renewed on CI.

Horizon scan

Environmental Health Services to the IOT will continue to reinforce and increase the local communities' knowledge and understanding of health legislation. New Pest Management Technician licences and Pest Management Business registrations will continue to be managed by the Environmental Health Directorate. Further discussions will occur to determine a future approach to the pesticide licensing process.

The Tobacco Control Branch will continue to administer and monitor the premises with a tobacco licence.

Meeting local business people has provided them with added knowledge and understanding on how to comply with health legislation, including tobacco laws which were recently amended in March 2019.

Environmental Health Services will continue to visit the islands on a regular basis to assist with licensing and compliance matters. The next on-island visit is planned to occur in the 2020-21 financial year.

WA Country Health Service

Services

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

Highlights and activities

In 2018-19, IOTHS engaged with WACHS in relation to:

- advice on the recruitment of an IOTHS Manager
- provision of policy advice, including access to a number of WACHS clinical and non-clinical related policies
- clinical advice on governance matters
- the structure and delivery of WACHS telehealth programs and services, such as Emergency Telehealth Service.

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

Table 1.1 Public patient admissions

Financial year	Public inpatients
2016-17	254
2017-18	277
2018-19	293

Table 1.2 ED presentations

Financial year	Public emergency department patients
2016-17	93
2017-18	85
2018-19	81

Table 1.3 OP attendance

Financial year	Public outpatients
2016-17	942
2017-18	1,159
2018-19	1,397



Health and Disability Services Complaints Office

Services

The HaDSCO manages complaints about health, disability services and mental health for the IOT communities. HaDSCO has two service areas:

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

Highlights and activities

HaDSCO received and closed three complaints during 2018-19. All complaints were assessed within the legislative timeframe of 56 days. Complaint one took 29 days, complaints two and three 56 days each to finalise. The average number of days taken to resolve a complaint was 47 days.

As a result of HaDSCO's involvement:

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

The number of complaints managed by HaDSCO was consistent with 2017-18.

HaDSCO visited the IOT in 2018-19 and discussed potential complaints and issues with residents.

The use of multilingual communication and promotion of HaDSCO's toll free number, email, website and postal access has helped ensure IOT communities have adequate access to HaDSCO's complaint management services.

Horizon scan

HaDSCO will continue to monitor emerging issues in the health, disability and mental health sectors and respond accordingly. It will also apply any efficiencies achieved or resolution process improvements to the management of complaints to the community.

HaDSCO had planned travel to the IOT in the second half of the 2019-20 financial year with similar regulatory state agencies. The visit will focus on raising awareness and outlining the process for the management of complaints. HaDSCO representatives will provide an enquiry and complaint handling function as required. [Note this visit was postponed due to the COVID-19 pandemic.]



Insurance Commission of WA

Services

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

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

Highlights and activities

No new claims were lodged in the IOT during 2018-19.

Horizon scan

With effect from 1 July 2019, the WA Motor Injury Insurance premiums increased by 3.1 per cent.



Department of Justice

Attorney General

Services

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

Highlights and activities

Circuit and other visits

The Magistrates Court scheduled and completed regular quarterly sittings at the CI and CKI Courts during 2018-19. There were four sittings held at CI and three sittings held at CKI, one fewer than previous years due to a reduction in case lodgements. Justices of the Peace (JP) were called to hear other matters arising at the islands on an urgent basis.

Education or training programs

Training and information sessions for rostered JPs were conducted during the June visits to the CKI and CI Courts by the visiting Chief Magistrate. Help cards were provided by the Training and Research Officer from the JP Branch.

Inspections or audits

A management inspection/audit was carried out by the Manager, Perth Court Operations in June 2019. There were no issues identified and all outstanding items have been addressed except for the transfer of certain records to the Perth Registry for approval of destruction in accordance with departmental policies.

Coronial Inquests:


No coronial inquests were finalised in CI or CKI during 2018-19.

Corrective Services

Services

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

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

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

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

Highlights and activities

A Senior Community Corrections officer visited CKI and CI in September and December 2018, and March and June 2019. The officer provided support to the Judicial Officer during Court circuits including providing three pre-sentence reports.

Nine offenders on community corrections orders were provided supervision in the community and 161 hours of community work was completed by offenders. Five offenders successfully completed their orders and one offender was breached for non-compliance with the conditions of their order. The offender breaching the order was imprisoned in a WA prison.

Horizon scan

There was a significant increase in the number of community work hours performed during the year from 68 hours to 161 hours. This delivered tangible benefits to the community and it remains to be seen if this increase will be sustained in the coming year.

WA Land Information Authority (Landgate)

Services

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

Highlights and activities

Land information

Titles registered	CKI	CI
Freehold	76	318
Crown Land Titles (CLT)	83	279
Strata Titles	3	240
Reserves (included in CLT data above)	73	218

Location Information Project – Shared Location Information Platform/ Geographic Information System

The project is complete with 50 high value spatial datasets relating to the IOT being stored, updated and accessible through one platform, Shared Location Information Platform (SLIP).

Valuation services

Landgate completed a general valuation for the Shire of Christmas Island (SoCI) and the Shire of Cocos (Keeling) Islands (SoCKI) in accordance with Section 18 of the applied *Valuation of Land Act 1978 (WA)* for gross rental valuation purposes.

On an annual basis Landgate completes an unimproved valuation (as part of the general valuation program) of WA for land tax purposes. This includes the SoCI with 558 unimproved valuations completed, and the SoCKI with 266 unimproved valuations completed.

Additionally, 199 market rental valuations and two stamp duty assessments were completed on CI, and one stamp duty assessment on CKI.

Horizon scan

The unimproved valuation program is scheduled for quarter two 2019-20, with values coming into force on 30 June 2020.

Legal Aid Commission of WA

Services

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

Highlights and activities

- CI was visited monthly in the reporting year, except for July 2018, when flights were cancelled and January 2019, when LAWA traditionally does not visit. CKI was visited three times in the reporting year, December 2018, and March and June 2019.
- There was a steady demand for legal advice, information, referral and legal tasks provision during the reporting year, and duty lawyer assistance prior to and during Court sittings. This included criminal and one family law matter in respect of asylum-seekers and other people detained at North West Point Immigration Detention Centre, mostly under section 501 of the *Migration Act 1958* (Cth). Appointments with LAWA were both during visits and telephone from the mainland.
- The Solicitor/Manager delivered an information session over two visits about the harms of illegal drug use to eight groups (approximately 130 people) on CKI, including workers from SoCKI, Cocos Co-operative, Water Corporation, CKI Community Resource Centre (CRC), and the Youth Group, Seniors Group, teachers and teachers' aides.
- An information session about patient confidentiality to the IOTHS staff and about Drugs, Alcohol and Addiction to a couple of community members on CKI.
- Two separate talks about cyberbullying to two sets of Year 3 to Year 6 classes, and about sexting and consent in sexual relationships to a Year 7 to Year 9 class at CKIDHS.
- An information session about patient confidentiality to the IOTHS and about how the law works in the IOT to the CI AFP.
- Information sessions about consent in sexual relationships to Year 9 and Year 10 classes, and about sexting to a Year 9 class at CIDHS.
- Informal community legal education or community development with a number of people including the social worker, the Acting Court Registrar, Court Registrar and AFP members on both islands.
- The Solicitor/Manager (or replacement for one visit) acted as duty lawyer for each sitting of the CI Magistrates Court. Acted as duty lawyer for the sittings of the CKI Magistrates Court in December 2018, and in March and June 2019. Charges or facts were amended to lessen the seriousness of the offending.
- Articles about legal issues were published in *The Atoll* and *The Islander* throughout the year.



Department of Local Government, Sport and Cultural Industries

Culture and the Arts

Services

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

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

Highlights and activities

The DLGSC (Culture and the Arts) engaged Country Arts WA to fulfill its SDA commitments. Services provided by County Arts WA included:

- funding to ACCI to provide an annual program of activities consisting of arts and cultural events, workshops and programs
- a tour of the show Zap Circus by Tarrabelle Murphy and Rusty Hammond from 26 March 2019 to 9 April 2019. Zap Circus performed to 1,700 people over four performances and 14 workshops were conducted with 230 participants
- ACCI continued to engage the local community through its annual program of arts and cultural activities. ACCI receives peak funding through Country Arts WA. This ensured that its role as the key provider of arts and cultural services on CI was maintained.

Horizon scan

Performing or visual arts tour in 2019-20.

Local Government

Services

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

Highlights and activities

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



The DLGSC (Local Government) provided:

- support to local government elected members and officers in relation to the application of the applied *Local Government Act 1995* (WA) and Regulations
- a two-day Service Delivery Review workshop to both IOT shires on-island in April 2019
- training (roles and meeting procedures) prior to 2018 local government week
- travel assistance for elected members during 2018 local government week in Perth
- a review of local government compliance audit returns, budgets, budget reviews, annual financial reports and auditor's reports
- regulatory functions primarily related to the administration of the applied *Local Government Act 1995* (WA) including approvals, compliance monitoring, investigations and other statutory support
- A recommendation of the Financial Assistance Grants in accordance with the *Local Government (Financial Assistance) Act 1995* (Cth).

Horizon scan

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

Racing, Gaming and Liquor

Services

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

Highlights and activities

- one licence on CI was approved for transfer and a name change (two applications)
- one licence on CI had an application under section 87 refused
- one licence on CKI was approved for two one-off add/vary applications
- quarterly calculation and collection of liquor licence fees
- one request for a Protection Order was received and processed
- four miscellaneous liquor applications were received and processed
- no complaints were received from IOT indicating the communities are compliant with the liquor legislation
- all services were provided in a timely manner in line with the services provided to the mainland.

Horizon scan

Compliance visit to the IOT in 2019-20.



Sport and Recreation

Services

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

Highlights and activities

- Work with SoCI, SoCKI, CIDHS and CKIDHS to develop an annual sport and recreation visitation and sustainability plan.
- On CI, planning for the redevelopment of the Poon Saan basketball courts and the first stage of the skate park and recreation precinct.
- Resurrection of sailing as a community activity for youth on CKI.
- Rugby League on CI and CKI - all school classes on both islands received skill acquisition lessons. A training session was held with senior players. Introducing both communities to the League Safe Training (water running) for volunteers at matches. Referee refresher course on CI for existing players. Game Day assistance on CI on 18 August 2018.
- Volleyball on CI - conducted 14 school clinics from Year 3 to Year 12. Four separate sessions with the teams travelling to Perth for Junior Country Week. Facilitated two matches at the recreation centre for school children and adults. CIDHS won the boys A Division at Junior Country Week in July 2019, and the girls were runners-up in A Division.
- Athletics on CI - conducted 24 school clinics for approximately 240 students, and an after-school clinic for 37 students. Two community clinics conducted through the CI Cricket and Sporting Club. One was for 25 school aged students, and one for the male adult rugby league team comprising of 15 players.
- Sailing equipment – CKI - Sailing Australia visited as part of the Sailing Australia service contract. They conducted an inventory of all craft and concluded that significant repairs were needed to be undertaken. DLGSC sourced the parts and six hobby craft boats were repaired for children to sail on. Sailing is a culturally significant activity on CKI.
- DLGSC met with the community in late November/early December 2018 and in April 2019. The focus was on the development of community capacity, through community engagement which has seen the delivery of appropriate services to the islands. This was a result of establishing partnerships with key agencies on the island and the mainland.
- DLGSC will continue to work with the community to develop its skills base and capacity at the volunteer level so that the community can provide its own sporting opportunities without a direct cost to government.
- Yearly sport delivery plans continue to be a focus, with stakeholders in the local communities' important figures in the delivery.

- Inter-island sporting competition - Community events were held for CKI Self-Determination Day in April 2019. Territory Day activities included volleyball, touch football, soccer, rugby league and obstacle course activities at the newly opened facility on CKI.
- Casino to Cove Fun Run - The SoCI held this event on Sunday, 30 June 2019. Starting from the Casino Resort and finishing at Flying Fish Cove. It was open to all with prizes for juniors, adults and masters.

Horizon scan

CKI

- Partnering with the Indian Ocean Group Training Association (IOGTA) to facilitate sports specific education and training opportunities for Community Development Program jobseekers in sports administration/coaching/officiating to enable volunteer support for junior sport delivery.
- Providing consultancy support to SoCKI to develop an Asset Management Plan for sport and recreation facility and equipment before further provision of facilities and/or equipment.
- Developing and delivering a series of targeted sports science/sports medicine workshops to address identified health issues in partnership with IOGTA, IOTHS, CKIDHS. For example, supplement information for gym users, nutrition information for parents of children, nutrition information for seniors.
- Partnering with the SoCKI to develop and deliver a physical activity program for adolescent girls on Home Island (HI). Consultation to be conducted with the girls to determine activities of interest.

CI

- Working with key stakeholders to develop a Sport and Recreation Group/Association responsible for coordinating a calendar of events on CI.
- Partnering with the IOGTA and CI Tourism Association (CITA) to facilitate event management education and training opportunities for sport and recreation related staff, businesses and volunteers.
- Working closely with the CITA to better align visiting coaches program visits with other on-island events to maximise service delivery.
- Facilitating a visit from a high-profile athlete to add value to the existing visiting coaches program.



Main Roads WA

Services

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

Highlights and activities

- Undertook annual visits and regular liaison with local government and IOTA.
- Provided advice and assistance to local government, Infrastructure and IOTA on a wide range of road maintenance and road construction issues.
- Inspected road construction and maintenance plant on both islands and provided advice on plant replacement, specifications and plant management systems.
- Compiled an audit report of the signs and lines, audit completed in June 2019.
- Assisted IOTA to maintain traffic signals on CI, and provided training to local contractors to undertake future maintenance.

Horizon scan

- There is a significant need for road resealing on CI.
- Shoulder reconditioning on CKI is urgently required. If local material cannot be sourced then the work may have to be completed as part of any potential airport runway upgrade project.
- Main Roads to continue building a close relationship with SoCI and assist with maintenance planning.
- Agree on an action plan to address the findings of the Main Roads signs and lines audit report for both islands.



Department of Mines and Industry Regulation

Commerce

Services

The Department of Mines, Industry Regulation and Safety (DMIRS) (Commerce) regulates building, utility, property, motor vehicle and resource industries, co-operative and not-for-profit sectors; offers consumers dispute resolution and conciliation services; provides information, education and advice to consumers; and promotes and secures the safety and health of people at work.

Highlights and activities

Consumer Protection

Advised of proposed changes to the applied *Residential Tenancy Act 1987 (WA)*; progress tracked and held discussions regarding the mandatory national recall and replacement of Takata airbags; range of scams currently targeting the IOT were raised with the community; and strategies to better address scam prevention were discussed with the AFP.

WorkSafe, and Building and Energy

Regular inspections have ensured no serious gas or electricity related incidents or fatalities in the IOT for several years.

Regular workplace inspections and education activities at a comparable level to remote and regional communities in WA have promoted business on IOT to adopt safe systems of work in accordance with duty holders' obligations under the territory laws.

Horizon scan

Building and Energy

On-island electricians require ongoing training to maintain inspection for electrical network operations.

Consumer Protection

A number of legislative changes and community consultations are likely to influence campaigns and educational activities to raise awareness in the IOT community. These include consultations on change to residential tenancy and commercial tenancy (retail shops) laws, retirement village reform, amendments to the disposal of uncollected goods, pre-paid funeral arrangements, and new provisions about ticket scalping.

WorkSafe

It is likely a new set of nationally consistent Work Safety and Health laws will come into place. This will increase community and industry education.



Mines and Petroleum

Services

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

Highlights and activities

Resource Tenure

Reviewed and discussed applications GCI70/1 and GCI70/2 including boundaries in relation to mining lease MCI70/1A; continued data validation for all tenements captured from paper register to electronic register.

Resource and Environmental Compliance

Review and recommendation for partial surrender of mining lease MCI70/1A; site inspection of Mining Lease CI 70/1A, 70/17, 70/18, and General Purpose Lease CI (Applications) 70/1 and 70/2; reviewed *Christmas Island Phosphates (CIP) Environmental Management Plan 2018-2023*, *CIP Scrap Metal Management and Removal (6 Jun 2018)*, *CIP Waste Oil Management and Removal (25 Sept 2018)*, and *CIP Annual Environmental Report (March 2019)*; and investigated self-reporting of clearing outside of the Approved Native Vegetation Clearing Permit (CPS 3290) dated 28 May 2019.

Financial Compliance Branch (Royalties)

Completed 'desk assessments' of royalties and conservation levies paid by Phosphate Resources Ltd to the Australian Government for the 12 months to 30 June 2019.

Mines Safety

A total of seven Improvement Notices and one Prohibition Notice were issued as result of inspections and audits.


Dangerous Goods and Critical Risks:

Four remediation notices were issued for the sites at CI, and seven remediation notices issued for sites at CKI. Most were for minor deficiencies with the legislation.

Horizon scan

Resource Tenure: Review of existing delegation and authorisation to improve efficiency of administrating IOT tenement and dealings.

Resource and Environmental Compliance Division: Assess General Purpose Lease applications GCI70/01 and GCI70/02 for the development of Run of Mine Pad and a tip head respectively.



Mines Safety: Future inspections will focus on processing safety for fixed plant, as well as the management of WHS and review of incident investigations; proposed *Work Health and Safety Act for Western Australia* will be applicable to general workplaces, mining and petroleum/geothermal operations industries.



Parliamentary Commissioner for Administrative Investigations

Services

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

Highlights and activities

- Two enquiries relating to the IOT were received by the Ombudsman.
- No complaints were received or finalised by the Ombudsman and no complaints were on hand as at 30 June 2019.
- The Ombudsman continued to implement a number of strategies to ensure complaint and enquiry services are accessible to all IOT residents.

Horizon scan

- Continue to provide awareness of, and access to, the services provided by the Ombudsman among the IOT communities, including a planned visit to the IOT during 2019-20.
- Continue to provide independent and timely complaint resolution and enquiry services and to maintain strong relationships with public authorities and communities in the IOT.



Department of Planning, Lands and Heritage

Planning

Services

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

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

Highlights and activities

- DPLH facilitated the prescribed legislative processes to enable the IOT local governments to deliver one amendment to the SoCI Local Planning Scheme No. 2 and one amendment to the SoCKI Local Planning Scheme No. 1.
- Administered and delivered the prescribed legislative processes to enable the WAPC's determination of one subdivision application on CI.
- Collaborated with the SoCKI, Infrastructure, and the Department of Transport (Transport) to progress the delivery of the CKI Coastal Vulnerability Assessment project.
- Provided planning advice in response to various enquiries from the IOT communities, and Australian and state government agencies regarding land use planning matters.

Horizon scan

DPLH will continue to collaborate with stakeholders to progress the delivery of a CKI Coastal Vulnerability Assessment project which is expected to be completed in late 2019.

DPLH will collaborate with the SoCI to progress a review of its local planning strategy and local planning scheme, which is expected to be completed in the second half of 2021.

Land Use Management

Services

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



Highlights and activities

- Provided advice and assistance in the disposition and management of Crown land in the IOT consistent with WA's processes, policies and procedures. This is to meet public infrastructure and development needs and administrative services to provide support to Crown land allocation decisions of the Australian Government.
- Provided assistance with mapping, stakeholder referrals and land valuations.
- Prepared, amended and sent 76 land dealing forms for approval to the Commissioner of Titles at Landgate in order to align with Commonwealth, State and Territory legislation. Of these, eight have been approved and are ready for use.
- Provided general advice on surveys and associated processes associated with Crown land dispositions in accordance with Crown land allocation decisions.

Horizon scan

An issue that will require ongoing attention is the land release under the Registration of Interest project as clarification is required on the timing and process by which the land will be released. It will also be necessary to deal with stakeholder objections. DPLH will continue to provide assistance and find solutions to various issues and constraints as they arise.



Department of Primary Industries and Regional Development

Agriculture and Food

Services

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

Highlights and activities

Invertebrates

- DPIRD visited CKI in May 2019 with an external consultant (specialising in disinfestation facilities) to investigate the implementation of three facilities on CKI HI and WI, and CI for the control of exotic dry wood termite. A recommendation to install heat treatment chambers retro-fitted for chemical treatment was provided.
- DPIRD visited CKI with a consulting entomologist and a PhD candidate to investigate biology and improved control techniques for macao paper wasp, and tropical fire ants within the island group.


Weeds

- Three visits were conducted by DPIRD, monitoring 27 Parthenium weed sites on CI. Parks Australia assisted with a fourth inspection on three sites after a significant rain event.
- Delimitation surveillance commenced on CI in October 2017 and was completed in October 2018. 127 sites were surveyed across the island to demonstrate absence of Parthenium weed. No plants were found.
- Three visits to CKI for ongoing control of Siam weed. The trend of significant reduction in Siam weed on HI and West Island (WI) continued. On WI, there are 62 sites targeted for surveillance with 53 per cent of these sites now having no detection. On HI, DPIRD found fewer than 100 plants during the last two trips.

Horizon scan

Invertebrates

Implementation of termite disinfestation facilities on HI, WI and CI are underway. DPIRD is investigating if any legislation under the *Biosecurity and Agriculture Management Act 2007* (Cth) could be used to enforce statutory treatment of wood products leaving CI.



A further two visits to CKI are planned for 2019-20 by a consulting entomologist, investigating new control options for macao paper wasp. Current control has reduced the impacts of wasps in built-up areas and tourist destinations to some degree. Reduction in overall wasp numbers across the islands has been limiting. There are also concerns around the environmental impacts the macao paper wasps are having on the native invertebrates species. Some preliminary environment investigation should be considered, as the social impact might just be the warning signs.

Noteworthy incidents that arose during the year included the discovery of:

- mediterranean fruit fly (medfly), *ceratitis capitata*, breeding on WI and HI
- banana spider mite, *tetranychus piercei*, on WI in February 2019. The exotic banana spider mite is absent from the Australian mainland and is known to affect over 80 host plant species including banana, beans, sweet potato, pumpkin and pawpaw.

Weeds

Conducting a review of the siam weed program, including analysing historical data, study long-term trends against effort, and review best practice methods. DPIRD considers it may be feasible to eradicate siam weed from HI.

Drafting a strategy defining what process (in-line with national standards) will need to be implemented over the next two years to declare parthenium weed eradicated from CI.

Develop a weeds database using "Collector" as the platform. Collector will allow point data for individual plants and better mapping of infestations. This will assist with possible eradication plans for siam weed in the future.


Fisheries

Services

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

Highlights and activities

Community and stakeholder engagement remained a key priority for Fisheries in 2018-19. Community presentations were delivered by research, education and management staff on a variety of fisheries-related topics. This included an update on proposed recreational fishing rules and key priorities identified for future fisheries management in the IOT.



Fisheries continued to play an active role in community events held on the IOT such as Territory Day on CI. In conjunction with CITA and the Keep Australia Beautiful Council (part of DWER), Fisheries coordinated SeaWeek on CI. More than 520 people engaged in activities that promoted sustainable fishing practices and healthy aquatic environments.

Seven new curriculum-linked activities based on current IOT research projects were developed and delivered to the schools. Overall, 668 students participated in 44 structured school activities. New educational tools were also developed and promoted. This included CI and CKI specific Beachcombers guides and Fisheries' recently updated marine education website which now includes an IOT specific section (<http://marinewaters.fish.wa.gov.au/>).

Four individual commercial fishing licences, four fishing boat licences and a mariculture licence were issued in 2018-19.

Ten land and sea patrols monitoring recreational fishing and commercial fishing activity at CI and CKI. Twenty-nine wholesale/retail inspections were conducted at CI resulting in one infringement warning issued.

A post bleaching assessment on reef health was completed on CI. On CKI, fieldwork included examining temporal variability in fish populations, coral habitat surveys and the completion of the study on the movement and habitat associations of gong gong (*Lambis lambis*) within the lagoon.

Publications included a journal article on fish assemblage structures on isolated coral reef systems and the annual IOT commercial fisheries assessment in *Status Reports of the Fisheries and Aquatic Resources of Western Australia 2016/17*.

Horizon scan

Fisheries will continue to engage with the IOT communities through school programs, community activities and presentations. Monitoring and assessment of local fish stocks will continue, with a focus on finalising reports on the research completed on the IOT.

Additionally, gaining access to suitable surveyed vessels at CKI remains a key priority. Access to these vessels is critical as no field surveys can be conducted.

Regional Development

Services

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

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



Highlights and activities

Community Resource Centres

- The CKI CRC successfully transitioned from a grant agreement to a service contract. The CRC is well regarded by the community and visitors to the island.
- The CI CRC has successfully established itself and DPIRD is now working with the CRC to increase its profile and services.
- DPIRD provided active support to both CRCs to enable them to achieve agreed outcomes, including regular phone and email support.
- Funding was provided through DPIRD to both CRCs.
- Both CKI and CI CRCs:
 - were open a minimum of 25 hours per week to provide computers for community use, access to government information and referral services for local providers
 - published a community directory, including government, business, residential and community listings
 - hosted community education, social and business activities.
- The CKI CRC also produced The Atoll, a regular community information newsletter.

Territories Price Index

DPIRD was not required to undertake a TPI during 2018-19.

Horizon scan

A TPI is scheduled to be produced during 2019-20.



Salaries and Allowances Tribunal

Services

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

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

Highlights and activities

2019-20 Local Government CEO and Elected Members Inquiry and Determination.

Horizon scan

2020-21 Local Government CEO and Elected Members Inquiry and Determination.



State Library of WA

Services

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

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

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

Highlights and activities

- Exchanges of library materials sent to the IOT libraries regularly throughout the year with the three IOT libraries receiving 3,240 items, including English language and materials in languages other than English.
- Free access to the statewide electronic resources, including eBooks, eAudio, eMagazines, video streaming and a range of other electronic databases.
- State Library staff visit and provide face-to-face support and training to IOT library staff.
- CI public library and the child health nurse distributed Better Beginnings reading packs:
 - 24 reading packs to families with a baby
 - 15 reading packs to families with a 2-year old
 - 21 green reading packs to kindergarten students at CIDHS in 2018.
- CKI public libraries distributed Better Beginnings reading packs:
 - five reading packs to families with a baby on WI and HI
 - 15 reading packs to families with a 2-year old on WI and HI
 - 14 green reading packs to kindergarten students at WI and HI campuses in 2018
 - library staff supported through an online tool (includes a training platform), email and phone.
- CKI public libraries received two Storytime Suitcases to support the delivery of Storytime and Baby Rhyme Time to families. The Storytime Suitcases contain session plans and resources (books, puppets, and literacy activities) to enrich ongoing programming delivered by library staff.
- CI public library received new resources to refresh their Discovery Backpacks (borrowable library resources for families containing books, puppets, musical instruments and literacy activities) to support the development of positive home literacy practices.
- Training videos to assist libraries with delivering literacy programs and services in their communities were provided to all IOT libraries on DVD, and in 2018 these were also made available on the Better Beginnings website.



Horizon scan

A new tiered model to support public library service delivery in WA has now been endorsed by the WA Local Government Association State Council and the Library Board of WA. This aspirational framework means that local government public library services in WA fall into one of three tiers based primarily on their population and capacity. Full implementation is being implemented over 2019-20.

Each local government in WA has now nominated for a tier for their library service; SoCI has nominated for Tier 2, and SoCKI has nominated for Tier 3.



Department of Training and Workforce Development

Services

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

Highlights and activities

Vocational Education and Training Policies


- Advised IOGTA management of vocational education and training policies and of reforms being implemented, including Technical and Further Education reforms impacting on regulatory training delivery arrangements and the WA Employer Incentive Scheme.
- Responded to requests for information from IOGTA management and other IOT stakeholders, and provided assistance in meeting the relevant agency requirements.

Training Services - Administration of Apprentices and Trainees

- Administered apprentices and trainees from the IOT employed under Training Contracts in accordance with the relevant Act and Regulations.
- Registered six trade apprentices based on CI in Engineering Tradesperson Mechanical (Fitter and Machinist - 2, Plant Mechanic, Refrigeration and Air Conditioning), Plumbing & Gas Fitting, and Carpentry & Joinery.
- 20 trainees in Business Administration, Food Processing, Powerline Vegetation Control, Retail, Cleaning Operations and Maritime Operations — Marine Engine Driving commenced in 2018-19 and were registered using the DTWD's training records system.
- There were 20 trainee commencements, 14 on CI, of which two being secondary school students in a school-based traineeship, and six on CKI.
- There were 26 commencements in 2018-19, five of which were registered with IOGTA.
- Provided monitoring and advice as requested to employers and up to 62 apprentices and trainees who were in training at any one time in the 2018-19 financial year regardless of their commencement dates.
- Provided for dispute resolution, variation, suspension and cancellation of Training Contracts as required.
- Facilitated the completion of 15 apprenticeship and traineeships.

Training Services — Group Training Operations IOGTA

- Sought targets from IOGTA for the 2019-20 WA Group Training Program (WAGTP) funding allocation.
- Provided information and clarification on the WAGTP specifications, including the funded categories of employment and other outcomes.

- 
- Undertook an assessment of the level of WAGTP funding to be allocated to IOGTA for support services to be provided to IOGTA apprentices and trainees.
 - Paid the achieved level of WAGTP funding to IOGTA.
 - Briefed IOGTA Acting General Manager on the 2019-20 WAGTP and its related requirements.
 - Advised and supported IOGTA in relation to its role as a registered group training organisation to assist in meeting its obligations.
 - Finalised an independent audit report of IOGTA against the National Standards for Group Training Organisations 2017.
 - Issued a Certificate of Registration to IOGTA expiring 30 June 2021 subject to the standards being maintained on an ongoing basis.

Horizon scan

Continue to work with IOTGA regarding Group Training Organisation registration and consideration of amendments to the type of apprenticeships and traineeships available under Training Contracts.



Department of Transport

Services

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

Highlights and activities

- Improved customer experience by providing Motor Vehicle Registry (MVR) staff with access to Transport's Knowledge Management System.
- Community information sessions conducted during SeaWeek on the new Aquatic Use Plan.
- Annual roadworthy inspection of buses conducted by Vehicle Compliance staff.
- Training provided to MVR staff on Transport's Licensing System.
- Information technology and business support provided to MVR staff.

Horizon scan

- Transport is working towards establishing a statutory vehicle inspection facility on CI to examine vehicles, similar to other jurisdictions.
- Ensure vehicles with defective Takata Alpha Airbags are fitted with a safe replacement.



Water Corporation

Services

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

Highlights and activities

- Gallery A3 commissioning to provide additional water supply to the CKI WI community
- Technicians from the mainland Water Corporation workforce to visit CI on a set rotation every 2-3 months, to assist local operators with specialist electrical and mechanical maintenance.
- Seawater Reverse Osmosis Treatment Plant Reliability Centred Maintenance review completed.
- CKI HI waste water treatment plant (WWTP) dry bed roof replacement progressed.
- CKI HI WWTP installation and commissioning of key components of the treatment plant upgrade works.
- CI Summit Tank hydro generator installation.
- CKI HI Chlorinator Control relocation completed.
- Asset condition assessment completed for all CKI Vac sewer pits.
- Tall tree clearing around key CI assets, and resource sharing with Parks Australia.
- Waterfall Pressure Main Stairs refurbishment.
- CI Leak Management plan developed and implementation of key recommendations.
- Redesign of the CI Summit Tank to Drumsite Tank main for capital funding bid.
- Telehandler mobile plant and equipment replacement for CKI.
- Arc Flash Assessment completed for CKI.
- IT upgrades on HI and WI to improve connectivity and security and allow access to Water Corporation online systems including training.

Activities include:

- providing services to 1,256 properties
- supplying 838 ML of drinking water
- treating 203 ML of wastewater
- taking 1,348 water quality and waste water samples
- generating 5019 MWh of power for the CKI community.



Horizon scan

Customer Service: Non-standard service agreements for targeted customers; and community art program to enhance aesthetics of water and wastewater assets in public spaces.

People and Safety: Housekeeping – 5S program focus on clean-up and maintenance of standards; Mental Health awareness training for staff and extension of training to the community; safety in the workplace presentation with presentations to the school and community; traineeships recruitment; Arc Flash Assessment for CI switchboards; and roll out of Works Planner model for CI and CKI for maintenance and safety work packs.

Water Quality: Ongoing development of treatment plant process expertise support functions; and ongoing per- and polyfluoroalkyl substances (PFAS) monitoring of environmental monitoring bores on CKI and IOT water sources.

Asset Management: Packaged Maintenance Program development for key and specialist maintenance items; and fleet management strategy including replacement and disposal.

Environment: Biennial Ocean Monitoring scheduled with Murdoch University MAFRL for CKI HI WWTP outfall monitoring; and participation in biosolids Research and Development Project to allow beneficial reuse on CKI and CI; and investigation into wastewater recycling project with Parks Australia for water conservation and beneficial reuse on seedlings for mine site rehabilitation.

Risk Management: Water Management plan for CI in drying climate, including leak management.

Capital Improvements: CKI HI WWTP upgrade and commissioning; and dry bed roof replacement.

Department of Water and Environmental Regulation

Environmental Regulation

Services

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

Highlights and activities

Twelve prescribed activities regulated under the provisions of the applied *Environmental Protection Act 1986* (WA); being nine prescribed premises licences and three registrations. One works approval process was completed and a further works approval expired.

Introduction of fees and charges across the IOT was approved by DWER for commencement from 1 July 2019.

All prescribed premises on CI and CKI were inspected. No complaints were received. Seven compliance events were generated from inspections and annual environmental report reviews. DWER assessed these as low risk and DWER undertook consultation with each party to put processes in place to address further risks/issues.


Activities during the year included:

- incinerator installation within CIP for the management of hydrocarbon waste streams
- potential reuse of aged/treated bio-solids sludge for compost on CKI
- CKI HI and WI transfer stations are utilising the incinerator, glass crusher and aluminium can compactor
- both IOT shires cleaned and packaged all historical old/discarded batteries which were removed from islands for offshore recycling
- provided advice that used/spent fire extinguishers are considered hazardous waste and need to be disposed of on the mainland
- CKI HI waste water treatment plant (WWTP) undergoing an upgrade to improve treatment processes at the facility.

Two native vegetation clearing permit applications were received for CI, both were still under assessment at the end of the 2018-19 year.

Two clearing permit applications received in 2017-18 were granted in 2018-19. There was one breach of clearing permit conditions, which following investigation was considered low risk.

DWER and Keep Australia Beautiful Council officers engaged with the community, schools and local government on issues related to waste reduction/avoidance and waste management on the islands. There was a focus on raising awareness of alternatives to single-use plastic and reducing the use of plastic bags and water bottles. Community champions were identified to drive behaviour change.



In partnership with Tangaroa Blue Foundation, local volunteers and self-funded interstate volunteers, DWER continued the IOT Marine Debris Project in June 2019. The project aims to collect and audit marine debris to identify waste streams; use the data to work towards reducing waste at its source, i.e. from neighbouring countries in the Indian Ocean; and hold manufacturers accountable for the impacts of poor waste management practice that is impacting on remote island communities. Over a 10-day period, approximately 2.172 tonnes of marine debris was collected and analysed on CKI and 2.74 tonnes on CI.

There were three reported incidents involving unplanned discharges. These were assessed as low risk. DWER undertook consultation with each party to put processes in place to address further risks/issues.

Horizon scan

- From 1 July 2019, commencement of the collection of fees and charges for native vegetation permits and amendments; environmental licences (Prescribed Premises); works approvals and amendments; and annual environmental emissions and discharges fees.
- Continued engagement with the Australian Government, on the progress and finalisation of the CI water resources pathways.
- Assessment of the CKI WI transfer station and WI power station design capacity; and CI bitumen manufacturing facility for licensing as Prescribed Premises.
- Embedding the Marine Debris Project in the SoCI and SoCKI as a local government owned and managed community project.
- Scoping a project for an overarching Strategic Waste Management Framework Policy for both islands.
- CKI recycling education campaign.
- Launch of the “Drink Tap Water” project. This project supports a potential local law to ban the importation of single-use plastic bottles to the islands.
- Support CKIDHS for an environmental education stream.

Water

Services

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

Horizon scan

In collaboration with the Water Corporation, an update of a report by the former Department of Water in 2008 on the IOT water resources has been initiated to provide recommendations to the Australian Government.



WA Museum

Services

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

Highlights and activities

The WA Museum prioritised establishing an Emerging Curator professional development program in the CKI for 2018-19, to build relationships and capacity with local people and organisations such as the SoCKI. This forms the first stage in a two-stage approach to sustainable development in heritage management and interpretation on CKI. Activities included:

- oral history professional development program to capture interviews with senior CKI residents
- WA Museum conducted photographic and film documentation with Emerging Curators of April 2019 60th anniversary of Self Determination Day community cultural celebrations
- establishment of audiovisual equipment in a public venue to share images from the celebrations with the community
- assessment of CKI Museum and its developmental needs, for implementation in the second stage of the Emerging Curator program.
- assessment of the Lionel Allen Archive for digitisation.

Horizon scan

- To achieve a more sustainable impact in such a remote context, the WA Museum would value the opportunity to maintain continuing contact through the Emerging Curator program in the CKI, to embed and further develop skills, and continue to deliver tangible outcomes for the community.



WA Planning Commission

Services

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

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

Highlights and activities

The WAPC provided its recommendations and final endorsement of documentation to the Australian Government Minister in respect of one amendment to the SoCKI Local Planning Scheme No. 1.

The WAPC determined one subdivision application on CI.

WorkCover WA

Services

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

Highlights and activities

In November 2018, a WorkCover WA inspector visited CKI and conducted workplace compliance inspections. Education and information was provided to employers and the IOTHS located on HI. Compliance and education visits to 22 businesses identified:

- 11 businesses had requisite insurance
- seven businesses were not employing
- four businesses were suspected to be employing without requisite cover and further investigated.

Compliance	CI	CKI
Number of approved insurers writing policies of total available	4 of 8	4 of 8
Number of employers with insurance policies	73	26
Number of completed compliance activities	1	1
Number of employers to hold a workers' compensation policy following enquiry	1 of 1	1 of 1
Number of prosecutions initiated	0	0
Injury management and vocational rehabilitation	CI	CKI
Number of vocational rehabilitation referrals	0	0
Proportion of vocational rehabilitation service referrals proceeded	N/A	N/A
Vocational rehabilitation commencement rate	N/A	N/A
Vocational rehabilitation return to work rate	0 of 1	N/A
Dispute resolution and agreement processing services	CI	CKI
Number of conciliation applications accepted	3	0
Number of conciliation applications completed	2	0
Proportion of conciliation cases resolved within eight weeks of acceptance	2 of 2	N/A
Number of memoranda of agreements recorded	2	0

Horizon scan

WorkCover WA plans to conduct education and compliance initiatives on CI during 2019-20.