



Australian Government

Department of Infrastructure,
Regional Development and Cities



Service Delivery Arrangements
Annual Report
Indian Ocean Territories
2017-18

January 2019

© Commonwealth of Australia 2018
ISBN 978-1-925701-75-3
January 2019

Ownership of intellectual property rights in this publication

Unless otherwise noted, copyright (and any other intellectual property rights, if any) in this publication is owned by the Commonwealth of Australia (referred to below as the Commonwealth).

Disclaimer

The material contained in this publication is made available on the understanding that the Commonwealth is not providing professional advice, and that users exercise their own skill and care with respect to its use, and seek independent advice if necessary.

The Commonwealth makes no representations or warranties as to the contents or accuracy of the information contained in this publication. To the extent permitted by law, the Commonwealth disclaims liability to any person or organisation in respect of anything done, or omitted to be done, in reliance upon information contained in this publication.

Creative Commons licence

With the exception of (a) the Coat of Arms; and (b) the Department of Infrastructure, Regional Development and Cities photos and graphics; copyright in this publication is licensed under a Creative Commons Attribution 3.0 Australia Licence.

Creative Commons Attribution 3.0 Australia Licence is a standard form licence agreement that allows you to copy, communicate and adapt this publication provided that you attribute the work to the Commonwealth and abide by the other licence terms.

A summary of the licence terms is available from <http://creativecommons.org/licenses/by/3.0/au/deed.en>.

The full licence terms are available from <http://creativecommons.org/licenses/by/3.0/au/legalcode>.

This publication should be attributed in the following way: ©Commonwealth of Australia 2018

Use of the Coat of Arms

The Department of the Prime Minister and Cabinet sets the terms under which the Coat of Arms is used. Please refer to the Department's Commonwealth Coat of Arms and Government Branding web page <http://www.dpmc.gov.au/pmc/about-pmc/core-priorities/guidelines-and-procedures-other-agencies> and in particular, the Commonwealth Coat of Arms - Information and Guidelines publication.

Contact us

This publication is available in hard copy or PDF format. All other rights are reserved, including in relation to any Departmental logos or trade marks which may exist. For enquiries regarding the licence and any use of this publication, please contact:

Director - Publishing and Communications
Communications Branch
Department of Infrastructure, Regional Development and Cities
GPO Box 594
Canberra ACT 2601
Australia

Email: publishing@infrastructure.gov.au

Website: www.infrastructure.gov.au



Table of contents

SERVICE DELIVERY ARRANGEMENTS	4
DEPARTMENT OF COMMUNITIES	5
CHILD PROTECTION	5
COMMUNITIES	6
DISABILITY SERVICES COMMISSION	7
HOUSING AUTHORITY	8
ECONOMIC REGULATION AUTHORITY	9
DEPARTMENT OF EDUCATION	10
ENVIRONMENTAL PROTECTION AUTHORITY	11
EQUAL OPPORTUNITY COMMISSION.....	12
DEPARTMENT OF FINANCE	13
DEPARTMENT OF FIRE AND EMERGENCY SERVICES.....	14
DEPARTMENT OF HEALTH.....	16
HEALTH AND DISABILITY SERVICES COMPLAINTS OFFICE.....	18
INSURANCE COMMISSION OF WA.....	19
DEPARTMENT OF JUSTICE	20
WA LAND INFORMATION AUTHORITY (LANDGATE)	22
LEGAL AID COMMISSION OF WA.....	24



DEPARTMENT OF LOCAL GOVERNMENT, SPORT AND CULTURAL INDUSTRIES	25
MAIN ROADS WA.....	28
DEPARTMENT OF MINES, INDUSTRY REGULATION AND SAFETY	29
PARLIAMENTARY COMMISSIONER FOR ADMINISTRATIVE INVESTIGATIONS (OMBUDSMAN)	31
DEPARTMENT OF PLANNING, LANDS AND HERITAGE.....	32
DEPARTMENT OF PRIMARY INDUSTRIES AND REGIONAL DEVELOPMENT	34
SALARIES AND ALLOWANCES TRIBUNAL.....	37
STATE LIBRARY OF WA	38
DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT	39
DEPARTMENT OF TRANSPORT	40
WATER CORPORATION	41
DEPARTMENT OF WATER AND ENVIRONMENTAL REGULATION	43
WA PLANNING COMMISSION	45
WORKCOVER WA.....	46



Australian Government

Department of Infrastructure, Regional Development and Cities

On behalf of the Australian Government, I am pleased to present the Service Delivery Arrangements (SDA) Annual Report 2017-18 for services provided by WA Government agencies to the Indian Ocean Territories (IOT) of Christmas Island (CI) and the Cocos (Keeling) Islands (CKI).

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

A number of significant outcomes were achieved for the IOT communities and individuals during 2017-18. Here are a few highlights:

- the renegotiation of an SDA with the Economic Regulation Authority;
- 12 apprentices and trainees successfully completed training and received Relevant Trade Certificates;
- a 13 day tour of the show *Loose Ends* by Jens Altheimer, which included four performances to 450 people and nine workshops with 131 participants;
- the inaugural Pulu Kelapa Festival on CKI, in partnership with CKI Tourism and Keep Australia Beautiful, promoting sustainable fishing practices and healthy aquatic environments; and
- enhancements to the Motor Vehicle Registry (MVR) including issuing new plastic driver's licence cards containing anti-fraud security features, and the automation of additional MVR processes including issuing of driver licence renewal notices.

WA Agencies whose services were not required during 2017-18 and have not submitted a report, include:

- Office of the Environmental Protection Authority;
- Public Trustee; and
- WA Museum.

I commend this report to the IOT communities as an informative summary of the services delivered to us by the WA Government Agencies..

Claire Howlett
A/g Administrator
Christmas Island and Cocos (Keeling) Islands

16 January 2019

Service Delivery Arrangements

Background

The Australian Government, through the Department of Infrastructure, Regional Development and Cities (Infrastructure) is responsible for providing state-type services to Christmas Island (CI) and the Cocos (Keeling) Islands (CKI).

There are three ways of delivering state-type services:

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

Since 1992, the Australian and WA Governments have been entering into SDAs for the provision of services to the IOT. Following the WA Government machinery-of-government (MoG) administrative changes in 2017, 30 WA Agencies provide services through 45 SDAs.

2017-18 SDA management

Infrastructure's Perth Regional Office has responsibility for negotiating and managing the SDAs with WA Agencies. In 2017-18, one multi-year SDA with the Economic Regulation Authority was negotiated, effective from 1 July 2018.

The annual SDA review and renegotiation program has been affected by the WA Government MoG. Some amalgamated WA Agencies are in their formative stages in relation to developing strategic plans and service delivery models. The forward plan for 2018-19 negotiations includes 21 SDAs.

SDA Fact Sheets

In partnership with the WA Agencies, Infrastructure produces SDA fact sheets for renegotiated and new SDAs. Fact sheets provide information about the services available through SDAs and how to access these services. During 2017-18 the fact sheets were updated to align with the new WA Government structure. The fact sheets, including translated versions, are available on Infrastructure's website at http://regional.gov.au/territories/indian_ocean/sda/sda-factsheets-wa.aspx.

Department of Communities

Child Protection

Background

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

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

Highlights and activities

Interim reciprocal protocols on Responding to Child Protection Concerns in the IOTs were signed by Communities, Infrastructure and the Australian Federal Police (AFP) in late 2017. These protocols outline the roles and responsibilities in responding to child protection matters in the IOT.

No child protection concerns involving children living in the IOT were reported to Communities during 2017-18.

The WWC provided all functions in relation to the processing of applications. This included the screening, assessment, card issue and ongoing monitoring.

Locality	Applications made 2017-18	WWC cards issued 2017-18	Negative or Interim Negative Notices issued	Current cards as at 30 June 2018
CI	76	73	0	218
CKI	39	38	0	101

Horizon scan

In 2018-19, Communities will work with Infrastructure on the development and finalisation of a new SDA, inclusive of child protection services.

The WWC Screening Unit will visit the IOTs from 27 November to 4 December 2018 with the Equal Opportunity Commission and the Department of Local Government, Sport and Cultural Industries – Sport and Recreation.

The collaboration aims to streamline information and support, and to emphasise generic issues such as governance, leadership, policies and procedures, the human (children's) right's agenda, complaints management, reporting and recording.

The *Royal Commission into Institutional Responses to Child Sexual Abuse* has changed the face of child safety. The WWC personnel will provide information about the changing environment with



WWC checking and child safe, child friendly environments. It is anticipated that legislative change is imminent and further information technology improvements will assist applicants and organisations through the WWC process.

Communities

Background

Communities – Communities provides the following services:

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

Highlights and activities

- The Education and Care Regulatory Unit (ECRU) visited CI Daycare Centre in June 2018 and September 2018.
- Key activities undertaken by the Authorised Officer (AO) have focused on providing ongoing support and guidance in relation to the National Law and Regulations that govern 'Education and Care' services including relevant information regarding the impending changes to the National Law as of 1 October 2018. In addition, the AO has discussed at length relevant information in relation to the National Quality Standards, including reviewing the 'Quality Improvement Plan' (QIP).
- Offering ideas and strategies to support the document remaining in the forefront of the services mind. The AO also spent significant periods of time at the service observing practice and offering feedback and strategies to improve professional practice. Also to identify further professional development needs that can be supported by ECRU either at the time or during future visits.
- Provided support to the Management Committee in the development of the QIP; policies and procedures; completion of applications such as waivers and other relevant notification; safe sleeping information; programming and curriculum support; and relevant staffing qualification information such as strategies for the employment of a suitably qualified Early Childhood Teacher (ECT).

Horizon scan

- The service continues to seek the employment of a suitably qualified ECT as per legislative requirements. There is no one on-island with relevant qualifications to approach. Mainland recruitment has been unsuccessful.
- ECRU will continue to support the Management Committee and will give due consideration to all waiver applications requesting the service be exempted for an ECT until the matter has been rectified.

Disability Services Commission

Background

Communities - Disability Services (DS) 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;
- Statewide Consultancy Program: providing a consultancy, training and resources for therapists and staff who are supporting people with disability; and
- 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 visit to CI and CKI in August 2017.
- Early Years Consultancy Team Psychologist visit to CKI in May 2018.
- Review of Individual Plans with 13 eligible people.
- Development of new Individual Plans with nine eligible people (four eligible people left the IOT during the reporting period).
- Ongoing psychology support (provided remotely) to the families of two children on CKI.
- Ongoing liaison with relevant agencies in IOT and WA (schools, local government, WA National Disability Insurance Scheme (NDIS) implementation sites, service providers and community groups) to facilitate plan implementation.
- Consultancy support for Indian Ocean Territories Health Service (IOTHS) regarding the implementation of a WA NDIS framework in comparable communities in WA. Liaison with professional services in WA (National Disability Services, Carers WA, Commonwealth Respite and Carelink Centre, Kalparrin and Helping Children with Autism Program).
- In line with NDIS practice, therapy services where required have been detailed and costed in the Individual Plans.
- A new Local Coordinator was appointed to the IOT in June 2018.

Horizon scan

- The Bi-Lateral Agreement between the Commonwealth and WA Government states that the NDIS will be available to people living on the IOT by 1 July 2020. Key stakeholders, both on and off-island have been advised of this major change in service provision.
- Further planning work between the three major stakeholders DS, Infrastructure and the National Disability Insurance Agency (NDIA) will need to be undertaken to ensure a smooth transition to the new system.

- The roll out of the NDIS will require a change to the WA legislative framework in the future. DS, Infrastructure and the NDIA will need to monitor and respond to required changes.

Housing Authority

Background

Communities – Housing Authority (Housing) provides advice and services to the Indian Ocean Territories 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% of annual inspections were completed for 2017-18. A sample of annual inspections were also reviewed for employee housing dwellings.
- An audit of debtor management by the IOTA of public housing tenancies confirmed that appropriate action is being taken to reduce rental arrears.
- A full audit of rent calculated on tenant's 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.

Horizon scan

- Housing is currently working on initiating and coordinating a Valuer-General's Office review of market rental rates for Public and IOTA owned assets.
- Work is progressing in the development of the MEX system to digitise all property inspections and maintain one central database, due for implementation by late 2018.



Economic Regulation Authority

Background

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

Highlights and activities

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

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

Horizon scan

Until a water services licence is lodged, the ERA will continue to liaise with the Australian Government as required.

Department of Education

Background

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

Highlights and activities

- Student and staff numbers at CIDHS and CKIDHS have remained relatively stable.
- Filling of all vacancies for teaching staff in the schools, and relocations managed, for the commencement of the 2018 school year.
- Monthly meetings with Infrastructure and DPC to discuss operational issues in the schools.
- Coordination of visiting services to provide support to the teaching and learning needs of the staff and students.
- Provision of consulting teacher services for students with special educational need in line with agreed service proposals.
- Visits by the Lead School Psychologist to support students and staff in accordance with relevant education plans.
- Education and external contractors providing:
 - professional learning to the whole staff group in line with whole school plans; and
 - programs to staff, students and the communities in line with whole school plans and community need.
- Coordination of visiting services to provide assessment and advice on the cleaning and gardening requirements for the CKI schools.
- Provision of operational advice on a daily basis to school staff to ensure compliance with relevant legislation as it applies in the IOT, Education policies and arrangements for education service provision in the IOT.
- North Metropolitan Education Regional Office staff visited CKI in August 2017.

Horizon scan

- Increase in numbers enrolled for 2019 in the CKIDHS kindergarten cohort are 22, up from 14 in 2018.
- The movement of students with identified special needs on and off the IOT present an ongoing impact on delivering education services. The provision of facilities with access for students with special needs to ensure compliance with *Disability Discrimination Act 1992* (Cth) requirements remains an issue.



Environmental Protection Authority

Background

The Environmental Protection Authority (EPA) services protect and enhance the IOT water and environment through the implementation of environmental law, for Environmental Impact Assessment of schemes and scheme amendments.

Highlights and activities

- One referral of a scheme amendment. The EPA Chairman determined that the Scheme Amendment not be assessed, but provided advice.
- No appeals were received.



Equal Opportunity Commission

Background

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

- No visit was undertaken in the 2017-18 year.
- The EOC continued to provide a telephone enquiry service to inform IOT community members of their rights and responsibilities. The EOC also provides an avenue for the lodgement of discrimination and harassment complaints by IOT community members.
- The EOC received three telephone enquiries from IOT community members in 2017-18.

Horizon scan

- The EOC will visit the IOT from 27 November to 7 December 2018 in partnership with the Department of Communities - WWC Screening Unit.
- Officers will meet with the local communities and conduct information sessions on their rights and obligations, and the means of redress available under the applied legislation.
- Customised training courses will be delivered in Equal Opportunity Law and Grievance Management for Managers.

Department of Finance

Background

The Department of Finance:

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

Highlights and activities

Building Management and Works (BMW)

- JLL, BMW's contracted property manager, undertook two trips in line with the Property Management Agreement, and a further two trips associated with the Department of Education facilities.
- BMW and JLL successfully carried out a number of building improvement projects including the CI Police Station, West Island Shelter toilets, CI Visitor Centre, CI Courthouse and the CIDHS playground.
- Under the contract management plan, BMW meets with JLL on a monthly basis and has incorporated the attendance of an Infrastructure representative.

Office of State Revenue (OSR)

- Three members of the investigation team visited the IOT during May 2018 to complete Compliance investigations and audits of taxpayers. The team conducted both payroll tax and tobacco investigations as well as assisting businesses to understand and to be aware of their liability in respect to the various revenue lines.

Public Utilities Office (Department of Treasury)

No services were provided during 2017-18.

Horizon scan

- The Property Management Agreement with JLL was renewed and expires on 31 December 2019.
- BMW will continue with approved programmed maintenance works.
- OSR compliance investigations and activity will continue.

Department of Fire and Emergency Services

Background

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

Officers made four visits to the IOT and conducted the following activities:

CI Volunteer Fire and Emergency Services (VFES) Unit:

- Introduction to Firefighting course;
- Breathing Apparatus qualification course;
- Breathing Apparatus volunteer refresher course;
- Hazardous materials (HAZMAT) course;
- new appliance skills training;
- routine firefighting skills maintenance training drills;
- vertical rescue equipment audit and recommendations made;
- vehicle checks and faults reported;
- equipment checks and faults reported; and
- education session delivered to Year 3 students.

CI Volunteer Marine Rescue (VMR) Unit:

- vessel handling training;
- one Seamanship and one Sea Survival course delivered;
- one member assessed and endorsed as a DFES Workplace Trainer;
- vessel checks and faults reported; and
- equipment and facility serviceability checks and faults reported.

CKI West Island (WI) VFES Unit:

- Introduction to Firefighting course;
- Breathing Apparatus qualification course;
- Breathing Apparatus volunteer refresher course;
- vehicle rescue techniques refresher training;
- new appliance training;
- vehicle checks and fault reporting;

- equipment checks and fault reporting; and
- education session delivered to Year 3 students.

CKI Home Island (HI) VFES Unit:

- Breathing Apparatus refresher course;
- new appliance training;
- routine skills maintenance training drills;
- vehicle checks and faults reported;
- equipment checks and faults reported; and
- new school's education resource kit delivered.

CKI HI VMR Unit:

- vessel handling training;
- one Seamanship course delivered; and
- equipment and facility serviceability checks and faults reported.

DFES presented Certificates of Appreciation to CKI WI VFES, CKI HI VFES and VMR in recognition of their outstanding efforts and commitment to promoting resilience and serving the community.

Horizon scan

- DFES estimates an increase in service required to maintain the IOT emergency response capability, due to the number of officer visits required to provide training.
- Volunteer instructors to deliver basic level courses on-island.
- CI VFES Unit has received training to conduct land search events, assisting the AFP.
- The volunteer tenure is often short-term due to the length of employment contracts on the IOT. This requires courses such as Introduction to Firefighting, Structural Firefighting and Breathing Apparatus to be run each year to maintain emergency response capability.

Department of Health

BreastScreen WA

Background

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

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

Highlights and activities

BreastScreen attended both Islands to perform mammography screening. This was the first time that full field digital mammography screening machines were used. The new technology matches the specifications of 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 the mainland. 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.

The following mammography screenings for IOT women took place:

Mainland	CI	CKI
23	147	96

Promotional activities of the BreastScreen service was 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; and
- direct liaison with the Island Health Worker.

Horizon scan

- A combined visit to both Islands is expected in September 2019, meaning women will be screened within 18 to 22 months from their last mammogram, well within the clinical guidelines for mammography and radiation safety.

Tobacco Control

Background

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

Highlights and activities

The licences of stores selling tobacco on the IOTs were monitored to ensure that all licences are current. As a result two retail tobacco licences were renewed on CKI, and nine retail tobacco licences were renewed on CI.

Horizon scan

- Reinforce and increase the IOT communities' knowledge and understanding of tobacco legislation. Health will continue to administer and monitor premises with a tobacco licence.
- Visit the IOT on a regular basis to assist with licensing and compliance matters. A visit will be conducted from 28 July to 11 August 2018, followed by a further visit in 2020-21.

WA Country Health Service

Background

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

Highlights and activities

In 2017-18, WA Country Health Service (WACHS) provided policy advice to IOTHS on a number of clinical and non-clinical related matters.

Horizon scan

WACHS are currently reviewing the provision of Telehealth services to the IOTs.

Health and Disability Services Complaints Office

Background

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

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

Highlights and activities

HaDSCO received and closed three complaints. All complaints were closed during 2017-18. All complaints were assessed within the legislative timeframe of 28 days.

As a result of HaDSCO's involvement an:

- explanation was provided in regard to the policy decisions of the Patient Assisted Travel Scheme;
- explanation was provided in regard to prescription medication; and
- individual making a complaint was referred back to the service provider to address their complaint in early resolution.

Horizon scan

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

HaDSCO will travel to the IOT in 2018-19. The visit will focus on raising awareness of HaDSCO and outlining the process for the management of complaints. HaDSCO representatives will provide an enquiry and complaint handling function as required.

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



Insurance Commission of WA

Background

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

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

Highlights and activities

No new claims were lodged in the IOT during 2017-18.

Department of Justice

Attorney General

Background

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

- The Magistrates court held four sittings at CI and four sittings at the CKI courts. Justices of the Peace (JP) were called to hear other matters arising at the Islands on an urgent basis.
- Training and information sessions for rostered JPs were conducted during the June 2018 visit. Help cards were provided.
- In June 2018, a management inspection/audit was carried out by the Manager, Perth Court Operations and identified no further issues. All outstanding items have been addressed except for the transfer of certain records to the Perth Registry for approval of destruction.

Corrective Services

Background

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

- preparation of Court reports;
- management and supervision of offenders on orders;
- facilitating diversionary programs;
- processing Juvenile Justice Team referrals; and
- 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 2017, and March and June 2018. The Officer provided support to the Judicial Officer during Court circuits including one pre-sentence report.

- 
- Eleven offenders on community corrections orders were provided supervision in the community and 68 hours of Community Work was completed by offenders. Five offenders successfully completed their orders and no offenders were breached for non-compliance with the conditions of their order.
 - One person entered into, and successfully completed, a Juvenile Justice Team Agreement.

Horizon scan

There was a significant increase on previous years in the number of offenders sentenced to community based sanctions during the year. It remains to be seen if this trend will continue over the next year.

WA Land Information Authority (Landgate)

Background

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

Highlights and activities

Land information

Seventy-six land transactions were registered on CKI, and nine on CI.

Titles registered	CKI	CI
Freehold	76	318
Crown Land Titles (CLT)	83	279
Strata Titles	3	240
Reserves (included in CLTs data above)	73	211

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

The project commenced in May 2017 to:

- assist the Commonwealth to leverage existing infrastructure and services offered via the Shared Location Information Platform (SLIP) and data.wa.gov.au; and
- improve data management processes and centralise access to IOT data and data used by the Commonwealth.

A majority of the Commonwealth's infrastructure data has been uploaded and licensing is being organised.

Valuation services

The Valuer-General provided valuations for rateable and taxable property in the region for the Shire of Christmas Island (SoCI) and Shire of Cocos (Keeling) Islands (SoCKI), Water Corporation, and the OSR. Eight hundred and twenty-nine unimproved valuations were completed from the valuation rolls.

Description	CKI	CI
Valuation Rolls – Unimproved valuations	266	563
Interim Valuations – Gross Rental Values	7	3
Interim Valuations – Unimproved Values	0	1

There were seven market valuation requests resulting in the provision of seven values, and three valuations were provided for stamp duty assessment.

Survey Services

Survey services visited the IOT in May and June 2018 to conduct maintenance and upgrade works on the geodetic networks which support and enable positioning requirements.

Aerial imagery project

The aerial capture was hampered by low cloud resulting in the part-capture of sections on CI, including Flying Fish Cove settlement and the airport.

Horizon scan

- Registering IOT property transactions.
- The valuation program for unimproved values in the 2019-20 financial year with values coming into force on 1 July 2019.
- Completion of the Shared Location Information Project.

Legal Aid Commission of WA

Background

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

Highlights and activities

Legal Aid offers community legal education through its articles in *The Atoll* and *The Islander* publications. The Solicitor/Manager also delivered talks about wills, changes to the applied *Restraining Orders Act 1997* (WA), Enduring Powers of Attorney and Guardianship and State Administrative Tribunal applications. Legal Aid also delivered small amounts of informal community legal education or community development with a number of people including the social worker, the Acting Court Registrar and the AFP.

CI was visited monthly, except for one month, and one visit was made to CKI.

The Solicitor/Manager acted as duty lawyer for each sitting of the CI Magistrates Court and for two sittings of the CKI Magistrates Court (one via telephone and one in person). One charge was discontinued.

Legal Aid provided legal advice, information, referral and legal tasks, and duty lawyer assistance prior to and during court sittings. Over both Islands, there were 182 instances of advice, 191 instances of legal task provision, 35 duty lawyer appearances, 361 instances of information provision by the Island's paralegal, and 12 grants of aid.

Legal Aid gave talks about cyberbullying to school children on both Islands, and separate talks about the age of consent and sexting to CI school children, and a talk about being a lawyer to CKI school children.

Horizon scan

The need for legal assistance by IOT residents is anticipated to remain at current levels.



Department of Local Government, Sport and Cultural Industries

Culture and the Arts

Background

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

Services provided by Country Arts WA (CAWA) included:

- funding to ACCI to provide an annual program of activities consisting of arts and cultural events, workshops and programs; and
- a 13 day tour of the show *Loose Ends* by Jens Altheimer from 23 March to 4 April 2018. *Loose Ends* performed to 450 people during four performances, and nine workshops were conducted with 131 participants.

Horizon scan

During the tour of *Loose Ends* staff from CAWA and Community Arts Network WA continued conversations with stakeholders regarding ongoing service delivery. This advice and the communities' feedback is informing the development priorities for the arts and culture sector for the next financial year.

Local Government

Background

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

Highlights and activities

- Both SoCI and SoCKI continue to provide governance and services to their respective communities. They have achieved accountability, financial and statutory compliance standards equivalent to local governments in rural and remote WA.
- Provided support to local government elected members and officers in relation to the application of the applied *Local Government Act 1995* (WA) and Regulations.

- Reviewed local government compliance audit returns, budgets, budget reviews, annual financial reports and auditor's reports.
- Undertook regulatory functions primarily related to the administration of the applied *Local Government Act 1995 (WA)* including approvals, compliance monitoring, investigations and other statutory support.
- Although there were no formal complaints, a Ministerial was received.
- The Grants Commission visited the IOT local governments as required under the applied *Local Government (Financial Assistance) Act 1995 (WA)*.
- Determined the Australian Government general-purpose Financial Assistance Grants in accordance with the applied *Local Government (Financial Assistance) Act 1995 (WA)*.
- Provided Integrated Planning and Reporting training on-island and travel assistance for elected members during local government week.
- Provided support during the October 2017 local government election by nominating a Deputy Returning Officer and post office box.

Horizon scan

Following legislative changes to the applied *Local Government Act 1995 (WA)* the Auditor General will be responsible for auditing local governments. The Auditor General will assume responsibility for financial audits as existing contracts expire, eventually auditing all local governments by 2020-21.

Staff retention may be a potential issue for SoCI and SoCKI, affecting their operations and requiring a higher level of support.

Racing, Gaming and Liquor

Background

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

Highlights and activities

No complaints were received from the IOT indicating that the communities are compliant with the liquor legislation.

The quarterly calculation and collection of liquor licence fees was conducted.

CI:

- 20 compliance inspections conducted in October 2017 resulting in six work orders for minor matters;
- one licence was approved for an ongoing Hours Extended Trading Permit;
- one licence was approved for two one-off add/vary applications; and
- one licence was removed.

CKI

- three compliance inspections were conducted in October 2017 resulting in one work order for minor matters; and
- one licence was approved for three one-off add/vary applications.

Sport and Recreation

Background

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

Visits and Education Programs

Rugby League – three accredited coaches and one referee. School classes for both Islands. Players from CI are registered and insured with the National Rugby League. Both Islands received complete training equipment packages to further develop the game.

Touch Football – two accredited Touch Football Australia referees. Touch Football is an emerging sport for both Islands. All school classes were instructed on the game.

Strength and Conditioning – a new gymnasium was opened on CKI HI. Community education classes were conducted in nutrition, safe training and high intensity training. A maintenance schedule for equipment is to be developed and new equipment purchased as required to maintain functionality of the gym.

Gymnastics – all school classes participated in instructional classes on CI. Further teacher and community member training in safe movement patterns is recommended.

Sailing – 25 school children on CKI were provided 'learn to sail' experiences in the April 2018 school holidays. They were taken through an unofficial 'tackers' course. It is recommended that adolescent and adult community members be educated in Level 1 sailing instruction and some upgrades to equipment to allow further development of the sport.

Netball – educational classes for students on both Islands. Recommended that the Islands create some type of competitive environment for future development of the game.

Horizon scan

- Monitoring and implementation of CI and CKI sport and recreation strategic plans.
- Coach and administrative education in running sport and recreation programs.

Main Roads WA

Background

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

Highlights and activities

- Undertook annual visits and regular liaison with local government and IOTA.
- Provided advice and assistance to local government, Infrastructure and IOTA on a wide range of road maintenance and road construction issues.
- Developed a bituminous road sealing specification and chalk road grading specification for inclusion in the annual Service Agreement between IOTA and SoCI.
- Inspected road construction and maintenance plant on both Islands and provided advice on plant replacement, specifications and plant management systems.
- Provided assistance to SoCI to revise and improve its 20 Year Road Works Program.
- Provided information to assist with scoping potential activities to complement the planned CKI air strip upgrade.
- Assisted IOTA with upgrading traffic signals on CI.

Horizon scan

- There is a need for road resealing and crash barrier replacement on CI.
- Shoulder reconditioning on the Sydney Highway, CKI is required.
- Undertake traffic sign audits on CI and CKI to ensure that existing signage complies with current requirements.

Department of Mines, Industry Regulation and Safety

Commerce

Background

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

Highlights and activities

Consumer Protection

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

WorkSafe, and Building and Energy

Regular gas and electrical inspection activities have ensured that no serious incidents or fatalities related to gas or electricity in the IOT have occurred for several years.

Conducted regulatory compliance inspections. Enforcement action took place to ensure regulated work was completed in accordance with relevant legislation, regulations and standards. Notices and Inspectors orders were issued to relevant duty holders on IOT during inspection activities.

Horizon scan

Consumer Protection: A number of legislative changes are likely to influence campaigns in the coming year. These include recommendations following the review of the Australian Consumer Law, the roll-out of the applied *Residential Tenancy Act 1987* (WA) and the initiatives being applied to better support victims of family violence, amendments to the applied *Fair Trading Act 2010* (WA), recommendations from the review of the applied *Auction Sales Act 1973* (WA), and the legislative amendments which will be implemented following the recent review of the motor vehicle dealer and repair industry.

WorkSafe, and Building and Energy: Over the next few years, it is likely that a new set of nationally consistent Work Safety and Health laws will come into place. This will require increased community and industry education.

The requirement to maintain electrical network operations continues which means on-island electricians require ongoing training to maintain electrical inspection capabilities.

Mines and Petroleum

Background

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

Highlights and activities

Resource Tenure

Reviewed the boundaries of MCI70/1A, continued validation of data captured for all tenements, and transferred data from hard copy register to electronic register.

Resource and Environmental Compliance

Inspected MCI70/1A in readiness for partial surrender; inspected MCI70/2 and discussed its outstanding Mining Proposal; and inspected mining liabilities associated with MCI70/1A (ML136).

Financial Compliance Branch (Royalties)

Completed 'desktop audits' of royalties and conservation levies paid by Phosphate Resources Ltd.

Mines Safety

As a result of inspections a total of eight Improvement Notices were issued across two mine sites.

Horizon scan

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

Resource and Environmental Compliance Division: Inspect and review the partial surrender of ML136; and progress the Mining Proposal and Mine Closure Plan for MCI70/2.

Financial Compliance Branch (Royalties): Consult with the Australian Government on additional phosphate dust royalty payment for the period prior to 1 July 2013.

Mines Safety: Focus on the management of atmospheric contaminants and hygiene related matters; management of plant from a structural perspective given the age of the operations; and sites' emergency preparedness for the management of credible emergency scenarios.

Parliamentary Commissioner for Administrative Investigations (Ombudsman)

Background

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

Highlights and activities

- Finalised four complaints and two enquiries relating to the IOT, with the average time to finalise complaints being 69 days. More than three quarters of complaints were finalised within three months.
- Continued to implement a number of strategies to ensure complaint and enquiry services are accessible to all IOT residents.
- Received three complaints and two enquiries relating to the IOT in 2017-18. No complaints were on hand as at 30 June 2018.

The Ombudsman assisted the complainant in all finalised cases, including:

- action by the agency to rectify their concerns; or
- referral to a more appropriate body to handle their complaint.

Initiatives to make services accessible included providing:

- access to the Ombudsman through a toll free number, email and online services;
- information on how to make a complaint to the Ombudsman in 15 languages, including IOT languages; and
- access to the Translating and Interpreting Service if people need an interpreter and the National Relay Service if they have a hearing or speech impairment.

Horizon scan

- Awareness of, and access to, the services provided by the Ombudsman among the IOT communities.
- 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

Lands

Background

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

Highlights and activities

- Provided advice on Crown land matters, specific to the CI Registration of Interest (RoI) process.
- Arranged preparation and approval of additional Crown land forms.
- Prepared documentation for execution and lodgement for registration at Landgate.
- A DPLH officer conducted site inspections of the RoI areas and liaised with the SoCI.
- Provided advice to external proponents who have applied for land under the RoI process.
- Process mapping and research for the land release element of the subject RoI.
- Processed a high number of section 91 and section 48 licences, allowing access to unallocated and unmanaged Crown land for various activities, most of which involved scientific research projects.
- DPLH legal services developed a precedent licence document, specifically drafted for use in the IOTs, incorporating Infrastructure's recommended conditions.

Horizon scan

- Confirming the strategy and process for releasing Crown land parcels on CI, identified through the RoI process.
- Continuing to progress the land release, seeking information and approvals from relevant stakeholders. Identifying and overcoming issues associated/constraints related to the land parcels.

Planning

Background

DPLH – Planning provides planning and administrative advice to ensure the use and development of land is consistent with strategic planning, policy guidelines and planning standards.

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



Highlights and activities

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

Horizon scan

Progress the Coastal Vulnerability Assessment project for CKI, expected completion in late 2019.

Department of Primary Industries and Regional Development

Agriculture and Food

Background

The Department of Primary Industries and Regional Development (DPIRD) – Agriculture and Food's weed related projects aim to deliver weed control, surveillance and extension/communication activities on two of the world's most invasive tropical weeds. Parthenium weed (CI) and Siam weed (CKI) are significant weeds on the Islands. Eradication of these weeds is a target in WA.

The Parthenium weed project commenced on CI in April 2008 and is now very close to an eradication outcome. Two active sites remain with low weed density. The Siam weed project on CKI commenced in 2010 following on from the success demonstrated on CI. The current scope of the program for CKI allows for the protection of high biosecurity transport links including ports, road and air links to the mainland. No infestations of Siam weed remain in any high biosecurity risk locations.

Both weed projects have been highly successful. Stakeholders have widely accepted the achievement.

Highlights and activities

Four visits were conducted to CI during 2017-18. In anticipation of a successful eradication program in the settlement areas for Parthenium weed, Agriculture and Food is repeating the whole of island survey to demonstrate that no Parthenium weed is present. Over 70 sites are being inspected to prove absence. Eradication is highly likely to be achieved in October 2020.

Agriculture and Food continues to have a close working relationship with Parks Australia (North), the SoCI, CIDHS and Ackers Trading during visits to CI which has been vital to the success of the program.

Three visits were conducted to CKI during 2017. Excellent control of Siam weed on HI and WI continues to reduce the density and spread of Siam weed in all areas. Large patches of infestation are no longer present allowing a significant reduction in herbicide and the use since 2013. Scattered plants remain in some areas requiring maintenance to ensure that any remaining Siam weed is prevented from maturing and producing seed.

The positive relationship between DPIRD, Infrastructure, Indian Ocean Group Training Association (IOGTA), local community, local businesses, individuals and the SoCKI continues to be an important part of the management program. There is wide acceptance of the Siam weed reduction program and its achievements. It is encouraging to see that local residents from HI and WI continue to take an interest in the control program and have regularly removed Siam weed from



around their houses, vegetable plots and poultry sheds between visits. There is also control activity taking place through the SoCKI on HI and WI.

Horizon scan

The presence of the Macao paper wasp on CKI has initiated discussion between Agriculture and Food and Infrastructure on including complementary entomology services on the IOT for three import insect pests:

- Macao paper wasp (*Polistes olivaceus*);
- Tropical fire ants (*Solenopsis geminata*); and
- Drywood termites (*Cryptotermes dudleyi* and *C. domesticus*).

Fisheries

Background

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. This included various community presentations and playing active roles in community events held such as Cove Day on CI. In a joint initiative with the CKI Visitor Centre and Keep Australia Beautiful, DPIRD coordinated the inaugural Pulu Kelapa Festival on CKI. Over 200 people attended this event, engaging in activities that promoted sustainable fishing practices and healthy aquatic environments.

Five new curriculum linked activities based on current IOT research projects were developed and included in the school's education program. Overall, 55 structured school activities were held with the equivalent of 966 students participating (students attending more than one activity) and teaching staff were provided professional learning opportunities. To assist in the delivery of key sustainability messages, an "Ocean Bingo" activity and life size "Moray Eel and Seagrass" vinyl board game were developed for the IOT schools and community.

The Commercial Fishing Policy was finalised which provides the foundation for management decisions within the commercial sector. Five individual commercial fishing licences, four fishing boat licences and a mariculture licence were issued in 2017-18.

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

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



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

Horizon scan

The applied *Aquatic Resource Management Act 2016* (WA) will replace the current applied *Fish Resource Management Act 1994* (WA) on 1 January 2019 which will alter the applied Acts. A priority will be drafting new Ordinances to ensure recreational rules are relevant to the IOT.

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

Regional Development

Background

DPIRD – Regional Development provides the following two key activities:

- Community Resource Centres (CRCs) — these are locally owned and managed organisations providing a wide array of information and community based services and activities; and
- 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

- The CKI CRC underwent a Preferred Service Provider tender process that resulted in being issued with a service contract, consistent with practice for most CRCs in WA.
- A CRC was established on CI under a grant funded Financial Assistance Agreement.
- Funding was provided to CKI and CI CRCs.
- Regular phone and email support was provided to the CRCs to enable them to achieve agreed outcomes.
- Both CRCs:
 - were open a minimum of 25 hours per week to provide computers for community use, access to government information and referral services for local providers;
 - published a community directory, including government, business, residential and community listings;
 - community education, social and business activities; and
 - provided video conferencing services.
- The CKI CRC also produced *The Atoll*, a regular newsletter with community information.
- DPIRD – Regional Development was not required to undertake a TPI.



Salaries and Allowances Tribunal

Background

The Salaries and Allowances Tribunal 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 Tribunal 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; and
- 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

2018-19 Local Government CEO and Elected Members Inquiry and Determination.

Horizon scan

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

State Library of WA

Background

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

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

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

Highlights and activities

- Exchanges of library materials sent to the IOT libraries regularly throughout the year with the three IOT libraries receiving 3,240 items, including English language and materials in languages other than English.
- Free access to the statewide electronic resources, including eBooks, eAudio, eMagazines and a range of other electronic databases.
- Roll out of Kanopy (a video streaming platform) to IOT libraries.
- State Library staff visit and provide face-to-face support and training to library staff.
- The provision of Better Beginnings 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 all WA public library members.
- State Library 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

Background

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

Highlights and activities

- Twelve apprentices and trainees achieved successful completions and were issued relevant Trade Certificates.
- Registered four trade apprentices based on CI in Engineering Tradesperson Mechanical – Plant Mechanic, Electrical Mechanic (2) and Automotive Electrician.
- Commencement of 21 trainees in Plant Operations, Maritime Operations, Ranger, Warehousing, Child Care, Local Government Planning and business industries (seven on CI and 14 on CKI).
- Provided monitoring and advice as requested to employers and up to 56 apprentices and trainees who were in training at any one time during 2017-18.
- Training contracts were actioned for apprentice and trainees in relation to variations, cancellations, terminations, suspensions or completions as required.
- Undertook an assessment of the level of WA Group Training Program funding allocated to IOGTA for support services to be provided to IOGTA apprentices and trainees.
- Reviewed IOGTA's internal assessment against the National Standards for Group Training Organisations 2017.
- An independent audit of IOGTA against the National Standards for Group Training Organisations 2017. IOGTA was found to be compliant against the standards. IOGTA's group training registration was extended until 30 June 2021.
- Advised IOGTA of vocational education and training policies and reforms being implemented, including Technical and Further Education reforms impacting on regulatory training delivery arrangements.

Department of Transport

Background

The Department of 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

- Enhancements to the Motor Vehicle Registry (MVR) including issuing new plastic driver's licence cards containing anti-fraud security features, and the automation of additional MVR processes including issuing of driver licence renewal notices.
- Development of an agreement with SoCKI to process driver and vehicle transactions.
- Quality Assurance staff visited CI and CKI MVRs in May 2018 to consult with stakeholders to implement a standardised audit process. This will ensure that all transactions are processed in accordance with applied legislation, policies and procedures.
- In June 2018, Vehicle Compliance Officers undertook annual roadworthy inspections of buses on CI and CKI. The officers also provided training to AFP Officers and MVR IOTA staff (CI) on vehicle inspection processing.
- In April 2018 a Business Information Systems Officer visited the IOT to review operation of the licensing database, TRELIS.
- A preliminary visit by Marine Safety Officers to the IOT in February 2018 to consult with communities regarding development of an Aquatic Use Review (AUR).
- Administration of recreational vessel registrations and recreational skippers tickets in CKI.

Horizon scan

- Continue to work towards establishing a statutory vehicle inspection capability on CI.
- Finalise AUR and a supporting Behavioural Change Strategy which includes both education and compliance mechanisms for both Islands. The AUR considers stakeholder input with the aim of ensuring the harmonious use of waterways by all IOT users.

Water Corporation

Background

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

- Asset Management Audit and Operational External Audit completed with no major non-conformances.
- CI mechanical and electrical service arrangement with mainland technicians to support local operators.
- Emergency response exercise on CI with DFES, AFP and IOT Emergency Management.
- Biennial Ocean Monitoring completed by Murdoch University Marine and Freshwater Research Laboratory for HI wastewater treatment plant outfall.
- New roof constructed for CKI Seawater Reverse Osmosis Treatment Plant.
- Leak detection training undertaken by operations staff to assist with identifying non-visible leaks.
- Relocation of hydrants and meters for the SoCKI HI laneway project.
- HI Waste Water Treatment Plant (WWTP) laboratory refurbishment.
- HI power station generation set overhauls completed.
- HI Tank 4 refurbishment from a raw water tank into a treated water tank to provide additional water storage security.
- WI Tank 2 internal tank columns replacement.

Activities included:

- providing services to 1,220 properties;
- supplying 1,173 ML of drinking water;
- treating 305 ML of wastewater;
- taking 1,321 water and wastewater quality samples; and
- generating 4,961 MWh of power for the CKI community.

Horizon scan

Customer Service: Non-standard service agreements for targeted customers; Summit to Drumsite Main customer outage management plan; My Water campaign roll out for customer enquiries and information; and Splash of Colour program to enhance aesthetics of water and wastewater assets in public spaces.



People and Safety: Resourcing Strategy developed to 2022; Housekeeping - focus on clean up and maintenance of standards; Traineeships and Powerhouse operator role development; hosting of CKIDHS work experience students; and Arc Flash Assessment for switchboards.

Water Quality: Ongoing development of treatment plant process expertise support functions; and Gallery A3 commissioning to provide additional water supply to the WI community.

Asset Management: Ongoing alignment and implementation of mainland standards to IOT assets; Packaged Maintenance Program development for key and specialist maintenance items; fleet management strategy including replacement and disposal; implement strategy to obtain all asset data and ongoing population of data into MEX and preparation of Immigration Detention Centre facility in “hot contingency” mode.

Risk Management: Reliability Centred Maintenance Review of Operations and Maintenance for the Seawater Reverse Osmosis Unit on CKI to ensure ongoing compliance and reliability of operations.

Capital Improvements: WI: Gallery A3 headworks and commissioning; HI: WWTP upgrade and commissioning; water tank roof replacement; Chlorinator Switchboard relocation and replacement; water main alignment and diesel pump replacement.

Department of Water and Environmental Regulation

Environment Regulation

Background

The Department of Water and Environment Regulation (DWER) – Environment Regulation provides services to the IOT through the implementation 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

DWER officers engaged with the community, schools and local government on issues related to litter reduction and waste management on the Islands. They focused on:

- raising awareness of alternatives to single-use plastic;
- reducing the use of plastic bags and water bottles; and
- highlighting community champions to drive behaviour change.

In partnership with Tangaroa Blue Foundation, DWER continued the IOT Marine Debris Project in April/May 2018. This brought together a team of off-island volunteers, partners and local people to volunteer to collect and audit marine debris at beach sites on the Islands, the majority washing in from offshore sources. More than 45,000 items of marine debris on CKI and 90,000 items on CI were collected and analysed.

Activities implemented by various prescribed premises included:

- upgrade of infrastructure;
- commissioning of hydrogeological surveys into groundwater movements;
- incinerator installation within Christmas Island Phosphate for the management of hydrocarbon waste streams;
- four self-reported unauthorised discharges; and
- continued support for the potential reuse of aged bio-solids sludge for compost on CKI.

Three complaints related to dust issues, and three native vegetation clearing permits were received on CI.

Horizon scan

- Engagement with prescribed premises licence holders to implement the collection of fees and charges for discharges to the environment and licensing fees with a potential commencement date of 1 July 2019.
- Scoping a project for an overarching Strategic Waste Management Framework Policy for both Islands.

- 
- Continuation of the IOT Marine Debris Project.
 - Commencement of a partnership with WA Department of Health and a CKI health group for a 'Turn on the Tap' project that promotes the advantages of tap water over imported bottled water.
 - Review of major hydrocarbon facilities and ports for their ability to consider and manage potential environmental events and assess improvements from the 2016 Pollution Response Capability Assessment.

Water

Background

Provide advice and support on licensing and water source regulation and protection, measure and assess groundwater and allocation of consumptive use.

Highlights and activities

The DWER – Water reviewed and responded to one Land Use Planning referral from the WAPC for a two into four lot subdivision - Lot No 15, 16 Highland Court, CI.



WA Planning Commission

Background

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

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

Highlights and activities

The WAPC:

- provided its recommendations to the Commonwealth Minister in respect of one amendment to the SoCI Local Planning Scheme No. 2;
- provided its final endorsement of documentation for one amendment to the SoCI Local Planning Scheme No. 2; and
- determined one subdivision application on CI.

Horizon scan

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



WorkCover WA

Background

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

Highlights and activities

In May 2018, two WorkCover WA inspectors visited CI and conducted workplace compliance inspections. Education and information was provided to workers, employers and service providers, and meetings with stakeholders and community groups.

Compliance and education visits to 71 businesses identified:

- 48 businesses had requisite insurance;
- 16 businesses were closed;
- 3 businesses were not employing;
- 3 businesses were suspected to be employing without requisite cover and further investigated; and
- 1 employer did not have requisite cover.

Horizon scan

WorkCover WA plans to conduct education and compliance initiatives on CKI in November 2018.