



**Australian Government**  
**Department of Infrastructure  
and Regional Development**



# Service Delivery Arrangements (SDA) Annual Report Indian Ocean Territories 2015-16

October 2017

© Commonwealth of Australia 2016  
ISBN 978-1-925531-78-7  
October 2017 / INFRASTRUCTURE 2781

## 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; (b) the Department of Infrastructure and Regional Development's 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 and Regional Development  
GPO Box 594  
Canberra ACT 2601  
Australia

Email: [publishing@infrastructure.gov.au](mailto:publishing@infrastructure.gov.au)  
Website: [www.infrastructure.gov.au](http://www.infrastructure.gov.au)



# Table of contents

**Introduction .....3**

**Department of Agriculture and Food .....6**

**Department of the Attorney General.....7**

**Department for Child Protection and Family Support.....8**

**Department of Commerce .....10**

**Department of Corrective Services .....14**

**Department of Culture and the Arts .....16**

**Disability Services Commission.....18**

**Economic Regulation Authority .....19**

**Department of Education .....20**

**Department of Environment Regulation .....22**

**Equal Opportunity Commission of WA.....24**

**Department of Finance .....25**

**Department of Fire and Emergency Services .....26**

**Department of Fisheries .....27**

**Department of Health.....29**

**Health and Disability Services Complaints Office .....30**

**WA Land Information Authority (Landgate) .....32**



<b>Department of Lands .....</b>	<b>34</b>
<b>Legal Aid Commission of WA .....</b>	<b>35</b>
<b>Department of Local Government and Communities .....</b>	<b>36</b>
<b>Main Roads WA .....</b>	<b>38</b>
<b>Department of Mines and Petroleum .....</b>	<b>39</b>
<b>Parliamentary Commissioner for Administrative Investigations .....</b>	<b>41</b>
<b>Department of Planning .....</b>	<b>42</b>
<b>Department of Racing, Gaming and Liquor .....</b>	<b>43</b>
<b>Department of Regional Development .....</b>	<b>44</b>
<b>Department of Sport and Recreation .....</b>	<b>45</b>
<b>State Library of WA .....</b>	<b>47</b>
<b>Department of Training and Workforce Development .....</b>	<b>49</b>
<b>Department of Transport .....</b>	<b>50</b>
<b>Department of Water .....</b>	<b>52</b>
<b>Water Corporation .....</b>	<b>53</b>
<b>Western Australian Planning Commission .....</b>	<b>55</b>
<b>WorkCover WA .....</b>	<b>56</b>
<b>Abbreviations and Acronyms .....</b>	<b>57</b>

# Introduction

## Background

The Australian Government, through the Department of Infrastructure and Regional Development (the Department), is responsible for the provision of State-type services to the Indian Ocean Territories (IOT) of Christmas Island (CI) and Cocos (Keeling) Islands (CKI).

State-type services are predominantly delivered in three ways:

- Service Delivery Arrangements (SDAs) with the Government of Western Australia (WA Government);
- direct service provision (e.g. power and health); and
- contracts with the private sector (e.g. airport and port management).

Since 1992, the Australian and WA Governments have been entering into SDAs for the provision of services to the IOT. In 2015–16, 42 WA Government Agencies and/or Authorities (WA Agencies) provided services. Of these three WA Agencies provided services through an exchange of letters: the Office of the Auditor General, the Department of Education, and the Department of the Premier and Cabinet.

## SDA management during 2015–16

The Department's Perth Regional Office has responsibility for the negotiation and management of SDAs with WA Agencies.

A new SDA template was agreed between the Australian and WA Governments in 2015. This has allowed the renegotiation of multi-year SDAs with WA Agencies. In 2015-16, 16 new multi-year SDAs were negotiated, effective from 1 July 2016:

- Department of Agriculture and Food (in place as of 1 February 2016);
- Department of the Attorney General;
- Department of Culture and the Arts;
- Department of Lands;
- WA Land Information Authority;
- Department of Mines and Petroleum;
- Department of Planning;
- Department of Racing, Gaming and Liquor;
- Department of Regional Development;
- WA Planning Commission;
- Department of Water;
- Department of Fire and Emergency Services;
- WA Museum;
- Legal Aid;

- Housing Authority; and
- Salaries and Allowances Tribunal.

This follows on from the successful renegotiation of seven new SDAs during the 2014–15 financial year that came into effect from 1 July 2015:

- Department of Commerce;
- Department of Environment Regulation;
- Department of Finance;
- Department of Fisheries;
- Department of Local Government and Communities;
- Department of Transport; and
- Insurance Commission of WA.

A SDA Information Kit, which offers guidance to those WA Agencies providing services to the IOT through an SDA, was developed in 2014–15. This Information Kit was provided to WA Agencies and is available through the Department's website at [http://regional.gov.au/territories/indian\\_ocean/sda/index.aspx](http://regional.gov.au/territories/indian_ocean/sda/index.aspx)

In partnership with the WA Government, the Department also introduced SDA Fact Sheets for the renegotiated SDAs. These Fact Sheets are designed to provide information about the services available through SDAs and how these services can be accessed. Fact Sheets will be produced for all SDAs as they are renegotiated. The SDA Fact Sheets, including translated versions, are also available on the Department's website at [http://regional.gov.au/territories/indian\\_ocean/sda/sda-factsheets-wa.aspx](http://regional.gov.au/territories/indian_ocean/sda/sda-factsheets-wa.aspx)

## Priorities for 2016–17

In 2016-17, 16 SDAs are scheduled for review and renegotiation, these include:

- BreastScreen WA;
- Department for Child Protection and Family Support;
- Department of Corrective Services;
- Disability Services Commission;
- Economic Regulation Authority;
- Department of Health;
- Health and Disability Services Complaints Office;
- Main Roads WA;
- Department of Sport and Recreation;
- Department of Training and Workforce Development;
- WorkCover WA;
- State Library of WA;

- 
- Water Corporation;
  - Equal Opportunity Commission;
  - Ombudsman (Parliamentary Commissioner for Administrative Investigations); and
  - Public Trustee.

In 2016-17, an additional two new SDAs are scheduled to be negotiated:

- Environmental Protection Authority; and
- Office of the Environmental Protection Authority.

## WA Agency Annual Reports

The primary source of information contained in this report are the 2015-16 annual reports supplied by WA Agencies as required under each SDA.

There is a three year project plan in place to review and renegotiate all SDAs (commenced 2014-15) with WA Agencies. To ensure consistency across agencies, the new SDAs have a revised reporting template.

The following WA Agencies did not provide services to the IOT during 2015-16 and a report from each is not required:

- Public Trustee;
- Public Utilities Office; and
- BreastScreen.

At the time of publication, the Housing Authority had not submitted an annual report.

# Department of Agriculture and Food

## Description of services

The Department of Agriculture and Food (DAFWA) provides six services on behalf of the Australian Government, including: policy advice; agricultural development services; horticultural services; animal welfare services; biosecurity services; and pest/disease information.

## Activities during the year

DAFWA staff visited CI and the CKI in August 2015, and February and June 2016. All weed-infested areas were inspected, with weed detections recorded and treated accordingly. Liaison with local stakeholders occurred throughout the year to discuss and report on the control programs. Stakeholders include Parks Australia, Shires, schools, Indian Ocean Group Training Association, small business owners, the general community and members of sporting associations.

### CI

The parthenium weed eradication program continues to reduce the infestation and is on track towards eradication of the weed. Advice about weed control was provided to local community members. Articles updating the status of the weed control programs were placed in community newsletters in the July 2015 and June 2016 editions of *The Islander*. An Industrial Hemp licence was issued to facilitate a study into growth rates of hemp on CI.

### CKI

The Siam weed control program continues to reduce infestations at all targeted areas. Through the Indian Ocean Group Training Organisation (IOGTA), DAFWA sources casual employees from Home Island to assist with operational activity. On-site weed control and surveillance training was provided to Home Island residents during each visit. DAFWA has employed local contractors to assist with the treatment of Siam weed on West Island, with a local tour business engaged to provide boat transport services during island surveillance activity.

## Future issues

### CI

The weed control project is progressing well and moving closer to an eradication objective. It is critical that all known infestations that have active plants are not permitted to mature and set seed. The current regime of physical removal and herbicide application is highly effective and will need to continue to achieve eradication.

### CKI

The objective of reducing the impact of Siam weed at targeted high-risk biosecurity locations has been achieved. Although eradication of Siam weed is not possible under the current scope of the program, the management area has been expanding over time to include the whole of both inhabited islands, thereby reducing the overall biosecurity risk.

# Department of the Attorney General

## Description of services

The Department of the Attorney General (DoAG) 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.

## Activities during the year

### **Circuit and other visits**

The Magistrates Court scheduled regular quarterly sittings at the CI and CKI Courts in 2015-16. Four sittings were held and CI and one on the CKI. Justices of the Peace (JP) were called to hear other matters arising in the IOT on an urgent basis.

### **Education or training programs**

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

### **Inspections or audits**

The acting Court Liaison Officer carried out a management inspection/audit in June 2016. There were no issues identified and all outstanding items have been addressed.

### **Coronial Inquests**

There was one administrative finding completed in relation to a death, which occurred at CI that was reported to the State Coroner in 2014-15. No inquests were finalised in CI or CKI during 2015-16.

## Future issues

### **Court Services**

- Ensure the sufficient appointment of JPs and Members of the Children's Court; training for JPs and Members including periodic refresher update seminars; and review of jurisdictional responsibilities.

### **Registry of Births, Deaths and Marriages**

- Manage security, integrity and preservation of IOT birth, death and marriage records.
- Provision of an alternative to religious marriage ceremony for the IOT.

# Department for Child Protection and Family Support

## Description of services

The Department for Child Protection and Family Support (CPFS) provides professional supervision and support for the resident IOT Senior Social Worker (SSW). CPFS also provides assistance in administering the applied legislation concerning Working With Children (WWC) Checks.

## Activities during the year

### **SSW**

Professional supervision was provided to the SSW on a scheduled regular basis by telephone and in person during the SSW's visits to Perth. Ad hoc consultations regarding specific matters also occurred as required, including advice in relation to the applied legislation.

This supervision supports the SSW in their provision of clinical case management and therapeutic intervention with individuals and families in the IOT. The Social Work Service is promoted in pamphlets in the three main languages, and via newsletters and notice boards.

Data collected during the year showed a trend towards self-referrals or walk-ins, however there were also a range of other referral sources. Similarly, there were a range of presenting issues including but not limited to mental health issues, workplace issues, housing, family/relationship issues, child concerns, family and domestic violence and alcohol and substance abuse. Intervention included mediation, motivational interviewing, counselling, advocacy, narrative and cognitive therapy, social skills education, and practical support.

### **WWC**

CPFS provided assistance, information and services to facilitate compliance by relevant IOT organisations and persons with their obligations under the applied WWC legislation, including continued provision of shop-front for WWC applications with initial processing via Australia Post on CI and Home Island.

In February 2016, a new website commenced with improved information and on-line capacity to renew applications and apply to replace lost cards, streamlining the work of the WWC Screening Unit.

Advice and assistance activities in relation to the legislation, and support to relevant stakeholders and providers during 2015-16, included on-going provision of information about the WWC Check via the website [www.workingwithchildren.wa.gov.au](http://www.workingwithchildren.wa.gov.au), the WWC Call Centre and key IOT contact staff and visits to CKI and CI conducted in May 2016.

In the IOT, management of WWC includes:

- processing new applications: screening, assessment, card issue; and
- ongoing monitoring of existing WWC Cards (three-year cycle).

The following table reports on 2015–16 applications, cards issued and negative or interim negative notices issued:

Locality	Applications Made 2015–16	WWC Cards Issued 2015–16	Negative or Interim Negative Notices Issued	Current Cards as at 30 June 2016
CI	82	83	0	274
CKI	37	35	0	77

## Future issues

The current Social Work Service is not a 'child protection' service, and future demand in relation to child protection services is currently unknown.

The WWC scheme will be impacted by the findings from the Royal Commission into Institutional Responses to Child Sexual Abuse and proposed WWC legislative amendments. These may necessitate the provision of new information to IOT and WA communities and may affect the scheduling of visits.

It is anticipated that the installation of the NBN Satellite service may enhance the capacity of IOT residents to access the WWC Screening Unit's online services.

# Department of Commerce

## Description of services

The Department of Commerce (Commerce) provides the following services on behalf of the Australian Government:

- Consumer Protection – responsible for fair trading, consumer rights, property sale and rental laws, some occupational licences, co-operatives and not for profit legislation.
- EnergySafety – safely using and working with electricity and gas.
- WorkSafe – promoting and securing the safety and health of people at work.
- Building Commission – oversees the regulation of building, painting, building surveying and plumbing services.

## Consumer Protection

### Activities during the year

Consumer Protection (CP) did not conduct a compliance visit to the IOT in 2015–16.

CP continued to provide advice, assistance and conciliation to the IOT. Access to a translation service was provided through the translation and interpreter service to callers, as required, free of charge. CP continued to promote the Australian Consumer Law and ensured both consumers and traders remained aware of their obligations. Informative community education material was translated and placed in *The Atoll* and *The Islander* newsletters. Consumer topics included: strategies to protect residents against identity theft; notification of the national recall of Samsung washing machines; and a call for nominations for the Consumer Protection Awards.

Online content and IOT focussed educational material continued to be developed. In addition, an IOT Facebook page was developed and launched which regularly posts on areas of interest to IOT residents.

### Future issues

A series of one-on-one, hands on sessions will be developed and delivered for the IOT not-for-profit sporting and other organisations in 2017, to enable a smooth transition to the *Associations Incorporation Act 2015 (WA)(CI)(CKI)* and *Associations Incorporation Regulations 2016*. Relevant material will be translated into Chinese, Malay and Cocos Malay for distribution.

The following legislative changes are relevant to the IOT.

- The new *Associations Incorporation Act 2015 (WA)(CI)(CKI)* and *Associations Incorporation Regulations 2016* commenced on 1 July 2016. Information on CP website plus availability of enhanced Associations Online system.
- *Co-operatives Act 2009 (WA)(CI)(CKI)* amended to align with the *Co-operatives National Law* passed in April 2016. Regulations are being drafted for a 2017 commencement.
- Review of the motor vehicle dealer and repairer industries concluded after public consultation.

- The review of codes of conduct for property industries concluded and new codes commenced on 5 October 2016.
- The *Limited Partnerships Bill 2016* (WA)(CI)(CKI) replaced the *Limited Partnerships Act 1909* (WA)(CI)(CKI) and was introduced to Parliament on 21 September 2016.
- Review of the Australian Consumer Law commenced in January 2016 with a final report expected by March 2017.

## EnergySafety

### Activities during the year

The EnergySafety Electrical Inspection Branch made four proactive inspection visits, two to CKI from 18 to 22 August 2015 and 16 to 20 February 2016 and two to CI, from 3 to 7 November 2015 and 21 to 25 June 2016.

EnergySafety Gas Inspection Branch made one inspection visit to CI from 3-8 November 2015.

The inspection visits were carried out to:

- undertake a review of IOT Power Service (IOTPS) inspection practices;
- conduct meetings with IOT Administration, IOTPS, industry personnel and other stakeholders;
- oversee IOTPS “Notice of Completion” inspections;
- oversee safety inspections and carry out site and compliance inspections;
- identify any breaches of relevant electricity legislation;
- examine reports of electrical accidents;
- inspect gas installations and gasfitter work to ensure compliance and safety; and
- identify any emerging issues.

EnergySafety’s electricity regulatory inspector and Senior Gas Inspector undertook the following:

#### *Electrical*

- Issued two Inspector’s Orders.
- Commenced two investigations for breaches of legislation.
- Identified three breaches of legislation with two investigations ongoing.
- Oversaw notice and safety inspections carried out by IOTPS electrical staff.
- Carried out site inspections with Water Corporation electrical staff.
- Visited power stations at Home Island and West Island.
- Chaired meetings with electrical contractors.
- Gave a presentation to IOGTA electrical apprentices.

#### *Gas*

- Issued two Notices of Defect and three Inspector’s Orders.

Overall, the Electricity Regulatory Inspector spent a total of 17 days and the Senior Gas Inspector a total of four days in the IOT. There was one electric shock incident and no gas incidents during the reporting period.

#### Future Issues

Not provided.

## WorkSafe

#### Activities during the year

Two proactive inspection trips were made each to CI and CKI.

#### Provision of Regulatory Services

These were provided to ensure compliance with occupational safety and health legislation through firm and fair enforcement.

Provision of Regulatory Services	
Investigations completed	60
Improvement notices issued	71
Prohibition notices issued	2
Notice compliance verifications/outstanding notice verifications	12
Fatalities	0
Notice Reviews to the WorkSafe Commissioner	7

Notices are subject to compliance deadlines and followed up by reminder correspondence from WorkSafe's WISE system. Non-compliance is followed up during the next WorkSafe visit.

#### Provision of Information Services

Inspectors visited and distributed occupational safety and health (OSH) information. In addition, OSH information was provided to the IOT via WorkSafe's website in Chinese / Malay.

#### Changes to Legislation

The Occupational Safety and Health Act 1984 (WA)(CI)(CKI) and Occupational Safety and Health Regulations 1996 were amended during the year, relating mainly to changes in fees.

#### Future Issues

Not provided.

## Building Commission

### Activities during the year

In June 2016, one compliance visit was undertaken to the IOT.

Meetings with licensed plumbers were held to provide information about changes to the plumbing standards and the adoption of the Plumbing Code of Australia through the applied regulations. Inspections were conducted of contractors' most recent plumbing installations. The work inspected was compliant and had been carried out to a high standard.

### CI

A compliance visit to CI occurred between 16 to 21 May 2016. Compliance audits (which include auditing certification requirements for plumbing work and inspections of plumbing work standards) were completed. Plumbing contractors were updated on recent changes to the plumbing standards and the adoption of the Plumbing Code of Australia through applied regulations.

Re-inspections of previous rectification notices were unresolved and these matters have been referred for follow-up action.

General inspections of plumbing work were carried out including renovation work and water heater installations.

### Future Issues

Several matters require follow up including,

- Continued surveillance of some plumbing systems on CI to ensure compliance.
- The re-inspection of rectification notices issued on CI.
- Provision of education to the local communities defining regulated plumbing work and the licensing and certification requirements for plumbing work.
- A building legislation educational visit during 2016-17 to pave the way for subsequent compliance audit visits by building inspectors.

# Department of Corrective Services

## Description of services

The Department of Corrective Services (DCS) provides correctional services to the IOT.

## Activities during the year

### Adult Justice Services (AJS) and Youth Justice Services (YJS) Divisions

The AJS and YJS Divisions provided visiting officers, in conjunction with the visiting Judicial Officer, to conduct community corrections activities such as:

- preparation of Court reports;
- management and supervision of offenders on orders;
- facilitating diversionary programs;
- processing Juvenile Justice Team referrals;
- training of contracted service providers; and
- training of Australian Federal Police (AFP) in policy and practice regarding the management of adult and young offenders.

The AJS and YJS Divisions visited CKI and CI in September and December 2015 and in March and June 2016.

### AJS and YJS community corrections activities

Community Corrections				
	CI		CKI	
	Adult	Youth	Adult	Youth
No of Courts Attended	4	2	2	0
Verbal Pre-sentence reports	0	0	0	0
Written Pre-sentence reports	0	0	0	0
No of Offenders on Community Based Orders	0	1	1	0
No of Offenders on Intensive Supervision Orders	0	0	0	0
No of Offenders on Conditional Suspended Imprisonment Orders	0	0	0	0
No of Offenders on Parole	0	0	0	0
No of Offenders successfully completing orders	0	1	1	0
No of Offenders breaching Orders	0	0	0	0
Breach Prosecutions conducted	0	0	0	0
Referrals to Juvenile Justice Team	0	0	0	0
No of Offenders on Juvenile Justice Team Agreements	0	0	0	0
No of Offenders successfully completing Juvenile Justice Team Agreements	0	0	0	0

## AJS – Adult Custodial

The AJS assists with the transfer and incarceration of IOT offenders in Western Australian prisons.

### AJS (Adult Custodial) for custodial activities

Adult Custodial		
	CI	CKI
Number of Offender Days in Custody	0	0
Cost per Day in Custody	\$307	\$307
Releases from Custody	0	0

## Future Issues

Nil.

# Department of Culture and the Arts

## Description of services

The Department of Culture and the Arts (DCA) aims to develop the arts and culture sector of the IOT through working with local communities.

DCA has continued to work with a number of service providers including: Country Arts WA, Community Arts Network WA and Art On The Move to provide arts development services. The WA Museum provides museum services and the Art Gallery of WA and Screenwest provide services on an as required basis.

## Activities during the year

### Country Arts WA Activity

Services provided by County Arts included funding Arts and Culture CI and a 15-day tour by 'Afro-Kreol' musician Ms Grace Barbe from 27 October to 10 November 2015. Ms Barbe performed to 1,205 people during six performances and conducted seven workshops with over 123 participants.

Town	Audience	Number of Workshops	Number of Workshop Participants
CI District High School	350	2	34
CI Post Office Padang	285	1	12
CKI, Home Island – Rasa Di Sayang Restaurant	80	-	-
CKI, Home Island – Foreshore	300	-	39
CKI, West Island – Cocos Club	80	4	38
CKI, West Island – Scout Park	110	-	-
<b>Total</b>	<b>1205</b>	<b>7</b>	<b>123</b>

### Coordination Services

The DCA continued to provide coordination services to deliver the same level of arts and cultural services provided to similar remote communities in WA.



### **Arts Development Services**

Arts and Culture CI (ACCI), a community group committed to engaging the local community through an annual program of arts and cultural activities, continued to receive peak funding through Country Arts WA. This ensured that ACCI's role as the key provider of arts and cultural services and support on CI was maintained.

DCA officers dealt with two grants enquiries from artists based in the IOT. Community Arts Network WA and Art on the Move did not provide services to the IOT.

### **Museum Services**

Services from the Development Service of the WA Museum have been made available to the IOT on a par with benchmarked mainland communities.

### **Future issues**

Nil.

# Disability Services Commission

## Description of services

The Disability Services Commission (DSC) provides the following services to the IOT:

- **Access and Eligibility** provides 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.
- **Country Resource Consultancy (CRC)** provides consultancy, training and resources for IOT country therapists and staff who are supporting people with disability.
- **Early Years Consultancy** provides a home-based early childhood intervention service for children with Autism Spectrum Disorder and their families from diagnosis to year one primary school.

## Activities during the year

The Local Coordinator visited CI twice and CKI once and supported the IOT Health Service (IOTHS) to arrange for a staff member to fulfil a coordinating role for disability services on IOT. In addition, the Country Resource Consultancy Team, including a Physiotherapist and Occupational Therapist, visited CI twice and CKI once.

The development of Individual Plans occurred with all 12 eligible people. Contact and support was provided to eligible people and their families. Ongoing liaison with relevant agencies, such as the schools, local government, National Disability Insurance Scheme (NDIS) trial sites, service providers and community groups occurred to facilitate implementation of individual plans.

Training and consultancy support for IOTHS visiting therapists was made available. Liaison with relevant professional services in WA (e.g. Independent Living Centre, Ability Centre, and Princess Margaret Hospital) occurred.

Assessment and support was provided to IOTHS visiting therapists with prescribing and sourcing of disability related equipment. Advice regarding compliance of equipment with the Community Aids and Equipment Program was provided with eligibility determined for three individuals.

## Future issues

Since 2012, the number of eligible people on IOT has increased from five to 15 with the total amount of individualised funding over the same period having increased significantly.

There is an increase in the number of people self-managing individualised funding in IOT. The DSC is reviewing its policy on self-management of funding to ensure a greater awareness of the legal and regulatory considerations required for those engaging their own supports. In IOT, this could lead to a move to have more services managed by IOTHS. This may have a resource implication for IOTHS in performing this role, which in WA is taken on by disability sector organisations.

The future roll out of the NDIS may require a change to the WA legislative framework in the future.



# Economic Regulation Authority

## Description of services

A key 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 to the public.

## Activities during the year

The Water Corporation manages the water supply and sewerage services in the IOT on behalf of the Australian Government, and continued to develop the water services licence application on behalf of the Department.

The Australian Government has advised that it would make a licence application for water services to the ERA. The ERA continues to liaise with the Department and the Water Corporation on the content, process and progress of a licence application.

## Future issues

Until a water services licence application is lodged, the ERA will continue to liaise with the Australian Government on an as needs basis. Once an application is lodged, the ERA will evaluate whether the applicant has, and is likely to continue to have, the financial and technical capacity to provide water services and that it would not be contrary to public interest to grant a licence.

As part of the licence application process, financial and technical experts will assess the standard of service delivery proposed for the IOT to ensure it complies with the standards prescribed under the applicable legislation and is consistent with the ERA's application guideline.

# Department of Education

## Description of services

The Department of Education (Education) provided services in line with the requirements of the applied *School Education Act 1999 (WA)(CI)(CKI)* to students at CI District High School (CIDHS) and CKI District High School (CKIDHS) for the entire reporting period.

Education provides consultation, support, advice and information to staff at both schools in the IOT, and the Australian Government and Department of the Premier and Cabinet with respect to the provision of education services to the IOT Schools.

## Activities during the year

Student and staff numbers at CIDHS and CKIDHS were stable during 2015–16.

Students	CIDHS	CKIDHS
Kindergarten	26	11
Primary	144	59
Secondary	95	20
Total	265	90

Total Education FTE	CIDHS	CKIDHS
	35.5	14.0

An increase in the number of young children through a probable combination of local population growth and young families moving to reside on CI affected the number of kindergarten enrolments for 2016.

The following activities occurred:

- Coordination of visiting services to the IOT to provide support to the teaching and learning needs of the staff and students in IOT schools:
  - The provision of consulting teacher services for students with special educational needs;
  - Visits by the Lead School Psychologist to support students and staff in accordance with relevant education plans;
  - Education and external contractors provided professional learning to the whole staff group in line with whole school plans; and
  - Education and external contractors provided programs to staff, students and communities in line with whole school plans and community need.

- Coordination of visiting services to the IOT to provide assessment and advice on the installation of a transportable universal access bathroom at CIDHS through the WA Department of Finance, external contractors and IOT contractors, with the bathroom transported from Perth and installed for the commencement of the 2016 school year.
- The position of Coordinator, IOT Schools was filled subject to a merit selection process in line with the relevant Public Sector Commission Public Sector Standards in Human Resource Management and Commissioner's Instructions in August 2015.
- Developed and implemented strategies for the successful commencement of three new special needs students at the CI kindergarten for 2016. These students were identified in Semester 2, 2015 and case managed with staff, parents, external agencies and support services to ensure resources were in place to ensure an effective start to school.
- Provision of operational advice on a daily basis to school staff to ensure compliance with relevant legislation, education policies and arrangements for education service provision in the IOT.
- Recruitment of a new Principal at CKIDHS was conducted through October 2015 by the Regional Executive Director as chair of a five-person panel. A competitive field was established in line with relevant Public Sector Commission Public Sector Standards in Human Resource Management and Commissioner's Instructions and the new Principal appointed for the commencement of the 2016 school year.
- Coordination of all recruitment, selection and relocation processes for teaching staff in the IOT schools for 2015–16.
- The changes to flight schedules implemented from 1 July 2015 impacted on staff travelling to and from the IOT, but disruption was minimised through early travel planning and approvals processes.

## Future issues

- The increased enrolments in the CI kindergarten cohort will likely impact on future budget requests. In addition, the continuing enrolment of students with special needs represents an ongoing increase in cost of services.
- The ongoing management of appointments of teaching staff to the IOT will continue to be monitored as the reasons for choosing to take up a position in remote locations becomes less desirable. This shift has also affected workforce planning considerations in WA as applicants to teaching positions become less inclined to leave a larger metropolitan centre, particularly as economic conditions change.

# Department of Environment Regulation

## Description of services

The Department of Environment Regulation (DER) provides environmental regulatory services to the IOT through the implementation of the *Environmental Protection Act 1986 (WA)(CI)(CKI)* including regulation of prescribed premises, emissions and wastes, incident protection, response, community engagement and education.

## Activities during the year

### Environmental Regulation

*Prescribed Premises:* At the start of the 2015–16, there were 13 prescribed activities within IOT, 10 of which have active prescribed premises licences and three have registrations. Within the last quarter, one registration was withdrawn and one application for a works approval was received.

*Inspections:* All prescribed premises on CKI were inspected during the year. Prescribed premises inspections on CI were planned for June 2016, however, due to unforeseen circumstances, were deferred to August 2016.

*Complaints:* DER responded to one complaint during the reporting year. The complaint related to the disposal of potential hydrocarbon waste on CI.

*Clearing of Native Vegetation - Permitting and Approvals:* five clearing permit applications were received and processed for CI in 2015–16.

### Waste Policy and Programs

DER and Keep Australia Beautiful (KAB) Council WA officers engaged with the community, schools and local government on issues related to litter reduction and waste management. A Community Waste Survey was also commissioned.

In response to the Community Waste Survey, DER and KAB Council focused on raising awareness of alternatives to single-use plastic and reducing the use of plastic bags and water bottles as well as highlighting community champions to drive behaviour change. This included working with CKI Shire Officers on a communications plan for the new recycling station to be launched in November 2016.

### Response to Pollution Incidents

Although there was one reported minor incident in June 2016, DER's Pollution Response was not required to be deployed.

## Future issues

Continued liaison and response for the IOT Emergency Management Committee for pollution response.

### Environmental Regulation

- The 4th quarter application for works approval is expected to result in a new Licence for the processing of waste oil for reuse.
- An additional bitumen facility is also expected to come under Licence.
- Compliance inspections on CI and CKI in May and June 2017.
- 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 2017.
- Preliminary contaminated sites assessment of the IOT.

### Waste Policy and Programs

- Community engagement and education within schools during *Seaweeek*, in conjunction with the Department of Fisheries.
- Continued education and community participation in waste education initiatives through community newspapers.
- Continued workshops with the Shire of CI (SOCl) and Shire of CKI (SOCKI) on the results of the community survey and options for waste reduction methods.
- Continued liaison with SOCKI for the implementation of their strategic waste policy/plan.
- Commissioning in November 2016 of the SOCKI incinerator on Home Island and recycling building on West Island for the crushing and recycling of aluminum cans, glass and polystyrene.
- Ongoing support for the reuse of treated biosolids (sludge), subject to Water Corporation and SOCKI approval, for use in potential composting proposals on CKI.

### Response to Pollution Incidents

- Report and workshop with the Australian Government and IOT Emergency Management Committee, DER's pollution response capability assessment of airports, ports and major hydrocarbon storage facilities undertaken in 2015-16.

# Equal Opportunity Commission of WA

## Description of services

The Equal Opportunity Commission of WA (EOC) provides information and advice on equal opportunity and human rights issues and investigates complaints under the applied equal opportunity legislation.

The EOC provides these services to CI and CKI through training/education programs and community forums. It also responds to enquiries and provides opportunity for redress via the EOC's complaints process in relation to the *Equal Opportunity Act (1984) (WA)(CI)(CKI)*. Residents of the IOT have access to the EOC's mainland enquiry and complaint handling services.

## Activities during the year

The EOC visited CI and CKI in May 2016. Although not planned, the visit was prompted in part by community feedback that relevant WA Government agencies could work together to provide enhanced services. This was a pilot trip to determine the effectiveness of such an approach.

During the visit, a Community Education and Training Officer conducted activities on CI and CKI in partnership with officers of the Working with Children Screening Unit and the Department of Sport and Recreation.

The activities conducted included combined information forums, organisation and community meetings and handling enquiries from CI and CKI community members. As this was a combined visit, the focus differed somewhat from previous trips with no specific equal opportunity workshops provided.

Twenty meetings were held with representatives of community groups, administrative bodies and the Union of CI Workers. The number of meetings were limited due to the flight schedules and delays.

During the visit, two community members raised issues privately concerning either alleged discrimination, request for advice on rights, or an explanation of a specific experience. One issue was of an industrial relations nature and the individual was afforded the necessary information. The other individual was provided information and advised that this was sufficient to meet their needs.

Only four telephone enquiries were received and dealt with during the year. Three complaints of unlawful discrimination were received from one complainant against two respondents. These matters were accepted and dealt with in accordance with the EOC's normal processes.

## Future issues

EOC officers plan to visit CI and CKI in early 2017 to deliver customised training as requested on equal opportunity law and grievance management and to conduct Information Sessions to inform community group members and their families of their rights and obligations, and the means of redress afforded under the *Equal Opportunity Act 1984 (WA)(CI)(CKI)*

# Department of Finance

## Description of services

The Department of Finance (DoF) collects state-type revenue in accordance with applied legislation and remits this revenue to the Australian Government. JLL (formerly Jones Lang LaSalle) is sub-contracted to DoF's Building Management and Works (BMW) to manage IOT commercial properties on behalf of the Department. DoF also provides advice on IOT energy policy and regulatory matters.

## Activities during the year

### Building and Management Services

- BMW undertook one trip to CI in April 2016 and one trip to the CKI in May 2016 in its role of administering the management contract for commercial and community leases in the IOT. JLL, as the contracted Property Manager, accompanied the officer travelling.
- JLL undertook three trips in line with the Property Management Agreement.
- BMW met with JLL and the Department's contract manager on a monthly basis.

### Office of State Revenue (OSR)

- OSR issued 395 assessments, returns, licenses and collected state-type revenue.
- OSR Compliance staff visited during May 2016. The team of three conducted both payroll tax and tobacco investigations on both CI and CKI.
- The IOT were included in the OSR Customer Education Program which advises taxpayers of their rights and obligations in respect of the administered tax laws.
- An enquiry service was provided for taxpayers in the IOT regarding pay-roll tax, land tax, tobacco franchise fees and duties. The service is provided via DoF enquiry numbers or visiting the office in Perth.
- OSR advised the Department of two modifications or amendments to State legislation that related to the Services.
- The Internal Audit function provided a service by auditing the DoF systems and controls that process the IOT collections.

### Public Utilities Office

No activities to report on during 2015-16.

## Future Issues

The existing Property Management contract commenced on 1 January 2015 for three years, with an available two year option for the continuation of the current management arrangements.

BMW, through the Government Office Accommodation Directorate of the DoF, will continue to administer the Property Manager's contract to manage the nominated properties in the IOT on behalf of the Australian Government.

The DoF will continue to assist the management of the Department's non-residential property portfolio on CI and CKI.

# Department of Fire and Emergency Services

## Description of services

The Department of Fire and Emergency Services (DFES) provides the following services to support the Australian Government in delivering emergency services in the IOT:

- community safety/prevention;
- emergency preparedness, response and recovery;
- support to Fire and Emergency Services and Volunteer Marine Rescue (VMR) Groups; and
- welfare program.

## Activities during the year

In December 2015, DFES conducted the following activities:

- sea survival training with AFP, Royal Australian Navy and CI VMR Group including man overboard procedures, basic boat handling, and training on the reporting system;
- full equipment survey of CI VMR Group Rescue 1, and checks and maintenance on the light tanker, rescue vessel & trailer, communications trailer and Manitou;
- attendance at CI VMR Group executive and general meetings;
- basic navigation and search patterns training, including joint scenario search exercise with AFP, CKI VMR Group and Australian Border Force;
- training on the CKI VMR Group reporting system;
- inspection of CKI VMR Group rescue equipment and lifejackets;
- chaired and advised on the CKI VMR rescue boat specification development and build; and
- attendance at CI VMR Group executive and general meetings.

## Future issues

### CKI Rescue Vessel

No suitable dedicated towing vehicle has been identified for the CKI (Home Island) rescue vessel. SOCKI has agreed to allow the use of a vehicle to move the vessel around as a temporary measure.

The new rescue vessel will require undercover accommodation to reduce the environmental effects and deterioration. A suitable low cost enclosure has been identified but not costed. Should an enclosure be approved, a parcel of land in proximity to the fire station will need to be identified and allocated for a temporary building until a permanent facility is found.

# Department of Fisheries

## Description of services

The Department of Fisheries (Fisheries) assists with the protection 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; and aquaculture management and licensing.

## Activities during the year

### School education program and community engagement

The Education Officer undertook five visits to the IOT, with 61 structured school activities, based on the key message of sustainability, delivered to all students. A Professional Learning session for CIDHS teachers was conducted.

Information stalls were held at Territory Day (CI), Market Day (West Island) and West Island Club membership night. CI *Seaweed* was held in May 2016, with 262 people attending an event.

Community presentations on finfish research outcomes were held at CI and CKI. Community presentations were held at Home Island (Seniors Group) and West Island outlining latest research information on gong gong (*Lambis lambis*), giant clams and coral reef health at CKI. A public meeting was held on Home Island to discuss Cocos Malay cultural fishing arrangements.

### Scientific Surveys

Three research trips were undertaken. Finfish scientists conducted a comprehensive series of Baited Remote Underwater Video Station deployments across a range of depths and habitats at CI and CKI. Diver Operated Video System and Underwater Visual Census sampling was also conducted at CI. At CKI, scientists from Fisheries and Curtin University collected and processed water samples to extract environmental DNA to investigate broad scale biodiversity. Marine Ecology and Monitoring research scientists assessed the reef health of CKI and CI, and a pilot movement study of gong gong was commenced at CKI.

### Publications

Regular Fisheries 'Fun Facts' articles were published in local newspapers. *Proposed rules for sustainable fishing* brochure (CI and CKI) was published and distributed. IOT commercial fisheries were assessed and described in *Status Reports of the Fisheries and Aquatic Resources of Western Australia 2014/15: The State of the Fisheries* available at [www.fish.wa.gov.au](http://www.fish.wa.gov.au). A Post Implementation Report detailing the CI Marine Pest Monitoring Survey 2015 was produced.

### Inspections (Compliance and Education)

The IOT Fisheries and Marine Officer undertook four visits and completed 14 wholesale/retail inspections on CI, nine land patrols and one sea based patrol (jointly with Parks Australia), and one aquaculture site inspection. Community education and engagement activities were held.



## **Enquiries Actioned and Licences Issued**

Fisheries Management Officers undertook two visits. An Instrument of Exemption for aquaculture broodstock collection was issued on CKI, and approval granted for Fish Translocation for non-commercial aquaculture. Advice was provided relating to an aquaculture and commercial fishing proposal at CKI.

## **Future issues**

Obtaining Australian Government Ministerial approval for Ordinances to provide IOT island-specific recreational fishing rules and Cocos Malay cultural fishing arrangements is a priority. Access to suitable commercially surveyed vessels for Fisheries activities at CKI will need to be resolved to enable the delivery of agreed research and compliance projects.

# Department of Health

## Description of services

The Department of Health (Health) provides advisory, some regulatory and other support services and specialist advice to the Australian Government and the IOT Health Service (IOTHS). Health provides accessible in-hospital services and care in WA, community and public health policy advice/support, and tobacco licensing services.

## Activities during the year

The Tobacco Control Branch (TCB) coordinates activities to promote industry and community compliance with legislation. This includes administering the tobacco licencing system. Businesses in the IOT have a good record of compliance with the tobacco licensing requirements and this rate of compliance was maintained and in some cases improved.

Retail tobacco licences were renewed on CKI and CI.

TCB officers undertook a visit to the IOT during May 2016. Twenty-five inspections were conducted at premises selling tobacco or where tobacco is smoked. The officers also met with the AFP, Department of Immigration and Border Protection, SOCI President and Environmental Health Officer, SOCKI CEO and Deputy CEO, and members of the local communities on CI and CKI.

Current tobacco licence holders were provided with advice on the requirements of the legislation about the sale and advertising of tobacco products and staff training obligations. Premises with outdoor eating and drinking areas for their patrons were also visited to inform them of their obligations and responsibilities concerning smoking prohibitions applicable to them.

Meeting local businesses has provided licencees and others with added knowledge and understanding on how to comply with tobacco legislation. These businesses now have contact details of the TCB officers who visited the IOT and know that if any assistance is needed or queries arise they know with whom to discuss these matters.

In-patient, out-patient and emergency hospital services were provided to IOT community members as required.

## Future Issues

Visits to undertake licencing and compliance matters will continue in 2016-17.

# Health and Disability Services Complaints Office

## Description of services

The Health and Disability Services Complaints Office (HaDSCO) manages complaints about health, mental health and disability services for 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.

## Activities during the year

HaDSCO received five complaints and closed six complaints. Of these complaints, two resulted from the June 2015 visit and were received and closed during 2015-16. All complaints were assessed within the legislative timeframe of 28 days. Because of this involvement:

- It was recommended that an article be published in *The Islander* to provide information on the telehealth service being expanded in the IOT.
- Explanations regarding the application of the Patient Assisted Travel Scheme policy were facilitated.
- One complaint was referred to the Australian Health Practitioner Regulation Agency (AHPRA), in accordance with section 150(2) of the *Health Practitioner Regulation National Law (WA) Act 2010 (WA)(CI)(CKI)*.
- Two complaints were referred back to the service provider to address in early resolution.

HaDSCO completed follow-up work from the June 2015 visit, working with CI community volunteers to produce a multi-language educational video resource titled "Voice up" to raise awareness of HaDSCO's services.

The video was launched in December 2015 with copies made available online and via hard copy DVD and USB. The video was promoted via HaDSCO's online engagement platform – Collaborate and Learn – through the establishment of a dedicated page, and via the Department of Health (WA Health Training) YouTube channel. It was also included on the CKI Community Resource Centre Facebook page and an article regarding the release featured in *The Atoll*.

In addition, a range of promotional materials was developed to ensure the easy identification of the campaign. These included an information pack containing a branded folder, A3 poster, background material and a DVD of the video in a branded sleeve.

HaDSCO conducted a mail out campaign in June 2016 to support distribution of the video, with copies and information packs provided to a variety of organisations and community services in the IOT. The video resource and information packs were distributed to key stakeholders on CI including the CI Shire, IOT Health Service, the Department and the Administrator.

The new materials were advertised in *The Islander* in English, Chinese, Indonesian and Malay languages. The video was also screened at the community outdoor cinema on CI.



## Future issues

The rate of complaints and enquires from the community has been steady in recent years. HaDSCO will continue to monitor emerging issues in the health, mental health and disability sectors and respond accordingly. HaDSCO will also apply any efficiencies achieved or resolution process improvements to the management of complaints to the community.

# WA Land Information Authority (Landgate)

## Description of services

The WA Land Information Authority (Landgate) provides 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.

## Activities during the year

A Landgate officer visited CI during September and October 2015 for the maintenance and upgrade of the Geodetic Network. The Geodetic Network was rationalised and upgraded allowing the Spatial Cadastral Database to be upgraded.

### Land Information

Following is a breakdown of Titles registered for the IOT as at 30 June 2016:

Description	CKI	CI
Freehold	76	316
Crown Land Titles (CLT)	106	303
Strata Titles	3	240
Crown Leases	0	0
Total Registered	185	859
Reserves (included in CLT)	72	206

### Valuation Services

The Valuer-General primarily provides valuations for rateable and taxable property on the IOT for the shire councils, Water Corporation and Office of State Revenue.

Valuation activity during the year included: general valuations on the unimproved value (UV) basis; interim valuations on both the UV and gross rental value (GRV) basis; market valuations and stamp duty assessments; and asset valuations.

Valuation outcomes comprised the following:

- 547 UVs on the CI valuation roll and 266 on the CKI roll.
- Interim values for rating and taxing included the making of nine GRV and two UV interims on CI, and eight GRVs and one UV interim on CKI.
- No informal queries or formal objections lodged against UVs or GRVs for CKI; however one GRV objection was lodged for CI. No formal appeals were lodged.

- Four market valuation requests resulted in the provision of four values and one value was provided for stamp duty assessment. The overall total of five non-rating and taxing valuations was below the previous year's 15 values.

### **Government Location Information**

Due to unfavourable weather conditions, the Aerial Imagery Project was deferred. Landgate will continue to monitor activity to ensure the best possible outcome.

### **Future issues**

UV general valuations are planned for the IOT during the 2016-17 financial year with values coming into force from 1 July 2017.

The WA Registrar and Commissioner of Titles Joint Practice: Verification of Identity (VOI) Practice applies to the IOT. The VOI Practice will be aligned, as far as possible, with the verification of identity requirements introduced as part of the National Electronic Conveyancing System.

The VOI Practice is designed to reduce the risk of fraud in land dealings and strengthen the land title system. Under the VOI Practice, verification of identity of specified persons transacting in specified land transaction types and confirmation of their authority to deal with that particular interest in land is requested before documents are lodged for registration. The true identify of those transacting land is fundamental to maintaining the integrity and accuracy of the Torrens system that operates in the IOT.

The real estate and settlement agent industries have been the subject of significant education campaigns regarding the implementation of the VOI Practice. To the extent that these professionals also deal with land in the IOT, they have been made aware of their obligations. The Department of Commerce has changed the Code of Practice for Real Estate and Settlement Agents.

### **Valuation Services**

UV general valuations are planned to be conducted for CI and CKI during the 2015-16 financial year with values coming into force from 1 July 2016.

### **Imagery Capture**

Landgate has requested on behalf of SOCI and SOCKI to proceed with an aerial imagery capture across both IOT Shires and earthmine imagery capture of CI.

# Department of Lands

## Description of services

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

## Activities during the year

- Action about preparation and lodgement of documentation to Landgate to deliver Crown land tenures was limited due to the lack of certainty over the delegations to DoL officers. In anticipation of resolving the delegation issue, additional Crown Land tenure documents were drafted to deal with an urgent requirement to finalise crown land dealings.
- With officers from the DoP, one DoL officer travelled to CI and CKI in May 2016 to meet with key stakeholders and discuss the role of DoL and advise on Crown tenure options.
- During the visit, an inspection of sites was undertaken, including the Reserve previously used by on CKI to ascertain whether any hazards remained on the Reserve. The result is being followed up with a Telstra Corporation Ltd. representative.
- There were continued negotiations with the Department on the revised delegations for DoL officers.
- Requested compliance with conditions of the 'Hidden Garden' Lease.
- Additional Crown land tenure documents were drafted to facilitate the delivery of Crown Land tenures.
- Provided advice to officers from the Department of Infrastructure and Regional Development, local governments and members of the public on Crown Land policies, procedures and tenure options.
- Following discussions between Landgate, Department of Mines and Petroleum, the Department and DoL, action has been taken to prepare, execute, lodge and register a Reserve Creation document to facilitate the reservation of four Lots that comprise the CI National Park; the Park comprises approximately 63% of CI.

## Future issues

The finalisation of an Instrument of Delegation is required to enable DoL officers to provide a full range of Crown Land administration services.

There has been some discussion on the involvement of DoL officers with compliance/inspection issues, particularly in respect to contaminated sites on Crown Land.

Drafting and approving Crown Land tenure documents for use by stakeholders.

Liaise with the Department on the development and implementation of the CI Crown Land Management Plan.

# Legal Aid Commission of WA

## Description of services

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

## Activities during the year

CI was visited every month, except January 2016. CKI was visited once in June 2016.

There was a steady demand for legal advice, information, referral and minor assistance, legal task provision, and duty lawyer assistance prior to and during court sittings. This included criminal matters in respect of asylum-seekers and other people detained at North West Point. Appointments with the Solicitor were provided face-to-face and by telephone from the mainland.

The Solicitor delivered a presentation on wills and related matters to eight work-based groups on CI and two community groups on CKI. In addition, presentations were given on the National Law for regulation of health practitioners to health professionals on CKI. Informal community legal education or community development was provided to a number of individuals including the social worker, Acting Court Registrar and workers in other agencies on CI.

The Solicitor acted as duty lawyer for each sitting of the CI Magistrates or Children's Court and the one sitting of the Cocos Magistrates Court (via telephone). Nearly all accused seeking advice and representation were provided this.

Articles about legal issues were published in both *The Atoll* and *The Islander*, with these articles translated into local languages.

The Solicitor liaised and/or met with numerous stakeholders including Court staff, community and North West Point AFP teams, social worker, CKI Community Services Officer, the Department, the Australian Government Director of Public Prosecutions, and Australian Border Force.

## Future issues

A continuing challenge is with respect to potential legal assistance required by people detained in North West Point in the event of a major disturbance.

# Department of Local Government and Communities

## Description of services

The Department of Local Government and Communities (DLGC) provides information, support and assistance to the non-governmental organisations that support DLGC outcomes including the contracting of services.

## Activities during the year

### **Community Services Funding**

DLGC extended the period for an existing Youth Development Grant to 31 December 2015, to allow the CI Neighbourhood Centre Inc. to expend surplus funds due to cancellation of youth events. The CI Neighbourhood Centre Inc. used the funds to develop and facilitate youth programs and activities for young people between the ages of 12-25.

### **Education and Care**

DLGC provided information and support to the CI Daycare Centre, an approved Provider for the service. The Education and Care Regulatory Unit conducted a visit by the Senior Assessment Officer from 8 to 10 June 2016, during which support and guidance in relation to the National Law, Regulations and the National Quality Standard was provided. Support was also provided in the form of emails and telephone call with the CI Daycare Centre co-coordinator and Nominated Supervisor when required.

### **Local Government**

#### *Advice and Support*

The Advice and Support branch provided assistance to all levels of senior management and elected members, when requested. Copies of DLGC circulars, information notes, guidelines and publications were made available to both SOCI and SOCKI.

The WA Local Government Grants Commission provided advice to the IOTA on the recommended Financial Assistance Grants-type payment calculated using the same methodology as for mainland WA local governments.

#### *Local Government Week*

Training and travel assistance was provided for elected members and the SOCI and SOCKI CEOs during Local Government Week.

#### *Integrated Planning and Reporting*

DLGC provided advice to SOCI and SOCKI on their Strategic Community, Corporate Business, Asset Management and Long Term Financial Planning documents, in line with compliance requirements and better practice standards relating to Integrated Planning and Reporting.



## Concessions

DLGC continued to administer the State's Seniors Card Program that entitles members to a range of government concessions and discounts for goods and services provided by private businesses.

## Future issues

### *Change in Community Profile*

The decreasing operations of the detention centre has influenced CI by reducing the Island's population.

### *CI Neighbourhood Centre's compliance with DLGC Reporting and Acquittal Requirements*

DLGC has continued to provide intensive support to the organisation to ensure it is aware of its contractual obligations and to assist in better meeting all areas of compliance.

### *Local Government*

The new *Public Health Act 2016* (WA)(CI)(CKI) requires all local governments to develop a local health plan.

In August 2015, amendments to the *Local Government Act 1995* (WA)(CI)(CKI) were proposed to take effect on 1 July 2017 if passed by the WA Parliament. The amendments would make the Office of the Auditor General responsible for all local government audits.

### *Concessions*

There is limited ability to recruit private businesses to offer WA Seniors Card Program discounts for goods and services for members located on CI and CKI.

# Main Roads WA

## Description of services

Main Roads WA (Main Roads) provide advice on road funding and support to the Local Government on road assets and issues – including programming, maintenance, plant and equipment and traffic management.

## Activities during the year

During 2015-16 officers visited CI and CKI to provide advice on road assets and maintenance programming and on plant and equipment.

There has been continued focus on the provision of annual road funding, the role of Main Roads and the process by which the annual roads budget is developed and approved. IOTA has initiated a “benchmarking” project with the aim of better defining appropriate road maintenance funding unit rates.

The 10 Year Road Works Program for CI has been updated. This is a critical input to forward programming and in the annual process of identifying and documenting the annual level of road funding discussed above. Considerable effort was allocated to working with the SOCI officers to jointly agree and update (and reformat) the resealing, resheeting and improvement programs. On-going maintenance by the SOCI is essential.

The works delivered by the Local Government workforce on CKI to mitigate erosion on Sydney Highway (West Island), funded by the Australian Government, and to place/replace brick paving (on Home Island), have had very beneficial outcomes.

The visits and associated reports (one for each of CI and CKI) relating to plant management have identified a number of improvement actions and have provided advice on plant replacement needs.

## Future issues

Priority works next year include resealing and resheeting works and the replacement of sections of the crash barrier on CI. Process improvement has been initiated by IOTA but requires prompt resolution.

There is a need for shoulder reconditioning on Sydney Highway on CKI (West Island), and it is anticipated that all sealed CKI (West Island) roads will require resealing in 2019 or 2020.

# Department of Mines and Petroleum

## Description of services

The Department of Mines and Petroleum (DMP) registers IOT mineral titles and provides advice on associated environmental conditions; collects mining revenue; regulates resources safety issues, including storage, transportation and handling of dangerous goods.

## Activities during the year

The Mineral Titles Division (MTD) assisted with the determination of mining leases MCI 70/17, 70/18 and 70/19; granted mining lease MCI70/2; and processed the application for withdrawal for phosphate mining leases MCI 70/8, 70/9, and 70/11 to 70/16. MTD commenced data capture and validation of all CI tenements where the data will be transferred from the official hard copy registers to 'EMITS', DMP's electronic mining tenement register.

The Environment Division undertook an assessment of Programme of Work REG ID 56466 for MCI70/10. In addition, it undertook a series of stakeholder consultations in relation to pending tenement applications, and findings of CI Phosphates' Mine Closure Plan review.

The Royalties Branch conducted quarterly 'desktop audits' of information provided by Phosphate Resources Ltd, in support of royalties paid to the Australian Government for the export sales of phosphate mined in CI. The Branch verified phosphate royalties and conservation levies payable to the Department for the 12 months to 30 June 2016.

The Mines Safety Branch undertook the following visits:

CI Phosphates		
Visit No.	Type of Inspector	Period
1	Special Inspector – OSH Mines Safety Officer – OSH	23-24 September 2015
2	Special Inspector – Electrical District Inspector – Mining	16-18 December 2015
3	Special Inspector – Mining Special Inspector – Structural	3-5 February 2016
CI Aggregate Quarry (Acker Pty Ltd)		
Visit No.	Type of Inspector	Period
1	Special Inspector – OSH Mines Safety Officer – OSH	25 September 2015
2	Special Inspector – Electrical District Inspector – Mining	17 December 2015
3	Special Inspector – Mining Special Inspector – Structural	6 February 2016



During the visits, the Mines Safety Branch officers inspected pits and quarry; conducted Psychosocial Harms Audit; followed up on an investigation; liaised with IOTPS on electrical infrastructure issues in relation to the mining operations; and provided guidance on the removal of asbestos containing material.

The Dangerous Goods and Petroleum Safety Branch officers followed up on remediation notices issued from inspections conducted the previous year.

## Future issues

*Environment:* A site visit is planned in 2016 to address Mine Closure Plan matters that require resolution, and working with the tenement holder to progress the Mining Proposal and Mine Closure Plan for MCI 70/2. Consultation will occur with relevant stakeholders who provided feedback on Environmental Management as part of the 2015-16 SDA review.

*Mine Safety:* To modernise resources industry regulation the WA Government has approved development of a new Resources Safety Bill. This may have implications in the future.

# Parliamentary Commissioner for Administrative Investigations

## Description of services

The Parliamentary Commissioner for Administrative Investigations (Ombudsman) handles complaints from residents of the IOT about WA public authorities operating in the IOT within the Ombudsman's jurisdiction.

## Activities during the year

The Ombudsman continued to provide access through its online facilities, as well as more traditional approaches by letter. The Ombudsman visited the IOT during 2015–16 and held complaints clinics and delivered presentations to community groups through its Regional Awareness and Accessibility Program.

Initiatives to make services accessible include:

- Access to the Ombudsman through a toll free number and through email and online services.
- Information on how to make a complaint to the Ombudsman is available in 15 languages, including languages used in the IOT, from the homepage of the Office's website; and
- People have access to the Translating and Interpreting Service if they need an interpreter and the National Relay Service if they have a hearing or speech impairment.

During the year the Office received 15 complaints and 10 enquiries relating to the IOT. There were 12 complaints on hand as at 30 June 2016.

Three complaints were finalised by the Office during 2015-16 with the average time to finalise these being 39 days. As at 30 June 2016, there were 12 cases on hand with 18 separate allegations, all of which were less than three months old.

## Future issues

The focus will be to continue to provide:

- awareness of, and access to, the Ombudsman services; and
- independent and timely complaint resolution and enquiry services and to maintain strong relationships with public authorities and communities in the IOT.

# Department of Planning

## Description of services

The Department of Planning (DoP) provides planning and administrative advice to ensure the use and development of land is consistent with strategic planning, policy guidelines and planning standards. DoP also provides professional and technical expertise, administrative services, and resources to advise the WA Planning Commission (WAPC).

## Activities during the year

### Statutory Planning

In the 2015-16 financial year, DoP:

- facilitated the prescribed legislative processes to enable the IOT local governments to deliver a new local planning strategy, local planning scheme and a local planning scheme amendment;
- administered and delivered the prescribed legislative processes to enable the WAPC's determination of one subdivision application;
- commenced preparation of draft scheme amendment documentation that will enable each IOT local government authority to amend its local planning scheme to remove various provisions which have been superseded by the deemed provisions of the Planning and Development (Local Planning Scheme) Regulations 2015; and
- provided planning advice in response to enquiries from the IOT communities and the Australian Government regarding IOT land use planning matters.

### Coastal Planning (Including Coastwest)

DOP officers travelled to CKI and CI between May and June 2016.

## Future issues

Progression of planning projects for the SOCKI is subject to funding. Key outcomes of this planning will be:

- to deliver a review of the SOCKI's local planning scheme, as required by the *Planning and Development Act 2005 (WA)*(CKI) (section 88) and the Planning and Development (Local Planning Schemes) Regulations 2015 (Part 6); and
- to investigate suitable areas for future development and potential adaptation measures to ensure people and property have adequate protection from coastal hazards.

These projects aim to mitigate the risks associated with having an out of date or unresponsive planning framework. Risks include the inability to enable economic growth with significant projects delayed or unable to proceed due to lack of robust planning framework.



# Department of Racing, Gaming and Liquor

## Description of services

The Department of Racing, Gaming and Liquor provide liquor licensing services, including compliance audits and inspection of licensed premises.

## Activities during the year

- A Department of Racing, Gaming and Liquor officer undertook one compliance visit to CI in April 2016 with all premises, except one, inspected. The majority of premises were operated and maintained in a satisfactory manner with limited work orders required. All minor non-compliances were resolved.
- During the year, two liquor licences were transferred and three miscellaneous liquor applications were received and processed.
- A quarterly calculation and collection of liquor licence fees was also completed.

## Future issues

Nil.



# Department of Regional Development

## Description of services

The Department of Regional Development (DRD) provides support for the operation of a Community Resource Centre (CRC) on CKI to deliver community services, including events, capacity building activities and access to government and commercial services.

## Activities during the year

DRD assisted the CKI CRC by:

- Developing a Financial Assistance Agreement for the delivery of CRC services.
- Reviewing the Business Plan and providing feedback regarding achieving outcomes.
- Reviewing the Financial Statements and reports to ensure outcomes are being met.
- Providing funding to the CRC.
- Providing regular phone and email support to the CRC Coordinator.

## Future issues

The CKI CRC is currently funded under a Financial Assistance Agreement with DRD, consistent with remotely located CRCs in WA. It is proposed that the CRC be included in the next round of service contracts that are offered to town-based CRCs. These contracts are for a three year period and will commence on 1 October 2017.

A contract for service arrangement would result in an increase in annual funding for the CRC.

DRD will continue to work with the Department to assess the potential for operation of the CRC model on CI.

# Department of Sport and Recreation

## Description of services

The Department of Sport and Recreation (DSR) seeks to contribute to the broader health and wellbeing of the IOT communities through encouraging active participation in sport and recreation, providing sport and recreation experiences, and building the capacity of organisations and individuals.

## Activities during the year

Overview of key work carried out during the year:

- The Project Coordinator visited CKI and CI during May 2016 with support services provided from the mainland.
- Community and Local Government discussions to inform current/future planning including:
  - facility development (tracks, trails, active competition areas)
  - visiting coaches and other expertise;
  - sport and recreation guidelines; and
  - community program development.
- Coaching visits across both islands.
- Facilitated WA professional development opportunities for key IOT personnel.

### CI

- Evaluation of CI's Strategic Plan with nine of 12 listed projects achieved or progressed.
- Three coaching visits totalling 21 days.
- Attended forums to explore recreation activities and outdoor recreation experiences in Eco-tourism, rock climbing, and mountain bike skills facility and trail.
- Development advice on the concept of a "Festival of Soccer" held in November 2015.
- Advice on facility development and associated sporting equipment requirements including Kampong safety fencing design, proposed skate park, redevelopment of the reticulation system on the Recreation Centre oval.
- Supply of two rescue boards for public use at the Cove, donated by the North Cottesloe Surf Life Saving Club.

### CKI

- Evaluation of the CKI Strategic Plan with five of 13 listed projects achieved or progressed.
- Work has commenced on the development of a West Island Master Plan.
- In partnership with the Working with Children Screening Unit, the EOC and the CKI CRC, conducted a workshop on the obligations and responsibilities of community clubs regarding



the *Working with Children (Criminal Record Checking) Act 2004* (WA)(CI)(CKI) and the *Equal Opportunity Act 1984* (WA)(CI)(CKI).

- Facilitated three coaching visits totalling 18 days.
- Six soccer coaches now accredited.
- Advice on facility development and associated sporting equipment requirements including the relocation and design of the Home Island gym, recommendations for various exercise equipment, the Annual Lagoon Swim, proposed “round island” run, and the development and maintenance of the “Tracks and Trails” facilities on CKI.
- Worked with SOCKI staff to further develop their skills, and increase capacity to promote, coordinate and manage sport and recreation activities and programs.
- Provided equipment – beach volleyball kit and volleyballs, league and soccer balls.

## Future Issues

- High cost of facilities maintenance in the IOT increases the need for good quality asset management planning regimes. An effective asset management regime will protect the many different facilities established by the Australian Government and Shire.
- The decrease in the population on CI from reduced immigration activities is resulting in lower participation rates in community sport and recreation activities.
- Priority development of tourist opportunities in relation to outdoor recreation experiences.
- The low physical activity levels of teenage females.
- Continued focus on more effective and integrated planning and the development of an overarching strategic sport and recreation plan.
- The delivery of appropriate capacity building initiatives such as the visiting coach program.

# State Library of WA

## Description of services

The Library Board of Western Australia provides services on behalf of the Department to the IOT to champion literacy and learning, cultivate creative ideas and lead the development of the public library network.

State Library of WA (SLWA) stock comprises books, reference material, DVDs, and audio CDs with library members able to access a range of e-resources and products. New library titles are regularly added to the collection with the exchange unpacked over a period of time.

## Activities during the year

Stock is exchanged regularly to ensure that material is constantly refreshed. Exchanges were dispatched every three months to CI library via airfreight. Each exchange comprised 435 items and included English, Chinese, Malay and Indonesian items. A total of 1,740 items were exchanged during the year.

Exchanges to the CKI libraries were sent quarterly via airfreight. Exchanges of 150 items were sent to Home Island Library including items in English, Indonesian and Malay. Exchanges of 225 items were sent to West Island Library with no foreign language material. A total of 1,500 items were exchanged at CKI libraries throughout the year.

## Visits, Training and Consultancy

Support was provided to IOT library staff as needed via the Public Libraries Help Desk, email or telephone with queries or concerns responded to in a timely manner. An electronic email newsletter was distributed each month with public library notices and important reminders. SLWA staff provided advice regarding the use of Circa and the new Lost & Damaged system, implemented across WA public libraries.

In April 2016 the SLWA CEO and State Librarian visited CI and CKI. The visit provided the opportunity to meet with SOCI and SOCKI CEOs and their representatives to discuss any issues or concerns.

## Better Beginnings

Better Beginnings reading packs continue to be provided to parents with a baby through partnerships between libraries and child health nurses. Better Beginnings staff are working with libraries to encourage collaboration with local playgroups to ensure families are reached through the program.

In 2016, Better Beginnings commenced a new reading pack pilot, Sing With Me, for families with two-year old children. CKI is participating in the pilot program through the West Island and Home Island libraries and will reach 21 families.

A second reading pack is provided to all four-year-olds and their families in partnership with libraries and local schools with IOT libraries providing these reading packs to Kindy children.



In late 2015, a Book Cubby was commissioned for CKI and was due to arrive in August 2016. Better Beginnings had previously toured a Book Cubby to the IOT and invited the communities to participate in a community publishing initiative, producing two community books: Cocos Kids What Do You See and Kids on CI. The Book Cubby will provide the libraries with opportunities to engage families with book making activities as part of community events and programs.

The IOT libraries received complementary posters as part of an 'Open Up' reading campaign for Better Beginnings.

### Future issues

Libraries in WA are now required to use Circa for return exchanges as well as when reporting items that are lost or damaged. SOCI library does not use Circa due to internet login issues with the library computer. The CKI libraries are using Circa intermittently. Provision of an adequate computer services is the responsibility of Local Governments in line with WA practice.

# Department of Training and Workforce Development

## Description of services

The Department of Training and Workforce Development (DTWD) provides training and advice to vocational and adult education and training providers, and registers and monitors apprentices and trainees.

## Activities during the year

Advised IOGTA of Vocational Education and Training regulations changes introduced from 1 July 2015 resulting from the newly established Australian Apprenticeship Support Network (support for employers and apprentices/trainees). Responded to requests for information from IOGTA and provided assistance in meeting relevant WA Agency requirements.

### **Apprentices and Trainees**

Administered apprentices and trainees employed under Training Contracts in accordance with relevant Acts and Regulations. Provided monitoring and advice for up to 71 apprentices and trainees.

Registered four apprentices in Fabrication Welding, Plumbing and Gasfitting, Carpentry and Joinery and Electrical Mechanic, and 18 trainees that commenced in 2014-15.

Provided for eight apprenticeship completions in Electrical Instrumentations, Fabrication Welding, Automotive Technician, Mechanical Fitter, and Electrical Mechanics, and 16 traineeship completions.

### **Joint Group Training Program (JGTP) Funding**

Assessed the appropriate level of JGTP funding to be paid to IOGTA and paid this in two instalments. Advised IOGTA of impending changes to the JGTP because of the Australian Government's withdrawal from the programme and the introduction of the WA Group Training Programme commencing 1 July 2015.

### **Monitoring and Assessment of IOGTA's Group Training Registration**

Advised and supported IOGTA in relation to its role as a Group Training Organisation.

Reviewed IOGTA's internal assessment against the National Standards for Group Training Organisations in response to recommendations for improvement identified in last year's independent audit of IOGTA.

### **Services provided through State Training Providers (previously Technical and Further Education - TAFE)**

Facilitated training for 18 apprentices and up to 41 trainees who had nominated a State Training Provider and were active in 2014-15.

## Future Issues

Nil.

# Department of Transport

## Description of services

The Department of Transport (DoT) 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.

## Activities during the year

DoT officers visited CKI and CI in June 2016 to meet with stakeholders. This included scoping for an authorised Inspection Station (IS) and to provide comprehensive bus inspections by a DoT Vehicle Compliance Officer as part of the annual licensing requirements.

### **Education and Training**

AFP Practical Driving Assessment Refresher Training was provided for AFP Special Constables on both CKI and CI.

### **Marine Education and Support**

DoT continued to provide support for the Volunteer Marine Rescue Service and community in the form of literature and liaison through the Marine Safety Business Unit.

### **Licensing Services**

Phone support continued to be provided to IOT motor vehicle registries.

### **Transport and Executive Licensing Information System (TRELIS)**

Support and maintenance of the driver and vehicles licensing application and system software for TRELIS was provided. This included business analysis, application development, technical and user testing, release management including deployment of the updated software, and telecommunication-operating costs (i.e. satellite connection).

## Future issues

### **IOT Motor Vehicle Registry (MVR) Enhancement Project**

This project will result in the design and issue of new licence cards for IOT residents and the automated production of cards and MVR notices on the mainland by an external third party.

### **Establishment of authorised Inspection Service (CI and CKI)**

This will likely require an approach to market, community education, system (TRELIS) integration, authorised examiners, training / accreditation, premises accreditation and audit requirements.



## **Consolidation of Marine Licensing**

Following the successful transition of the CI MVR to IOTA, the responsibility for boat registrations will be transitioned from IOTA and AFP to the DoT.

This will centralise the boat registration system to the DoT Marine Safety Business Unit to ensure registration and administration of boats at CI is consistent with practices on the mainland. It is envisioned that this work will be completed during 2016-17.

## **TRELIS**

The WA TRELIS system is undergoing significant change. The complexity and therefore cost of support to the IOT TRELIS may rise significantly without complementary changes to the IOT TRELIS system.

The IOT MVR Enhancements Project will introduce increased TRELIS functionality as a result of driver's licence image capture; licence card printing and automated correspondence. This may result in increased support, maintenance and supplier contracts.

TRELIS server hardware is due to be replaced in mid-2017.



# Department of Water

## Description of services

Through an SDA with the Department, the Department of Water provides advice and support on licensing and water source regulation and protection on request, and measures and assesses groundwater and allocation of consumptive use.

## Activities during the year

The Department of Water reviewed and responded to one Land Use Planning referral for the CKI Industrial Area Local Water Management Strategy.

## Future issues

Nil.

# Water Corporation

## Description of services

The Water Corporation provides water and wastewater services to the communities on CI and CKI, and electricity operations and maintenance to the CKI communities. These services include the procurement of assets and the planning and management of the capital works programme for water and wastewater.

### Status of Services

#### CI

CI water supply relies on rainwater infiltration into the groundwater system where water accumulates in naturally formed caves and sinkholes. The principal water supply is currently sourced from Jedda Cave/Jane Up Well, producing approximately two-thirds of the Island's water supply. A second source, Waterfall Spring, supplements the town scheme. Water is treated with fluoride and Calgon and disinfected with chlorine. Water is distributed via a large network of mains pipe and water storage tanks. CI wastewater system consists of a gravity collection system with seven sewerage pump stations. Wastewater is transferred to the treatment plant at Smith Point. The plant is licenced by the DER.

#### CKI

There are two water supply schemes on the CKI, one servicing Home Island and the other servicing West Island. West Island water is sourced from infiltration galleries capturing groundwater from a freshwater lens. The water supply on Home Island is sourced from four seawater bores and treated by reverse osmosis. Both supplies are treated with fluoride and disinfected via chlorination.

Wastewater on both islands is collected by a vacuum sewerage system and pumped to the Home Island or West Island wastewater treatment plant. The Home Island wastewater treatment plant is licenced by the DER. West Island is a registered plant. Water Corporation also operates the powerhouse on both Home Island and West Island. Electricity is generated by diesel generators and distributed via underground HV and LV power lines. The West Island Powerhouse was upgraded in 2016 by IOTPS.

## Activities during the year

- Preparation of an application for ERA operating licence on behalf of the Department.
- Installation and commissioning of a new water source and reverse osmosis water treatment plant on Home Island.
- Completion of the design study for the replacement of Summit Tank to Drumsite Tank section of water distribution infrastructure on CI.
- IOTPS installation and commissioning of a new powerhouse on West Island.
- Commissioning of the new Jedda Cave fluoride treatment plant.
- Internal tank cleaning for all treated water storage on CI.

- Completion of biennial ocean monitoring of the Home Island Waste Water Treatment Plant outfall with no observations of environmental impact.
- DER audits in May 2016 with positive outcomes.

## Future issues

### **Service Delivery**

Reworking of the current power services arrangement on CKI.

### **Customer Service**

- Incorporation of the Water Corporation customer code in the new SDA.
- Non-standard service agreements.

### **People and Safety**

- Roll out of updates for contractor management Occupational Safety and Health requirements to support locally based businesses and contractors.
- Progress of next top five safety issues for each island.
- Dangerous goods clean up and disposal off island.
- Continuation of Apprenticeship CKI (3rd year).
- Hosting of CKI District High School work experience students.

### **Drinking Water Quality**

- Ongoing development of treatment plant process expertise support functions.
- Monitoring fluoride levels at Waterfall Spring on CI.

### **Asset Management**

- Implementation of the outcomes from the Asset Management and Operational Audit.
- Ongoing alignment and implementation of mainland standards to IOT assets.
- Asset disposal strategy determined with the Department of Infrastructure and Regional Development.
- Investigate SCADA enhancements for viability of increased data capture and retention.
- Develop strategy to obtain all asset data and populate "MEX" (a computerised maintenance management system used by Water Corporation).

### **Asset life**

Acquisition date, asset condition and replacement

### **Inventory management**

Use of MEX for inventory management including identification and upload of critical spares.



# Western Australian Planning Commission

## Description of services

The Western Australian Planning Commission (WAPC) undertakes its functions in the IOT as prescribed in the *Planning and Development Act 2005* (WA)(CI)(CKI). The WAPC also provides information, advice and recommendations to the Minister responsible for the Territories on land use planning, land development and infrastructure coordination in the IOT.

## Activities during the year

The WAPC provided its final endorsement of documentation for a new CI local planning scheme and a CKI local planning scheme amendment.

The WAPC determined one subdivision application for CKI and approved one CI local planning strategy.

## Future issues

Nil.

# WorkCover WA

## Description of services

WorkCover WA administers the *Workers' Compensation and Injury Management Act 1981* (WA)(CI)(CKI) to ensure injured workers and employers understand and comply with their rights and obligations under the legislation.

## Activities during the year

In November 2015, two WorkCover WA inspectors visited CI and CKI to educate stakeholders about workers' compensation and promote employer compliance with the Act. Activities undertaken included:

- education to increase stakeholder knowledge and understanding of workers' compensation, injury management, return to work practices and noise induced hearing loss; and
- meetings with employers, medical practitioners and injured workers to respond to specific enquiries about workers' compensation.

Inspections of 125 businesses were undertaken with 97 confirmed to be employers, and enforcement action was taken against 15 employers.

## Future issues

In 2016-17 WorkCover WA officers will travel to the IOT to conduct:

- educational seminars targeted at injured workers and employers; and
- inspections of businesses to ensure employers hold a workers' compensation policy.

## Abbreviations and Acronyms

AFP	Australian Federal Police
AJS	Adult Justice Services
BMW	Building Management and Works
CEO	Chief Executive Officer
CI	Christmas Island
CIDHS	CI District High School
CKI	Cocos (Keeling) Islands
CKIDHS	CKI District High School
Commerce	Department of Commerce
CP	Consumer Protection
CRC	Community Resource Centre
DAFWA	Department of Agriculture and Food WA
DCA	Department of Culture and the Arts
CPFS	Department for Child Protection and Family Support
DCS	Department of Corrective Services
Department, the	Australian Government Department of Infrastructure and Regional Development
DER	Department of Environmental Regulation
DFES	Department of Fire and Emergency Services
DLGC	Department of Local Government and Communities
DMP	Department of Mines and Petroleum
DoF	Department of Finance
DoL	Department of Lands
DoP	Department of Planning
DoT	Department of Transport
DPC	Department of the Premier and Cabinet
DSC	Disability Services Commission
DSR	Department of Sport and Recreation
DTWD	Department of Training and Workforce Development
Education	Department of Education
EOC	Equal Opportunity Commission

ERA	Economic Regulation Authority
Fisheries	Department of Fisheries
HaDSCO	Health and Disability Services Complaints Office
Health	Department of Health
ICWA	Insurance Commission of WA
IOGTA	Indian Ocean Group Training Association
IOT	Indian Ocean Territories
IOTA	IOT Administration
IOTHS	IOT Health Service
IOTPS	IOT Power Service
JLL	Jones Lang LaSalle
KAB	Keep Australia Beautiful
Landgate	WA Land Information Authority
LAWA	Legal Aid WA
Main Roads	Main Roads WA
MVR	Motor Vehicle Registry
Ombudsman	Parliamentary Commissioner for Administrative Investigations
OSR	Office of State Revenue
RGL	Department of Racing, Gaming and Liquor
SDAs	Service Delivery Arrangements
SLWA	State Library of WA
SOCI	Shire of Christmas Island
SOCKI	Shire of Cocos (Keeling) Island
TRELIS	Transport and Executive Licensing Information System
WA	Western Australia
WA Agency	WA Government Agency and/or Authority
WA Government	Government of WA
WAPC	WA Planning Commission