



Australian Government

Department of Infrastructure, Transport,
Regional Development and Communications

Service Delivery Arrangements Indian Ocean Territories 2019-20 Annual Report

March 2021



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ISBN 978-1-922521-14-9
March 2021

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Table of Contents

Executive Summary	5
Service Delivery Arrangements	6
Department of Communities	7
Child Protection and Family Support	7
Communities	8
Disability Services Commission	9
Housing Authority	10
Economic Regulation Authority	11
Department of Education	12
Equal Opportunity Commission	14
Department of Finance	15
Building Management and Works (ServiceWA)	15
Office of State Revenue (RevenueWA)	15
Department of Fire and Emergency Services	17
Department of Health	19
BreastScreen WA	19
Environmental Health and Tobacco Control	20
Vaccine supply	20
WA Country Health Service	21
Health and Disability Services Complaints Office	22
Insurance Commission of WA	23
Department of Justice	24
Attorney General	24
Corrective Services	24
WA Land Information Authority (Landgate)	26
Legal Aid Commission of WA	28
Department of Local Government, Sport and Cultural Industries	29
Culture and the Arts	29
Local Government	29
Racing, Gaming and Liquor	30
Sport and Recreation	30

Main Roads WA	33
Department of Mines and Industry Regulation	34
Parliamentary Commissioner for Administrative Investigations (Ombudsman WA)	36
Department of Planning, Lands and Heritage	37
Land Use Planning	37
Land Use Management	37
Department of Primary Industries and Regional Development	39
Agriculture and Food	39
Fisheries	40
Regional Development	41
Salaries and Allowances Tribunal	43
State Library of WA	44
Department of Training and Workforce Development	45
Department of Transport	46
Water Corporation	47
Department of Water and Environmental Regulation	49
Environmental Protection Authority Services	49
Environmental Regulation	49
Water	50
WA Museum	52
WA Planning Commission	53
WorkCover WA	54



Australian Government

Executive Summary

On behalf of the Australian Government, I am pleased to present the Service Delivery Arrangements (SDA) Annual Report 2019-20 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 sixth report published since the recommencement of annual report publishing in 2014-15. The content is aligned with the WA Government structure which came into effect from 1 July 2017.

During 2019-20, on-island service delivery by state agencies was affected by the COVID-19 pandemic and travel restrictions to the islands. Some highlights were achieved in the first half of the financial year prior to travel restrictions commencing, including:

- the Department initiated the 12-month trial of a Senior Communities Child Protection Worker (SCCPW) position based on CI
- an audit of property inspections for IOT public housing confirmed that 100 per cent of annual inspections were completed for 2019-20. A full audit of annual inspections was also reviewed for employee housing dwellings
- the Indian Ocean Territories Health Service (IOTHS) buildings were included in the Department of Finance (Building Management and Works) property management portfolio
- BreastScreen WA conducted 189 mammograms on CI, and 103 mammograms on CKI in September 2019
- Asset Management Mentoring workshop phase one was delivered to both IOT shires in October 2019 through the Department of Local Government, Sport and Cultural Industries
- visiting sporting coaches program: CI - WA Football Commission and WA Cricket Association; and CKI - Athletics WA
- in conjunction with CI Tourism and Department of Water and Environmental Regulation (DWER) Keep Australia Beautiful WA (KAB), Department of Primary Industries and Regional Development (DPIRD) coordinated Seaweed on CI in September 2019. Seven hundred and forty eight people were engaged in activities that promoted sustainable fishing practices and healthy aquatic environments
- a Territories Price Index (TPI) was completed for 2019 by DPIRD
- exchanges of library materials sent to the IOT libraries, with the three IOT libraries receiving 3,240 items, including English language and materials in languages other than English
- Department of Transport signed a two-year agreement with Phosphate Resources Limited (PRL) to provide vehicle inspection services to the CI community, with services commencing in late November 2019.

WA agencies whose services were not required during 2019-20 and have not submitted a report include Energy Policy WA and the Public Trustee.

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

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

March 2021

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 administrative changes in 2017, as at 30 June 2020, 30 WA agencies provide services to the IOT through 46 SDA.

2019-20 SDA management

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

Due to the COVID-19 pandemic, the SDA review and renegotiation program was suspended to allow all agencies to respond to the pandemic. The SDA renegotiation program will recommence during 2020-21.

Negotiations also commenced with the WA Government to update changes to the SDA standard agreement to increase the focus on Work, Health and Safety (WHS) legislative requirements, and bring forward the timeframe for submitting mid-year budget and work plan reviews. The template negotiations will be finalised in 2020-21 to support the SDA renegotiation program.

SDA fact sheets

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

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

Department of Communities

Child Protection and Family Support

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 people in the IOT with their obligations under the applied legislation concerning Working with Children (WWC) checks.

Highlights and activities

Child Protection and Family Support

The development of this position was informed by a two-week period of consultation. This consultation obtained the views of key representatives from government and non-government agencies, and community and religious groups' leaders.

A 12-month trial period for a SCCPW position based on CI was initiated in 2019-20. Since this time, the SCCPW has:

- met with government and non-government agencies, cultural and linguistic diverse community groups, including religious groups or associations, and key community and business representatives
- increased community awareness about child protection legislation, practices and guidelines
- increased community awareness about the child protection assessment, investigation and case management processes
- developed and implemented child safety practices in the community to achieve the optimal safety environment for children in the community
- worked in partnership with key stakeholders while maintaining the strict privacy and confidentiality of client information
- visited CKI twice and liaised with local community organisations, government and non-government agencies and key stakeholders to develop child protection awareness
- worked collaboratively with the Community Resource Centre (CRC) to increase community awareness of the support provided by the SCCPW and invite people to approach the SCCPW to consult as and when needed
- used the community's social networking platforms to create an awareness about online safety for children and families by posting materials from the Office of the e-Safety Commissioner, and useful information from Communities.

WWC

WWC's IOT visit planned for 2020 was cancelled due to the COVID-19 pandemic.

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 286 applications and the ongoing monitoring of a total of 584 card holders. This represents a 33.5 per cent increase in applications and a 23.6 per cent increase in current active cards compared to 2018-19. This is indicative of a number of factors, including increased awareness. A breakdown of the WWC data is captured below:

Location	Applications made	WWC Cards issued	WWC Cards active as at 30/6/2020	WWC Cards Issued All Time	Negative or Interim Negative Notices Issued	Negative Notices of Interim Negative Notices Issued All Time
CI	235	239	451	1,879	1	2
CKI	46	47	133	454	1	1

Horizon scan

Child Protection and Family Support

- The SCCPW will continue to work towards increasing awareness within the community of the services now available in the IOT, and monitor the uptake of these services, by the community or other government and non-government agencies, as the community becomes increasingly aware of the child protection services now available to them.

WWC

- A visit to the IOT is being planned for first quarter 2021. This will provide face-to-face opportunities to demonstrate new WWC tools which are designed to assist organisations, self-employed people and individuals to comply with the WWC legislation.
- WWC will continue to promote the WWC Check within a broad child-safeguarding context and as a key strategy of the National Principles for Child Safe Organisations.

Communities

Services

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

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

Highlights and activities

Education and Care Regulatory Unit

- Conducted a visit by the Education and Care Regulatory Unit (ECRU) Senior Assessment Officer (SAO) on 16 to 18 October 2019, during which support and guidance in relation to the National Law, Regulations and the National Quality Standard was provided, including compliance checklists in relation to safety; programming; policies; building; and staffing and attendance were completed. There were no non-compliances identified.

- Due to COVID-19 restrictions, additional visits did not occur. Numerous follow-up calls were made during this time to support the service staff and the approved provider. This ensured all was well, given the circumstances that arose from the lockdowns and the impact directly with childcare services such as, loss of staff and families and the ongoing uncertainty from an operational perspective.
- Outside of visits, ECRU also provided support in the form of emails and telephone calls with the centre manager, co-coordinator and nominated supervisor when required.

WA Seniors Card

The management of the WA Seniors Card program includes the:

- provision of Seniors cards to eligible applicants
- administration of the annual Cost of Living Rebate payment
- providing access to discounts for goods and services provided by private business partners
- delivery of the WA Discount Directory to the Shire of Christmas Island (SoCI)
- call centre support to IOT residents and over-the-counter services in Perth when IOT residents are visiting WA.

Horizon scan

ECRU

ECRU will:

- continue to support the Committee of Management and frontline staff in any way appropriate
- schedule a further monitoring and support visit in the first quarter of 2021.

WA Seniors Card

- Seek to increase the number of private businesses to offer WA Seniors Card program discounts for goods and services for members located on CI and CKI.

Disability Services Commission

Services

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

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

Highlights and activities

- Local Coordinator and Regional Manager visited CI and CKI in September 2019.
- Development of reviews were actioned for the Individual Plans of eligible people on CI and on CKI.

- All Individual Plans were funded in accordance with the WA Support Clusters and Pricing Framework. This information was provided to the IOTHS for the purpose of service provision with consent acquired from the individual.
- Ongoing liaison with relevant agencies in the IOT and in WA, including schools, local government, National Disability Insurance Agency (NDIA) in relation to the Australia-wide National Disability Insurance Scheme (NDIS) transition, service providers and community groups to facilitate the implementation of Individual Plans.
- Ongoing facilitation with WA-based provider Therapy Focus, contracted by the IOT, to deliver therapy services.
- NDIS access determination commenced, decision to be based on advice from Communities.
- 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.
- Individual Plans developed by Communities' Local Coordination service remain active until September 2020 enabling a three-month timeframe for the NDIA to confirm eligibility for the NDIS to develop approved plans.
- Local Coordination services will cease for individuals living in the IOT upon approval of their NDIS plan.
- Local Coordination will work with the individuals, families, IOTHS, therapy provider and the NDIA to support the transition commencement and NDIS readiness 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 2019-20. A full audit of annual inspections were also reviewed for employee housing dwellings.
- An audit of debtor management by IOTA of public housing tenancies confirmed that appropriate action is being taken to manage and reduce rental arrears.
- A full audit of rent calculated on 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 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

- Continuing development of the MEX system to digitise all property inspections and maintain one central database.
- Continue to support, educate and progress asset protection strategies as part of the annual inspection regime to support cyclical maintenance programs and budgets.
- Continue to ensure best practice and policy updates are maintained in the IOT.
- Review and support implementation of IOT housing policies relating to occupation and eligibility.

Economic Regulation Authority

Services

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

Highlights and activities

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

Department of Education

Services

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

Highlights and activities

Student and staff numbers at CIDHS and CKIDHS have remained relatively stable through to 30 June 2020:

	CIDHS	CKIDHS
Kindergarten students	17	12
Primary students	145	76
Secondary students	86	26
Total students	248	114
Total Education FTE	42.2	16.3

North Metropolitan Regional Education Office provided consultation, support, advice and information to the staff at IOT schools, Infrastructure, and Department of the Premier and Cabinet (DPC) with 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 the IOT schools, including:
 - the provision of consulting teacher services for students with special educational needs in line with agreed service proposals
 - visits by the Lead School Psychologist to support students and staff in accordance with relevant education plans
 - Education and external contractors providing professional learning to the whole staff group in line with whole school plans
 - Education and external contractors providing programs to staff, students and the communities in line with whole school plans and community need.
- The delivery of all visiting services was significantly affected by the COVID-19 restrictions.
- 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 for the reporting period.
- Management of complaints relating to the provision of education services.
- The restrictions on staff travel resulting from COVID-19 presented a number of challenges for staff and students residing in the IOT. The attendance rates for students in the IOT remained at exceptionally high levels throughout the period that restrictions were in place and was a credit to both schools and communities.

Horizon scan

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

The movement of students with identified special needs on and off the IOT presents an ongoing impact on the cost of delivering education services. The provision of facilities with access for students with special needs to ensure compliance with the *Disability Discrimination Act 1992* (Cth) requirements remains an active issue for consideration in budget planning.

Equal Opportunity Commission

Services

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

Highlights and activities

The EOC proposed to visit the IOT from 24 March to 3 April 2020 in partnership with the Health and Disability Services Complaints Office (HaDSCO), the Department of Mines, Industry Regulation and Safety (DMIRS), and the Ombudsman (WA). The purpose of the visit was to provide customised training courses on Equal Opportunity: Law; Essentials for Managers and Supervisors; and Recruitment and Selection. EOC staff also planned to conduct information forums on community members' rights and obligations under the applied legislation.

Despite extensive planning, the visit was postponed due to the COVID-19 pandemic.

Throughout the reporting period the EOC provided:

- a telephone enquiry service to inform IOT community members of their rights and responsibilities
- an avenue for complaints of discrimination and harassment to be lodged under the applied legislation.

The EOC received three enquiries from IOT community members and finalised one complaint under the applied legislation during the reporting period.

Horizon scan

The EOC proposes to conduct the postponed partnership visit during 2020-21 subject to health and travel advice regarding the COVID-19 pandemic (or any other significant events).

The planned merger of the EOC with the Department of Justice in 2020-21 will result in changes to the administrative arrangements of the EOC. No impacts on EOC services to the IOT are expected from the merger.

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 (ServiceWA) division, to manage IOT commercial properties on behalf of Infrastructure.

Highlights and activities

Building Management and Works (ServiceWA)

The 2019-20 financial year has seen the largest delivery of maintenance and works projects in the history of this SDA. The program was expanded with the inclusion of the IOTHS buildings into the managed portfolio. This has seen a significant increase in workload for contracted property managers, JLL.

A significant amount of project work was completed during the year, including:

- the CKI schools' prefabricated toilets
- final restoration phases at the CI Police Station
- CIDHS air conditioning
- CI Hospital roof repairs
- IOT schools corrosion treatment.

Project management assistance has also been provided on IOT community buildings, where JLL expertise has assisted in the completion of a number of projects, including:

- replacement of CI Cricket Club roof
- recladding of the CI Volunteer Marine Rescue building
- extensions to the Home Island (HI) Fire Station
- repairs to the CI Catholic Church.

JLL's property management function continues to operate at a high level, integrating improved systems in the areas of:

- contractor engagement, invoicing and payment
- financial reporting
- WHS contractor training and management.

Office of State Revenue (RevenueWA)

During 2019-20, state-type revenue was collected on behalf of the Commonwealth. A total of 365 assessments, returns and licences were issued in the IOT.

No IOT visits were undertaken during the year.

Horizon scan

Building Management and Works (ServiceWA)

As the JLL Property Management Contract draws to a close, a tender process will be undertaken and a new contract entered into late in 2020-21.

Office of State Revenue (RevenueWA)

Compliance visits are scheduled to return in 2020-21 pending the removal of COVID-19 travel restrictions. Visits are undertaken to complete compliance investigations and audits of taxpayers, and to assist businesses in their understanding and awareness of their liability in respect to the various revenue lines.

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

COVID-19 restrictions and the declaration of the State of Emergency for the IOT impacted service delivery. The training component of the SDA deliverables recommenced on 6 October 2020 with on-island training.

DFES conducted the following activities:

Christmas Island

Volunteer Fire and Emergency Service (VFES) Unit:

- Firefighting skill course
- Ongoing skills development training of new appliances
- Vehicle checks and faults reported
- Preparation drills for Airport exercise
- Training program and work plan development 2020-21
- New hose techniques (Cleveland Lay)
- Recruitment and induction of five new members.

Volunteer Marine Rescue Service (VMRS) Unit:

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

CKI West Island

VFES Unit:

- Vehicle checks and faults reported
- Training program development 2020-21
- Recruitment of three new members
- Ongoing skills development training of new appliances.

CKI Home Island

VFES Unit:

- Ongoing skills development training of new appliances
- Vehicle checks and faults reported
- Training program development 2020-21
- New hose techniques (Cleveland lay).

VMRS Unit:

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

Horizon scan

- An increase in radio communication services to enhance the IOT inter-agencies communications, response and mobilisation procedures with the implementation of a Joint Emergency Services Communications network.
- DFES volunteers in WA are periodically exposed to the extensive applied firefighting training resources at the WA Fire and Emergency Services Academy in Perth. This training develops firefighting, rescue and vital leadership skills in realistic environments. IOT Emergency Services volunteers are requesting this training; however, have not had this opportunity due to COVID-19 travel restrictions and would benefit greatly from the training.
- Firefighting appliances (trucks) and equipment require a high level of scheduled maintenance to ensure constant operational readiness and to ensure safe equipment for volunteers.
- Breathing apparatus equipment is critical safety equipment and is required to be maintained to an Australian Standard which requires an annual scheduled maintenance program.
- The serviceability of the breathing apparatus compressors requires urgent repairs and maintenance; which, reduces the capability to refill cylinder during long-duration operational incidents and programmed training.

Department of Health

BreastScreen WA

Services

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

Highlights and activities

In 2019-20, BSWA attended both CI and CKI to perform screening mammography.

Location	Date	Women screened
Christmas Island	September 2019	189
Cocos (Keeling) Islands	September 2019	103
WA	April 2018 – September 2019	63
Total		355

This is the first time that full field digital mammography screening machines were used on each Island. The new technology now matches the specifications of BSWA mainland mobile clinics, allowing images to be reported and, if needed, further images to be taken within 24 hours of a client's screening. Previously a client who needed further screening images required transport to WA.

Client results can now be sent to island based General Practitioners utilising Health Level-7 secure messaging technology as opposed to posting of results allowing faster access to client screening outcomes.

Promotional activities of the BSWA service were conducted prior to the visits and included:

- print resources (posters, mammography screening information produced in multiple languages)
- promotional resources such as pink balloons, carry bags, pens and T-shirts
- media releases
- direct liaison with the Island Health Worker.

Horizon scan

Future visits will be two-yearly, with the next visit due in September 2021. Women who visit WA and are due for a mammogram can attend any BSWA service.

Future logistic issues to consider prior to visiting the Islands include thorough testing of equipment and internet connections, telephone in each room and functional reception area outside the screening room.

Environmental Health and Tobacco Control

Services

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

Highlights and activities

The scheduled visit to the IOT was deferred due to COVID-19. Meetings have occurred between RevenueWA and WA Health to promote awareness of each other's responsibilities for tobacco licensing in the IOT.

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

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

Retail tobacco licences renewed during 2019-20: nine on CI and three on CKI.

Licences for four pest management technicians and three pest management business registrations were successfully renewed on CI during 2019-20.

Horizon scan

Continue to reinforce and increase the local communities' knowledge and understanding of health legislation. Pest management technician licences and pest management business registrations will continue to be managed by the EHD. The Tobacco Control Branch will continue to administer the provisions of tobacco licences and compliance with the applied *Tobacco Products Control Act 2006* (WA).

The tobacco compliance unit within WA Health will work with RevenueWA as both entities issue licences for tobacco sale in the IOT – WA Health for the legal ability to sell tobacco and RevenueWA on behalf of the Commonwealth for the collection of tobacco excise.

WA Health will continue to respond to requests from the IOT to visit the islands to assess compliance with tobacco legislation and assist with licensing issues. The next on-island visit is planned to occur in the first half of 2021. It is anticipated that this visit will be conducted with the RevenueWA team.

Vaccine supply

Services

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

Highlights and activities

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

Communicable Disease Control Directorate Immunisation Vaccine Orders team members approved orders in readiness for distribution. Each order was reviewed to consider customs requirements for streamlined shipment and to reduce customs paperwork wherever practicable.

Communication of order approvals, shipment dates and additional delivery requirements are generated through both the Toll ordering system and manually where applicable.

In 2019-20:

- a total of 118 orders were processed
- a total of 1,643 vaccine doses were distributed to the IOT region for immunisation programs.

WA Country Health Service

Services

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

Highlights and activities

In 2019-20, IOTHS engaged with WACHS in relation to:

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

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

Service	2019-20
Public inpatients	221
Public emergency department presentations	87
Outpatient attendance	1,304

Horizon scan

Health will continue to negotiate the new SDA to support the ongoing health care for IOT residents. WA Health and IOTHS are exploring a new SDA specific to WACHS.

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 one complaint from the IOT.

The number of complaints managed by HaDSCO was lower than the 2018-19 financial year.

Due to the COVID-19 pandemic, HaDSCO was not able to meet with IOT residents and service providers in person.

The HaDSCO website features an IOT-dedicated page. The website has information translated into IOT languages, making HaDSCO more accessible to community members from non-English speaking backgrounds. The website can be viewed on mobile devices and individuals will also be able to complete the online complaint form on a handheld device.

Horizon scan

- Continue to monitor emerging issues in the health, disability and mental health sectors and respond accordingly.
- Apply any efficiencies achieved or resolution process improvements to the management of complaints to the IOT community.
- Continue to develop multilingual communication materials and publications for use within the IOT.
- Travel to the IOT in the second half of 2020-21. Predominately, the visit will focus on raising awareness of HaDSCO and providing information on complaint resolution pathways.

Insurance Commission of WA

Services

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

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

Highlights and activities

No new claims were lodged in the IOT during 2019-20.

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 sittings at the CI and CKI Courts during 2019-20. There were nine sittings on CI and five sittings at CKI.

Due to COVID-19 travel restrictions, CI and CKI Court in March and June 2020 were conducted via video link to Perth Magistrates Court.

Education or training programs

Training and information sessions for rostered Justices of the Peace (JP) were conducted on CI and CKI by the visiting Deputy Chief Magistrate.

Following a direction by the Chief Magistrate and in line with a recommendation by the State Coroner, JPs will no longer hear criminal matters in WA as of 1 August 2020. This direction extends to the CI and CKI Courts.

Inspections or Audits

A management inspection/audit was last conducted by the Manager, Perth Court Operations in June 2019. An inspection has not been conducted in 2019-20 due to COVID-19 travel restrictions.

Video link functionality has been installed on both islands and have been utilised this year throughout the COVID-19 restrictions.

Coronial Inquests

No coronial inquests were finalised in CI or CKI during 2019-20.

Horizon scan

A management inspection/audit is scheduled for December 2020.

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 (JJT) referrals
- training the AFP in policy and practice regarding the management of adult and young offenders.

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

Highlights and activities

A Senior Community Corrections officer visited CKI and CI in September and December 2019. Due to COVID-19 travel restrictions, no visits were conducted in March and June 2020. The Court was conducted via video link to Perth Magistrates Court. The officer provided support to the Judicial Officer during Court circuits including eight pre-sentence reports.

Twelve offenders on community correction orders were provided supervision in the community and more than 500 hours of community work was completed by offenders. Six offenders successfully completed their orders and two were breached for non-compliance with the conditions of their order. Three offenders were imprisoned in WA prisons during the year.

Horizon scan

There was an increase in the number of offenders sentenced to community-based sanctions. The previous years' increase in the number of community work hours completed was sustained this year, with a further significant increase. This continued to deliver tangible benefits to the community.

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	CI	CKI
Freehold	317	76
Crown Land Titles (CLT)	283	83
Strata Titles	251	3
Reserves (included in CLT data above)	222	73
Documents processed	50	10

Valuations

The last gross rental value (GRV) general valuation for the SoCI and Shire of Cocos (Keeling) Islands (SoCKI) was completed for the 2018-19 year and came into force on 1 July 2019.

Valuations on the unimproved bases (UV) are conducted annually with 2019-20 values completed and these values came into force on 1 July 2020.

	CI	CKI
Unimproved bases (UV)	554	266
Interim values (GRV)	3	2
Interim value (UV)	1	0

In addition, there were three market valuation requests resulting in the provision of 29 values. Six of these values were rental valuations of airport tenancies, eleven were unimproved rental valuations, seven were unimproved market values, and five were club rental values.

Government Location Information - Open Data

Landgate assisted Infrastructure to create metadata pages for 52 datasets and created clipped versions of the Infrastructure and Utilities Download Service for the IOT on the Shared Location Information Platform (SLIP).

Horizon scan

GRV General Valuation Program

The GRV general valuation program has been undertaken on a four-yearly cycle for the IOT. However, due to COVID-19 other regional programs have been postponed, resulting in an impact on scheduling. The next GRV general valuation program for the IOT has been rescheduled to 2024-25.

e-Conveyancing

Landgate is liaising with Infrastructure regarding the introduction of electronic conveyancing in the IOT.

Geodetic Survey Work Program

Due to COVID-19, the 2019-20 Geodetic Survey Work Program was cancelled. The program has been rescheduled for May 2021 subject to funding and COVID-19 restrictions being lifted. The scope of work will remain the same.

Imagery: Aerial Imagery | LiDAR

Landgate is working with Infrastructure regarding aerial imagery | LiDAR capture on the IOT.

Legal Aid Commission of WA

Services

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

Highlights and activities

- LAWA visited CKI in December 2019 and March 2020. Except for January 2020, LAWA visited CI monthly until March 2020. The onset of COVID-19 travel restrictions from March 2020 prevented further visits, however services continued to be delivered through telephone, video link or WebEx.
- There was a steady demand for legal advice, information, referral and legal tasks throughout the reporting period.
 - legal tasks performed for CI - 112 and CKI - 34
 - duty lawyer appearances for CI – 23 and CKI - 10
 - › South Hedland office of LAWA acted as duty lawyer (June 2020 sitting of the CI Court) given the Manager/ Solicitor declared a conflict of interest.
 - › Albany office of LAWA appeared as duty lawyer for an IOT matter transferred to a mainland regional Court.
 - instances of information provision by the paralegal - 539
 - new grants of aid to clients - 7. Six appearances were made during Court circuits and otherwise, including in Perth Magistrates Court
 - thirteen community legal education talks resulting in provision of informal legal education and community development
 - numerous translated articles regarding various legal issues were published in The Atoll and The Islander.
- During visits to the IOT, LAWA staff met with numerous stakeholders, including Court staff, AFP, IOT social worker, CKI community worker, Infrastructure, DPC, IOT Administrator, Commonwealth Department of Public Prosecutions (CDPP), CIDHS, CKIDHS, the CKI CRC, CKI Shire President, CKI Head Imam, CKI Co-Op, other state agency officers, and the Community Corrections Officer.
- LAWA also delivered a number of presentations on illegal drug use, problems that can arise at Leavers' celebrations (alcohol and drug offences, age of consent and lack of consent to sexual activity, damage to property and dealing with Police), Police powers and responsibilities under the WA restraining orders legislation, elder abuse and seniors' rights.
- The impact of LAWA's services in the criminal sphere included the: discontinuing of some criminal charges, a reduction of the seriousness of the alleged fact resulting in the lessening of sentencing submissions by the Commonwealth Director of Public Prosecutions, sentencing dispositions resulting in drug and alcohol counselling where appropriate, and an increase in community understanding of rights and obligations leading to reduced anxiety and better adherence with the law.

Horizon scan

- It is expected that the need for legal assistance by IOT residents will continue in a similar vein into the future.
- LAWA will continue to provide community legal education and community talks, subject to travel restrictions.
- Mechanisms are in place for Court lists and legal appointments to be conducted by video link and telephone in response to COVID-19.

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 Regional Arts WA to fulfill its SDA commitments. Services provided by Regional 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 Family Shoveller Band was scheduled in early 2020, however the tour was cancelled due to COVID-19 travel restrictions.

Horizon scan

2020-21 performing arts tour and funding to ACCI.

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.

DLGSC (Local Government):

- supported local government elected members and officers in relation to the application of the applied *Local Government Act 1995* (WA) (Local Government Act) and Regulations
- reviewed local government compliance audit returns, budgets, budget reviews, annual financial reports and auditor's reports
- undertook regulatory functions primarily related to the administration of the Local Government Act including approvals, compliance monitoring, investigations and other statutory support
- determined the Australian Government general-purpose Financial Assistance Grants in accordance with the applied *Local Government (Financial Assistance) Act 1995* (WA)

- delivered Phase 1 of the Asset Management Mentoring workshop on each island in October 2019. Phase 2 was postponed from April 2020 due to COVID-19 and will now be completed in 2020-21
- provided travel assistance for elected members during 2019 Local Government Week in Perth
- provided election support including travel assistance to the new SoCKI Shire President and Deputy to attend Mayors and Presidents Day seminar in Perth.

Horizon scan

Legislative changes to the applied Local Government Act as part of the review will influence the IOT.

Racing, Gaming and Liquor

Services

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

Highlights and activities

Due to the COVID-19 pandemic, the planned trip to the IOT for liquor licensing purposes was postponed. However, the following activities were undertaken in the financial year:

- one new licence was granted on CKI
- one request to change the name of a licensee entity
- one licence was temporarily suspended
- one transfer application was received and processed
- an application to vary licence conditions was received and processed
- an application for an extended trading permit was received and processed
- quarterly calculation and collection of liquor licence fees
- no complaints were received which means that licensees are compliant with the liquor legislation.

Horizon scan

COVID-19 brought some new challenges for the 2019-20 financial year, in particular:

- In order to provide some assistance to licensees to deal with the impacts of COVID-19, the Director of Liquor Licensing determined to refund the IOT 2020 annual liquor licence fees. This project should be completed in the 2020-21 financial year.
- The scheduled visit to the IOT by inspectors was put on hold due to COVID-19. It will be re-scheduled for 2020-21.

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

West Australian Football Commission – CI - 2 to 9 August 2019

- Establish an interest in the game through the CIDHS and run education and instruction sessions for teachers and the community.
- Australian Football League clinics were conducted for all classes from pre-primary to year 12. Educational instruction was provided to CIDHS physical education teachers.
- An after-school session was held at the Sporting Club with 30 children attending. This provided an opportunity to play another game with the skills learned at school reinforced. A year 12 student assisted in the organisation and aimed to continue the activity for the rest of the school term.
- A community game was also held which involved older school-aged children, fathers and teachers. This game allowed older children to experience the game with an umpire and structured rules.
- One young female who showed a keen interest and skill for football will be connected to the WA Football Commission academy in 2020 when in Perth for university study.

Western Australian Cricket Association – CI - 27 September to 1 October 2019

The WA Cricket Association (WACA) visited for the 60th Anniversary of the CI Cricket and Sports Club to partake in their 60th anniversary match, conduct a school holiday clinic, a coaching workshop, and to upskill interested coaches. Activities included:

- Inspection of facilities with recommendations to upgrade the training and playing surfaces and facilities.
- Support the local competition and put forward suggestions on how best to manage participation so that it is inclusive and safe.
- 60th Anniversary Match – support for the match provided and the inclusion of young people.
- School Holiday Come and Try – 15 children attended the session.
- Identified shortage of volunteers and coaching capacity.
- The CI Cricket Club sent a team to Perth and participated in the WA Country Week competition in January 2020.
- Training and playing pitches have been upgraded.

Athletics Western Australia – CKI - 15 to 22 November 2019

The objective of Athletics in WA visiting CKI was to provide multiple opportunities, both within and after school hours for local youth to participate in athletics activities.

- Athletics in WA provided multiple opportunities for the local youth to participate in activities, delivering three 'come and try' community sessions and two full days of athletics sessions in schools.

Horizon scan

- Potential for rugby league team to represent the IOT in the Harmony 9s in Perth.
- Enter a service contract with Rugby League WA to service the islands during 2020-21.
- Partner with the Australian Drug Foundation to deliver the Good Sports program.
- Continue joint community visits with Communities (WWC Check) and EOC.

CKI

DLGSC (Sport and Recreation) will:

- partner with the Indian Ocean Group Training Association (IOGTA) CKI to facilitate sports specific education and training opportunities for Community Development Program jobseekers in sports administration, coaching and officiating to enable volunteer support for junior sport delivery.

- provide consultancy support to SoCKI to develop an Asset Management Plan for sport and recreation facilities and equipment before further provision of facilities and/or equipment.
- develop and deliver a series of targeted sports science/sports medicine workshops to address identified health issues in partnership with IOGTA, IOTHS and CKIDHS e.g. supplement information for gym users, nutrition information for parents of children, nutrition information for seniors.
- Partner with the SoCKI to develop and deliver a physical activity program for adolescent girls on CKI HI.
- Annual commitment from Athletics WA to visit CKI to allow the community to become self-sufficient in providing sustainable athletics activities.

Christmas Island

DLGSC (Sport and Recreation) will:

- work with key stakeholders to develop a sport and recreation group or association responsible for coordinating a calendar of events on each island
- partner with the CI IOGTA and CI Tourism Association (CITA) to facilitate event management education and training opportunities for sport and recreation related staff, businesses and volunteers
- work closely with CITA to better align visiting coaches program visits with other on island events to maximise service delivery.
- facilitate a visit from a high-profile athlete to add value to the existing visiting coaches program and address the importance of role modelling within the Malay culture.

Main Roads WA

Services

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

Highlights and activities

- Undertook an annual visit and regular liaison with local government and IOTA personnel.
- Provided advice and assistance to local government, Infrastructure and IOTA personnel on a wide range of road maintenance and road construction issues.
- Completed a traffic signage audit for both CI and CKI.
- Formatted and entered the traffic signage data into the MRWA corporate inventory system (Integrated Road Inventory System).
- Inspected and undertook a visual condition rating of all sealed roads on CI.
- Met with the AFP and IOTA on CI to discuss road ownership and responsibilities.
- Commenced a preliminary desktop review for the proposed complementary works on Sydney Highway, CKI which are proposed to be completed as part of the runway upgrade project.

Horizon scan

Issues anticipated to be addressed during 2021-22 include:

- Large monsoonal floods caused significant damage to the road works in progress on CI, continued remote assistance may be required to give direction on undertaking repairs.
- Travel to IOT to inspect and offer technical/remediation advice in regards to newly constructed roads.
- Continue discussions around road ownership and responsibilities.
- Finalise advice and the desktop review of the pavement designs, including the proposed pavement widths for the complementary works on CKI Sydney Highway.
- Discuss potential for shoulder reconditioning urgently required on CKI to be completed as part of the potential runway upgrade.
- Sections of crash barrier on CI that have been replaced still require ownership and maintenance responsibility to be resolved.
- Report to Infrastructure on the outcomes of the traffic signage audit and ensure required approvals for regulatory signage have been obtained.

Department of Mines and Industry Regulation

Services

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

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

Highlights and activities

- A variety of electrical and gas inspection visits were conducted and meetings were held with IOT Power Service (IOTPS) and inspection staff, industry personnel and other relevant stakeholders.
- Advice and support was provided to IOT residents particularly as COVID-19 saw an emergence of pandemic-related scams, as well as there being an increase generally in fake investment scams, invoicing scams, friendship and romance scams, and identity theft.
- Changes to the applied *Residential Tenancies Act 1987* (WA) in regard to family and domestic violence continued to be promoted, as did tenancy legislation introduced specifically due to the impacts of COVID-19, namely the applied *Residential Tenancies (COVID-19 Response) Act 2020* (WA). Promotion of annual water and portable pool safety for children campaigns was also conducted.
- A variety of articles were translated and placed in The Atoll and The Islander newsletters and posts were uploaded on IOT Facebook pages relating to a broad range of topics around safety, consumer rights and education.
- An inspection of a mining operation on CI by an Environmental Inspector was conducted; continued consultation with the Australian Government regarding progressing the grants of General Purpose Lease applications; undertaking of administration functions; and conducted various meetings and telephone conversations relating to mining, environmental and tenure matters.
- Quarterly 'desk assessments' conducted of information provided by a mining company resulting in quarterly royalty returns and royalty payments being processed.
- Continued promotion of a safe and healthy resources sector through two inspections conducted by inspector disciplines of mining engineering, processing, electrical and structural engineering. Enforcement actions were taken during the visits and discussions were held with the respective management teams. Elected Safety and Health Representatives were involved in the activities while the inspectors were on site.
- Provisions of the *Mining Act 1978* (WA)(CI) were complied with, including through the payment of annual rent and lodgement of reports on mining tenements. Numerous discussions were held with the Australian Government regarding a consent to mine request, tenement schedules, endorsement of conditions and acceptability of mining proposals.
- WorkSafe inspection conducted.

Horizon scan

- The COVID-19 pandemic resulted in a reduced number of visits to the IOT in 2019-20. IOT Inspections for 2020-21 are on schedule to return to normal, subject to government restrictions.
- Matters to be monitored and addressed in future compliance visits include safety awareness around use of low voltage festive and decorative lighting; use of LP Gas cylinders within homes; electrical accident investigations and sale of non-approved electrical appliances. Additionally, future inspections of mine sites are planned with Mine Safety

Inspectors promoting four key themes of repeat hazard exposure; hazardous manual tasks; contractor management; and mentally healthy workplaces.

- The COVID-19 pandemic and associated restrictions interrupted the legislative program planned for 2019-20. As well as normal operations being affected, there was the need to accommodate new and unanticipated emergency legislation to ensure the community was adequately supported.
- Monitoring to ensure compliance by tenement holders of their obligations under their existing titles will continue. This will include maintaining accurate spatial boundaries of tenements.
- Data capture and validation of IOT tenements will continue and hard copy registers will be transferred to DMIRS' electronic tenement register (eMiTS).
- The WHS Bill 2019 (WA) was passed by the WA Legislative Council on 21 October 2020. The purpose of this bill is to make provision about, and in connection with the health and safety of workers; and health and safety at workplaces and to make related amendments to, and repeals of, various laws. It is anticipated it will receive royal assent soon after consideration of amendments by the Legislative Assembly in November 2020. When assented, the WHS Act will not be operational until regulations are complete. Work to develop the regulations is presently under way and will continue in 2021.

Parliamentary Commissioner for Administrative Investigations (Ombudsman WA)

Services

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

Highlights and activities

The Ombudsman WA has a key role in supporting lawful, reasonable, fair and accountable decision making and practices by WA public authorities in the IOT. One complaint was finalised by the Ombudsman WA in 2019-20 and no complaints were on hand as at 30 June 2020.

Initiatives to make services accessible included:

- access to the Ombudsman WA through a toll free number, email and online services
- information on how to make a complaint to the Ombudsman WA in 15 languages, including the languages used in the IOT
- access to the Translating and Interpreting Service if people need an interpreter and the National Relay Service if they have a hearing or speech impairment
- planning for a visit to the IOT in collaboration with HaDSCO, EOC and DMIRS (Consumer Protection) in 2019-20, which was deferred to June 2021. Significant planning was undertaken to make contact with key stakeholders in the community and identify venues for community meetings and events.

Horizon scan

In 2020-21, the Ombudsman WA will continue to provide:

- awareness of, and access to, the services provided by the Ombudsman WA among the IOT communities, including a planned visit in June 2021
- independent and timely complaint resolution and enquiry services, and to maintain strong relationships with public authorities and the IOT communities.

Department of Planning, Lands and Heritage

Land Use Planning

Services

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

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

Highlights and activities

In the 2019-20 financial year, the DPLH (Land Use Planning) delivered the following services to the IOT:

- administered and delivered the prescribed legislative processes to enable the WAPC determination of one revised plan subdivision application on CI
- collaborated with the SoCKI, Infrastructure, and the Department of Transport to progress the delivery of the CKI Coastal Vulnerability Assessment project
- collaborated with the SoCI to progress a review of its local planning strategy and local planning scheme
- planning advice in response to various enquiries from the Australian Government and state agencies, and IOT communities regarding land use planning matters.

Horizon scan

- A Coastal Vulnerability Assessment project for CKI is expected to be completed in late 2020.
- A Coastal Hazard Risk Management and Adaptation Plan during 2021.
- A review of the CKI local planning scheme, and preparation of a new local planning strategy, during the 2021-22 financial year.

DPLH will also continue to 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 DPLH (Land Use Management) 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 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.
- Released Crown land, via long-term leases, to two proponents under the Registration of Interest (ROI) Project on CI to support economic activity and opportunities to diversify the local economy.

- Finalised 76 land dealing forms which were revised to align with Commonwealth, State and Territory legislation. This involved a significant body of work and the forms are now available for use to register new dealings over the IOT.
- Provided assistance with mapping, stakeholder referrals and land valuations.
- Provided general advice on surveys and associated processes 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 ROI Project as clarification is required on the timing and process by which the remaining parcels of land will be released. It will also be necessary to deal with stakeholder objections (SoCI, DMIRS, and mining companies). 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

Parthenium and Siam weed control programs

- Analysed the parthenium and siam weed control data to evaluate the effectiveness of both control programs.
- Developed a digital data collection system for siam weed, which enables spatial recording of control data in the field.
- Conducted two surveys (in November 2019 and February 2020) for parthenium weed on CI and siam weed on CKI. Third survey planned for May 2020 was cancelled due to COVID-19 travelling restrictions.
- Parthenium weed surveys were conducted across 28 known infestation sites, at which no weeds were detected. If no further plants are found by 30 June 2021, DPIRD will be proposing parthenium weed is declared eradicated from CI.
- Both siam weed surveys were conducted across 63 infestation sites on CKI West Island (WI) and 24 sites on HI and removed a total of 909 plants (92 per cent from WI and eight per cent from HI). The small number of detected plants on HI gives the program confidence of eradicating siam weed from HI within the next few years.

Macao Paper Wasp control program

- Analysed four years of macao paper wasp (MPW) control data 2016 – 2019 to evaluate the effectiveness of the control program on CKI.
- Developed a proposal for conducting a study into MPW seasonal phenology, various control methods, insectivore and lure/baiting testing to increase knowledge of MPW invasive ecology and control effort. Pilot study has been conducted in September 2020 to assess the feasibility of proposed approaches. Two further surveys are planned in 2020-21.
- DPIRD developed a digital data collection system, which allows DPIRD officers and CKI field operators recording spatial MPW surveillance and control data.

Dry Wood Termites

- Dry wood termites (DWT) are common and infest many man-made structures on CKI, sometimes causing considerable damage. DPIRD continues to assess the DWT spread through community information and surveys, which are usually tied in with other project surveys.
- DPIRD conducted delimiting surveillance for *Coptotermes gestroi* across CI in October 2019, funded by the Department of Agriculture, Water and Environment. The results indicate that *C gestroi* is unlikely to be eradicable from CI. Further surveys using termite monitoring stations may be valuable to better determine the range on both CI and CKI.
- The risk of DWT finding pathways from CKI to the mainland is still a concern and discussions are continuing with Infrastructure and SoCKI. The most appropriate, cost effective and environmentally friendly control measure is by the heat treatment chambers. However, the ongoing maintenance cost, locations and legislative measures are sticking points to adopt this measure.

- It may be necessary to implement changes to the building codes, practices and materials on the CKI and CI for new buildings and repairs to at least include compulsory use of treated timber, or other non-susceptible building materials. Preliminary discussions with the SoCKI regarding building code changes are underway.
- A successful and well attended community information workshop on DWT was held for CKI residents.

Tropical Fire Ants

- Tropical fire ants (TFA) are known to kill wildlife and especially ground nesting birds, which includes the critically endangered Buff Banded Rail, of which CKI is internationally known for. DPIRD has anecdotal evidence that the TFA maybe impacting the Buff Banded Rail. More investment in this area to quantify and protect endangered species may be required.
- DPIRD continues to receive increasing reports of TFA infesting schools, gardens and recreational areas, such as children's playgrounds, golf courses and sporting ovals. A community information workshop on TFA was held for CKI residents to advise on identification and various treatment methods.
- DPIRD performed two trials of four baits on five species of ants in five areas on CKI. There have been some promising results which require further investigation. In April 2020, DPIRD commenced a pilot study for controlling TFA in two heavily infested public areas on WI. Early results showed it may be possible to achieve good control easily and relatively cheaply (< \$100/ha) using commercially available baits, with the added benefit controlling two other pestiferous species of yellow crazy ants and Singapore ants.

Horizon scan

- COVID-19 affected all programs and some surveys were cancelled due to the pandemic. It will take time to assess the impact of COVID-19 on the projects.
- A pilot research project on MPW and TFA commenced in April 2020. Funding has been committed to continue with both projects in 2020-21.
- Environmental impacts of MPW and TFA on the CKI have not been assessed, but there is anecdotal evidence of this occurring.
- Yellow crazy ants have been highlighted as an issue for the red crabs on CI. There is a considerable land located outside of the land managed by the Parks Australia that is not being treated for the ants.

Fisheries

Services

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

Highlights and activities

Community and stakeholder engagement remained a key priority for DPIRD in 2019-20. Community presentations were delivered by research, education, compliance and management staff on a variety of fisheries related topics. In September and November 2019, this included significant scientific and management advice to support Infrastructure during the community consultation processes on proposed recreational fisheries rules and key priorities identified for future fisheries management in the IOT.

In conjunction with CI Tourism and KAB, DPIRD coordinated Seaweed on CI in September 2019. Seven hundred and forty-eight people were engaged in activities that promoted sustainable fishing practices and healthy aquatic environments.

Two new curriculum-linked activities based on current IOT research projects were developed and delivered to the schools. Overall, 304 students participated in 19 structured school activities, and professional learning sessions were delivered to teaching staff. DPIRD marine education website (Marine Waters) has recently undergone a significant revamp and now features a dedicated IOT section, which includes 12 IOT-specific resources (<http://marinewaters.fish.wa.gov.au/>). A further 192 teaching resources on the Marine Waters database are applicable to the IOT.

Three individual commercial fishing licences, four fishing boat licences and a mariculture licence were issued in 2019-20.

Two fisheries compliance trips were undertaken, monitoring recreational and commercial fishing activity. During these trips, the land and sea patrols, aquaculture site inspections, and at sea inspections for each of the commercial fishing operators on CI were conducted. Compliance continued engagement with local restaurants and provided education on the legal requirements of buying seafood from commercial operators.

Due to COVID-19 restrictions and limitations, a number of planned trips to the islands were cancelled in early 2020.

Horizon scan

DPIRD will be continuing to travel to the IOT and deliver services and programs in relation to science, education, compliance and management for 2020-21.

Regional Development

Services

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

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

Highlights and activities

Community Resource Centres

- The CKI CRC is funded through a community service agreement. The CRC is currently meeting or exceeding all performance indicators of this agreement. The CRC 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. The CRC has been able to develop a website presence and DPIRD is negotiating with the CRC to develop and manage an island community directory. The CRC is now operating the Christmas Island Op Shop, a well-used facility on the Island.
- DPIRD provided active support to both CRCs to enable them to achieve agreed outcomes, including regular phone and email support.
- Australian Government 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
 - hosted community education activities
 - hosted community social activities
 - hosted community business activities.
- The CKI CRC produced The Atoll, a regular community information newsletter, and published a community directory.

- DPIRD organised for both CRCs to attend the Linkwest Conference for CRCs and Neighbourhood Centres during September 2019 in Perth.
- DPIRD organised and supervised site visits to WA-based CRCs for CI CRC staff and committee that attended the Linkwest Conference. Three Wheatbelt region CRCs were attended by the CRC Manager, Chairperson and Committee Member.

Territories Price Index

- DPIRD conducted a Territories Price Index (TPI) for 2019. The aim of the TPI is to provide a comparison of the cost of living between the TPI and the Perth metropolitan area. The initial price collection was conducted in late February and early March 2019. An additional price collection occurred in early 2020 to address gaps in the initial collection process.

Horizon scan

Community Resource Centres

- DPIRD will continue to keep in close contact with the CRCs to determine if additional support is required due to impacts caused by COVID-19.
- DPIRD will be developing the content of the new service agreements and will engage with the CKI and the CI CRCs about the deliverables under service agreements over the next 12 months.
- A TPI is scheduled to be produced during 2020-21.

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

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

Horizon scan

The SAT will conduct the annual inquiry for local government CEO and Elected Member remuneration during 2020-21 and will issue a determination no later than 7 April 2021.

State Library of WA

Services

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

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

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

Highlights and activities

Regular SLWA activities include:

- 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 WA-wide electronic resources, including ebooks, eaudiobooks, emagazines, streaming videos and a range of other electronic databases
- SLWA staff visit and provide face-to-face support and training to library staff
- the provision of Better Beginnings family literacy program reading packs to all parents with a baby, and a second reading pack to kindergarten children
- library staff support through an online tool (includes a training platform), email and phone.

Horizon scan

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

Department of Training and Workforce Development

Services

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

Highlights and activities

Vocational education and training policies

- Advised IOGTA management of vocational education and training policies and reforms being implemented, including Technical and Further Education (TAFE) reforms impacting on regulatory training delivery arrangements, the State's Employer Incentive Scheme, and various initiatives in response to COVID-19.
- Responded to requests for information from IOGTA and other IOT stakeholders.

Training Services - Administration of apprentices and trainees

- Administered apprentices and trainees from the IOT employed under Training Contracts in accordance with the relevant applied Act and Regulations, including dispute resolution, variation, suspension and cancellation as required.
- Registered five trade apprentices (three on CI and two on CKI) in Engineering Tradesperson Mechanical (Refrigeration and Air Conditioning), Engineering Tradesperson Fabrication (Heavy/Welding), Baking Combined, Plumbing & Gas Fitting, and Remote Communities Utilities Worker.
- Registered seven trainees (four on CI and three on CKI) in Tourism, Accounting and Bookkeeping (two), Drilling Operations, Water Industries Operation (two), and Health Practice Management.
- Of the 12 apprenticeship and trainee commencements in 2019-20, one was registered with IOGTA.
- Provided monitoring and advice to employers as required. Fifty five apprentices and trainees were in training at any one time regardless of their commencement dates.
- Oversaw the successful completion of 17 apprenticeships and traineeships.
- Assessed eligibility and processed claims relating to IOT employers under the Employer Incentive Scheme.

Training Services – Group Training Operations - IOGTA

- Advised and supported IOGTA in relation to its role as a registered group training organisation to assist in meeting its obligations.
- Extended IOGTA's contractual arrangements for the 2019-20 WA Group Training Program (WAGTP) funding allocation including confirmation of funding level and payment.
- Provided information and clarification on the WAGTP specifications, including the funded categories of employment and other outcomes to the IOGTA Acting General Manager.
- Negotiated IOGTA's internal self-assessment requirements as a follow up to improvements recommended in the previous year's audit report against the National Standards for Group Training Organisations 2017 to assist IOGTA in maintaining the required standards on an ongoing basis.

Horizon scan

Provision of assistance and support on VET matters, including management of training contracts for apprentices and trainees, and group training arrangements to continue into 2020-21.

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

The main activities undertaken during the 2019-20 reporting period were:

- Transport signed a two-year agreement with PRL to provide vehicle inspection services to the CI community. Services commenced in late November 2019. This is the first formal agreement to provide these services on CI, and ensures continuity of services previously provided by SoCI.
- Transport officers worked with local stakeholders to develop some practical exemptions to improve maritime safety outcomes for the IOT communities, in recognition of limitations in accessing basic marine safety equipment such as flares.
- In addition, a separate exemption relating to the carriage of certain safety equipment was introduced to allow kite and wind surfing activities to occur within the protected waters of the CKI lagoon.
- The staged implementation of reforms to the On-demand Transport industry, in line with changes in WA arising from the impact of disruptor providers such as Uber, Ola and DiDi on the taxi and charter vehicle industry:
 - Stage 1 – On-demand Booking Services – authorisation of any person taking or facilitating bookings for on-demand trips.
 - Stage 2 – Passenger Transport Vehicle (PTV) authorisations – converted existing country taxi to a charter vehicle and provided assistance during the transition period.
- Enhanced road safety by replacing defective Takata Alpha Airbag in vehicles on CI with a safe alternative, and conducting annual roadworthy inspection of buses.

Horizon scan

Transport is working towards establishing a statutory vehicle inspection facility on CKI to examine vehicles.

Develop and implement updated maritime safety compliance plans, signage and education materials and provide support and training for local AFP officers during 2020-21.

Implement Stage 3 of the On-demand Transport reform. Over a 12-month period, Passenger Transport Drivers authorisations will replace F (charter vehicles) and T (taxi) driver licence extensions.

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

- CKI HI wastewater treatment plant (WWTP) Dry Bed roof replacement progressed.
- Relining of all vacuum sewer pits on CKI.
- CI leak management plan developed and implementation of key recommendations.
- Management of the CI water supply infrastructure through drought and extremely high scheme losses, with no major impact to customers.
- New process introduced with IOTPS to fix leaks adjacent to power domes, with excellent coordination between agencies.
- Biennial Ocean Monitoring completed with Murdoch University MAFRL for CKI HI WWTP outfall monitoring.
- Participation in bio-solids Research and Development Project to investigate beneficial reuse on CKI and CI.
- Safety in the workplace presentations to the school, community and local businesses.
- Dangerous Goods licence Granted for Jedda Cave water treatment plant for additional chlorine storage.
- Vacuum Tanker replacement CKI HI.
- Successful Telehealth trial for remote physiotherapy sessions.
- COVID-19 response actions, management of staff and resourcing within the Water Corporation Policy Implementation Plan & Systems.
- Increased engagement with local contractors during COVID-19 travel restrictions.
- Participation in Water Source Monitoring Review with DWER/Tony Falkland.
- SCADA computer replacement for CI and CKI offices.
- CKI WI office refurbishment to allow for future asbestos removal project.
- Local employment opportunities with two Water Industry Worker Trainees for CKI and CI; and CKI Power Operator Trainee.
- Engineering vacation student on CKI, resulting in long-term employment with Water Corporation in Perth.
- Commencement of sludge research trial with Curtin University.
- CI Smith Point Control room roof replacement due to termite damage.
- Working group formed for CKI WI runway upgrade project.
- New WWTP licences granted by DWER for 10 and 20 years.
- Removal and disposal of Ross Hill Gardens and restoration of the site.
- Installation of emergency shutdown devices at gas chlorine treatment plants on CI.

Operations snapshot	Number
Properties serviced	1,203
Drinking water supplied	698ML
Wastewater treated	178ML
Water quality and wastewater samples	1,419
CKI power generation	5,019MWh

Horizon scan

Customer and Community

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

People and Safety

- Housekeeping – Five S program focus on clean up and maintenance of standards.
- Mental Health awareness training for staff and extension of training to the community.

Trainees development and training

- CI Arc Flash Assessment for switchboards.
- Roll-out of Works Planner model for CI and CKI for maintenance and safety work packs.
- CKI Sludge Removal Improvement project to eliminate high risk associated with manual tasks.

Water Quality

- Ongoing development of treatment plant process expertise support functions.
- Ongoing PFAS monitoring of environmental monitoring bores on CKI and CI water sources.
- Water storage internal clean and inspection program.

Asset Management

- Packaged Maintenance Program development for key and specialist maintenance items.
- Fleet management strategy including replacement and disposal.
- Asset Condition Assessment program roll out. Works include tank cleaning and inspections.
- CKI HI WWTP Balance Tank Retrofit.
- Fire Hydrant replacement program CKI and CI (multi-year program).
- CI vegetation clearing program for asset protection.
- CI pressure reducing valve improvement project.

Environment

- Participation in bio-solids Research and Development Project to allow beneficial reuse on CI and CKI.

Risk Management

- Water Management plan in drying climate, including leak management of Summit to Drumsite and Waterfall mains.
- CKI WI Runway Upgrade project – protection of the drinking water source.

Department of Water and Environmental Regulation

Environmental Protection Authority Services

Services

Deliver quality advice and services to the EPA to support the protection of the environment.

Highlights and activities

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

Environmental Regulation

Services

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

Highlights and activities

Twelve prescribed activities regulated under the provisions of the applied *Environmental Protection Act 1986* (WA); being nine prescribed premises licences and three registrations. No new licence applications or amendments were undertaken for the reporting period.

All prescribed premises on CI and CKI were inspected and all Annual Environmental Reports and Annual Audit Compliance Reports required to be provided were assessed. One complaint was received. Nine compliance events were generated from inspections and annual environmental report reviews. DWER assessed these as low risk, undertook consultation with each party to ensure processes are in place to address further risks/issues.

Other activities during the year included:

- commencement of a trial by the SoCKI on the viability for community composting on HI
- the removal of all historical old/discarded batteries by SoCI and SoCKI for offshore recycling
- used/spent fire extinguishers are considered hazardous waste and need to be disposed of on the mainland
- sites on CKI assessed for potential contamination and reporting under the applied *Contaminated Sites Act 2003* (WA)
- no clearing permit applications were received in the reporting year. Two native vegetation clearing permit applications were received for CI in the 2018-19 financial year, both are still under assessment. Two clearing permit applications received in 2017-18 were granted in 2019-20.

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

Activities during the year included:

- Through the shires' and IOT communities' commitment to collect and audit marine debris, the shires agreed to take on the role and ownership of the IOT Marine Debris Project (MDP). This project is now rebranded as the CI Marine Debris Project and CKI Marine Debris Project respectively.

- The consenting in November 2019 by the DWER, Director General to a new SoCI local law - Shire of Christmas Island Waste Local Law 2018.
- The SoCI support for the on-island environmental group, Island Care, providing the use of a SoCI building to home their environmental activities. SoCI's support provides a valuable facility that promotes and supports environmental projects and programs.
- The SoCI/Island Care environmental building also provides a home and base for local environmental company Eco Crab Industries Pty Ltd (EcoCrab) to continue their work by accepting marine debris plastics collected by the community for repurposing that creates infrastructure products for the SoCI and the community.
 - These products include boardwalk planks for use on the SoCI public boardwalks. This work is demonstrating that nearly 50 per cent of marine debris collected by the community is diverted from landfill and repurposed/processed through EcoCrab into products that are used by the community and the SoCI.
- DWER, SoCI and the CIDHS developed a Source Reduction Plan that encourages the community to ban cigarette butts in Flying Fish Cove.
- The Source Reduction Plan was supported by the SoCI in January 2020 with the introduction of "No Smoking Zones" within all gazebo areas along the foreshore of Flying Fish Cove and Padang Tea Gardens. The SoCI has also put in place 'Butt' bins and signage to make patrons aware of places to correctly dispose cigarette butts.
- This collaborative approach adopted by the SoCI, CIDHS, Island Care and EcoCrab demonstrates the success of these groups working together, achieving important environmental and community outcomes that otherwise would not likely be achieved.

Horizon scan

- Assessment for Prescribed Premises Licensing requirements to facilitate the runway upgrade project on CKI WI.
- Compliance inspection program including inspection program for native vegetation clearing permits, current and recently expired clearing permits on CI.
- Continued support for the SoCI, Island Care and EcoCrab to continue their innovative work for the reuse/repurposing of marine debris collected by the community from local beaches into products that support the community, diverting waste destined for landfill and reducing infrastructure costs.
- Continued support, where necessary, to the SoCI and SoCKI for their local collection and audit of marine debris.
- Support to SoCI, SoCKI and Infrastructure for the launch of the "Drink Tap Water" project. This project supports a potential local law to restrict the sale on island of single use plastic water bottles and straws.
- Continued support for IOT environmental education programs.

Water

Services

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

Highlights and activities

May 2020 – Submitted the DWER Water Resources Management Review Report Indian Ocean Territories Christmas and Cocos (Keeling) Islands (Water Resources Review Report 2020) by Tony Falkland (Island Hydrology Services) in conjunction with DWER Water Science Protection & Planning and the Water Corporation.

The Water Resources Management Review Report 2020 updates a previous review prepared by the former WA Department of Water in October 2008. The review's objective is to provide the Australian Government and DWER with updated information regarding water resources and water supply management on CI and CKI and recommendations to improve water security in the short to medium term in both territories.

Assisting DPIRD working on CKI insect pests such as DWT, MPW and exotic pest ants such as yellow crazy ant and TFA. DPIRD is considering preliminary trial baiting control work for TFA (and possibly yellow crazy ants) on WI. In conjunction with DOH, DWER's role is to ensure there is no impact to the CKI public drinking water source from the baiting control measures proposed to be deployed.

Provide advice to Parks Australia for a potential recreational facility at Grants Well in the Christmas Island National Park (CINP).

Horizon scan

- Working with the relevant Australian Government departments and agencies for the discussion and implementation of the risk priority based findings of the DWER Indian Ocean Territories Water Resources Management Review Report 2020.
- Working with Parks Australia on the public drinking water sources in the CINP such as Grants Well, Waterfall Creek and other areas in the CINP that are significant to the protection of public drinking water sources such as Jedda Cave and Jane Up.
- Inclusion in the current environmental schools education program for the IOT, content to support local knowledge and appreciation for the unique public drinking water sources of each Territory, how they are protected and water allocation is managed that ensures prosperous healthy communities.
- Assisting SoCKI with a hydrology study to look at managing flooding in the Kampong on HI, ensuring there is no impact on the public drinking water sources.

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

Four community-based Emerging Curators were supported by WA Museum to develop a digital touch interactive screen for display in the CKI HI Museum.

To achieve this, the Emerging Curators:

- conducted and recorded the first 10 Oral Histories with senior CKI residents and business leaders
- were trained by WA Museum staff to write interview summaries and source photographs to support the interviews.

Due to COVID-19, the proposed travel to CKI did not occur for 2019-20. This travel was intended to:

- introduce and train the Emerging Curators in digitisation, including Collections WA, the new searchable digital platform for WA community-based collections and cultural material
- implement high-priority recommendations from the report regarding the redevelopment of the CKI HI Museum.

Horizon scan

To achieve greater sustainability, the WA Museum would value the opportunity to work for at least another year with the CKI Emerging Curators to embed skills and ensure the long-term sustainability of professional development and local outcomes.

WA Planning Commission

Services

The WAPC:

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

Highlights and activities

In the 2019-20 financial year, WAPC determined one revised subdivision plan application on CI.

Horizon scan

The WAPC will continue to deliver its services to the IOT, as required.

WorkCover WA

Services

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

Highlights and activities

A visit to CI scheduled for May 2020 was postponed due to COVID-19.

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

Compliance	CI	CKI
Approved insurers writing policies of total available	4 of 8	3 of 8
Employers with insurance policies	64	23
Completed compliance activities	0	0
Prosecutions initiated	0	0

Injury management and vocational rehabilitation	CI	CKI
Vocational rehabilitation referrals	1	0
Proportion of vocational rehabilitation service referrals proceeded	N/A	N/A
Vocational rehabilitation commencement rate	25%	N/A
Vocational rehabilitation return to work rate	N/A	N/A

Noise induced hearing loss claims	CI	CKI
Noise induced hearing loss tests conducted	0	0
People tested for noise induced hearing loss	0	0
Noise induced hearing loss claims	0	0

Dispute resolution and agreement processing services	CI	CKI
Conciliation applications accepted	0	0
Conciliation applications completed	0	0
Proportion of conciliation cases resolved within 8 weeks of acceptance	N/A	N/A
Memoranda of agreements recorded	0	0

Horizon scan

Two officers will visit CI in October 2020 to:

- provide education and information to workers and employers about workers' compensation, injury management obligations and entitlements
- liaise with medical and other service providers about workers' compensation entitlements, Certificates of Capacity, injury management and return to work activities
- conduct compliance inspections to ensure employers hold workers' compensation insurance
- meet with community groups, local government and individuals to provide information and education regarding workers' compensation.