



Australian Government
Attorney-General's Department

SERVICE DELIVERY ARRANGEMENTS (SDA) PERFORMANCE REPORTS 2006/07

**REPORT ON SERVICES
DELIVERED TO THE
INDIAN OCEAN TERRITORIES
CHRISTMAS ISLAND AND
THE COCOS (KEELING) ISLANDS**

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purpose of this report

In 2006/07, the former Department of Transport and Regional Services (DOTARS), was responsible for the provision of all State and, through the local councils, local government type services to the non-self governing Indian Ocean Territories (IOTs). Responsibility transferred to the Attorney-General's Department (AGD) in January 2008.

State government-type services are increasingly being provided through Service Delivery Arrangements (SDAs) between the Australian and WA State Governments. The WA Government is better equipped to manage the provision of State-type services than the Commonwealth and increased service provision directly by WA agencies is resulting in improved, more efficient service delivery in the IOTs.

The cost of providing these services is totally funded by the Australian Government and is cost-neutral to WA. The SDAs with WA agencies are premised on the IOTs communities receiving services equivalent to those of comparable mainland communities.

As has been the practice in past years, this report comprises a summary of performance information relating to the services provided by WA State agencies to the IOTs during 2006/07. A list of State-type assistance grants provided by the Australian Government to the IOT communities in 2006/07 is also included.

It is expected that this report will be used:

- for accountability purposes in providing information about the services received under SDAs with WA agencies;
- to more widely inform stakeholders including the WA Department of the Premier and Cabinet, WA agencies involved in delivering services to the IOTs, AGD, and IOTs community representatives;
- to enable WA agencies and AGD Perth Office to gather and monitor performance information that will contribute to improving the ongoing management and review of the SDAs.

information sources

The primary source of information contained in this report is the annual performance and financial reports supplied by WA agencies as required under each SDA. This has been supplemented by information held by AGD drawn from visit reports, SDA reviews and discussions with WA agency representatives.

This is the eighth year that formal performance reporting arrangements have been in place. To analyse the information provided, some agencies have been able to provide remote community or WA comparisons. For most, however, it will be necessary to continue to monitor IOT results over time to provide a basis for analysis of results.

While a formal SDA with the WA Department of Education and Training for the provision of school-based education has not yet been finalised, this service has been provided by DET since the 1970s for CKI and early 1990s for CI. It is thus considered appropriate to include their report.

All annual financial and performance reports submitted by WA agencies are retained by AGD Perth office.

overview of sda management during 2006/07

AGD Perth office has responsibility for the negotiation and management of all SDAs with WA agencies for the provision of State-type services.

In 2006/07 the former DOTARS entered into new SDAs with Breastscreen WA for the provision of mammography services to Christmas island every two years, and the Builders Registration Board to enable the Building Disputes Tribunal to hear and determine disputes over building works in the IOTs in accordance with applied legislation.

priorities for 2007/08

sda development

AGD Perth office will continue to aim to extend the range of State type services available to the IOTs by formalising arrangements with:

- the Water Corporation for the provision of water and wastewater services for the IOTs,
- WA Planning Commission for the exercise of functions under the Planning and Development Act 2005 (WA)(CI)(CKI); and
- Lotterywest for grant funding program advice and application assessment.

In addition AGD continued to focus on:

- Department of Education and Training for the management and operation of primary and secondary schools; and
- renegotiating the SDA with the WA Department of Health to reflect the level of service required once a comprehensive, mainland-standard health services model of healthcare for the IOTs has been determined.

Another SDA need that has been identified and is in the process of being negotiated is:

- an SDA to enable the Builders Disputes Tribunal to hear and determine disputes over building works in the IOTs in accordance with applied legislation.

sda reviews and renewals

There are 8 SDAs due to expire in 2007/08. Prior to expiry, a review is required to determine whether the SDA ought to be renewed and, if so, what amendments may be required.

Under the standard terms of the SDAs, representatives of AGD and the WA Department of the Premier and Cabinet conduct this pre-expiry review in consultation with the relevant State agencies. The review also draws on consultation with representatives of the IOTs communities.

The SDAs to be reviewed in 2007/08 are:

- Department for Community Development;
- Department of Education and Training (Training and Adult Education services only);
- Department of Fisheries;
- Department of Industry and Resources;
- Department of Sport and Recreation;
- Equal Opportunity Commission;
- Main Roads WA; and
- Small Business Development Corporation.

state agency compliance with sda reporting requirements

The Table below indicates whether each agency met relevant reporting deadlines.

Agency	Expenditure Report (Due 15 September 2007)	Performance Report (Due 30 September 2007)
Department of the Attorney General	●	○
Breastscreen	Not Required	Not Required
Department for Community Development	●	○
Department of Consumer and Employment Protection		
<i>Consumer and Employment Division</i>	●	●
<i>Energy Safety Division</i>	●	●
<i>Resource Safety Division</i>	●	●
<i>WorkSafe Division</i>	●	●
Department of Corrective Services	●	●
Department of Culture and the Arts	●	○
Disability Services Commission	●	●
Economic Regulation Authority	●	●
Department of Education and Training		
<i>School-based Education</i>	○	○
<i>Training and Adult Education</i>	●	●
Office of Energy	Not Required	Not Required
Department of Environment	○	●
Equal Opportunity Commission	●	●
Fire and Emergency Services Authority	○	●
Department of Fisheries	○	○
Department of Health	○	○
Office of Health Review	●	○
Department of Housing and Works	○	○
Department of Industry and Resources	●	○
Landgate (inc. VGO/DLI)	●	○
Legal Aid Commission of WA	●	●
Department of Local Government and Regional Development	○	○
Lotterywest	Not Required	○
Main Roads WA	●	●
Medical Board of WA	○	○
Nurses Board of WA	○	○
Parliamentary Commissioner for Administrative Investigations (State Ombudsman)	●	●
Department of Planning and Infrastructure		
<i>Land Asset Management Services Division</i>	○	○
<i>Planning Division</i>	○	●
<i>Transport Division</i>	○	●
Office of Public Trustee	○	○
Department of Racing, Gaming and Liquor	●	●
Small Business Development Corporation	○	●
Department of Sport and Recreation	○	●
WA State Library	○	○
Department of Treasury and Finance	●	●
Workcover WA	○	○

KEY	MET	NOT MET
	●	○

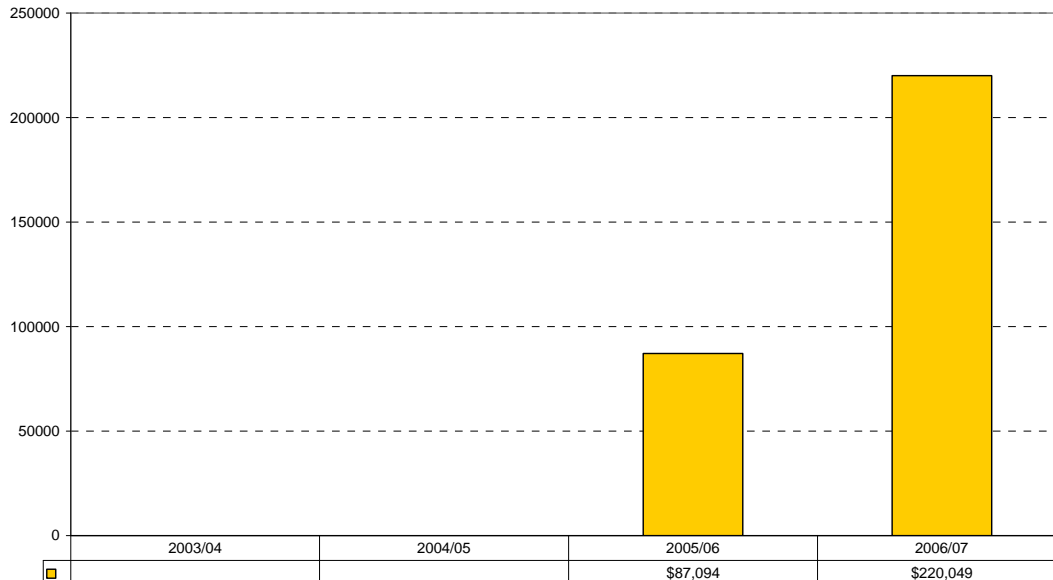
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Department of the Attorney General

sda expenditure



Expenditure prior to 2005/06 reported formerly under the Department of Justice.

activities during 2006/07

court services division

circuit and other visits

There were no visits to the Indian Ocean Territories during the reporting period by either the Supreme Court, District Court, Family Court, Children's Court, Coroner's Court or the State Administrative Tribunal (SAT). By comparison, Magistrates attended Christmas Island and the Cocos (Keeling) Islands on four occasions in the months of September and December 2006 and March and June 2007.

The Court Liaison Officer (Project Manager, Magistrates Court Reform) visited the Cocos (Keeling) Islands and Christmas Island in March 2007 in company with the Chief Magistrate and the DotAG Librarian. The Liaison Officer conducted a management inspection/audit at each location and the Librarian culled outdated statutes and the replacement pages for Butterworth & CCH publications and offered training to the library custodians at each location.

A meeting/training session with Justices of the Peace (JPs) could not be arranged at Cocos as a number were absent from the Islands at the time of the visit. The remaining JPs were unable to attend due to a range of other prior commitments. Arrangements were made for the Justices at Cocos to meet with the visiting Magistrate in June 2007. The Chief Magistrate administered the oath of office to a new JP and invited the JP to sit with him as an observer throughout court proceedings. No meeting/training took place with JPs at Christmas Island as the National Jet flight from the Cocos (Keeling) Islands did not arrive until late on Friday afternoon and court was held on Saturday and on Monday morning. The departure time of the return flight to Perth, prevented the making of arrangements for training following court on Monday morning.

The Chief Magistrate, the Librarian and Project Manager attended the High School at the Cocos (Keeling) Islands and addressed year 9 students on possible career opportunities in the courts.

In June 2007 the Director of Counselling and Support Services DotAG attended both Christmas and Cocos (Keeling) Islands in company with the circuiting Magistrate. It is proposed that visits by victim support officers will become more regular and will coincide with the quarterly visits of a Magistrate.

on-going procedural advice and training

Assistance in criminal and civil court procedure was provided by the Liaison Officer and the Clerk of the Court at South Hedland throughout the year to the officers of AGD and the Australian Federal Police that undertake court duties on behalf of DotAG.

All information relating to criminal matters listed at Christmas Island and the Cocos (Keeling Islands) is entered into the Magistrates Court Criminal Case Management System (CHIPS). The information is faxed to South Hedland registry where it is data entered and thereafter managed for fine collection and referral to the Fines Enforcement Registry (FER) where necessary.

court counselling

The Director Court Counselling and Support Services visited the Cocos (Keeling) Islands and Christmas Island in June 2007. The visit was timed to coincide with the Magistrate's circuit. The purpose of this initial visit was to commence the establishment of a victim support service for victims of crime and child witnesses as agreed in the new Service Delivery Agreement. A number of meetings were held with key stakeholders including the Federal Police Officers in Charge in both locations, the Administrator, Clerk of Courts and the AGD social worker to obtain information about local needs and issues, explain and promote the availability of victim services and develop referral processes.

library services

Library staff continued to manage the supply of legal publications to both Islands in 2006/07 and to provide advice to the Clerk of Courts on Christmas Island and the Australian Federal Police on Cocos Island in maintaining the Library collections.

The Manager, Libraries and Information visited both Islands in March 2007 and carried out an audit of the collections. On Cocos Island, training was provided to the new Constable assigned to the task of maintaining the Library. Ongoing assistance is being provided by email and telephone.

On the advice of the Chief Magistrate, some additional materials (Criminal Law WA and Reprinted Acts of WA) are being supplied to Cocos Island.

public advocate

IOT residents are able to access services of the Public Advocate to ensure that the best interests of people with decision-making disabilities are represented at hearings of the State Administration Tribunal. There were no applications for Office of Public Advocate services from IOT residents in 2006/07.

registry of births, deaths and marriages

The Registry continued to issue certificates from Perth, however certificates can be obtained locally from the Christmas Island Clerk of Courts (employed by the Commonwealth). The Registry provides training and ongoing support to the Commonwealth staff providing these services.

state solicitor's office

The State Solicitor's Office does not provide direct legal services to the Indian Ocean Territories. Rather, the State Solicitor's Office may be requested to provide legal advice or legal services to the WA Government or government agencies on issues relevant to their dealings with the Indian Ocean Territories. During 2006/07 the State Solicitor's Office was involved in twenty matters relevant to the territories – providing legal advice to the Department of Premier & Cabinet on a number of agreements relevant to Cocos and Christmas Islands. The client was billed for the legal services provided on these matters.

performance information

court services division

2006/07	CKI Actual	CI Actual
Local Court (Civil)		
Total № of trials held	N/A	0
Total duration of trials held	N/A	N/A
Average length of trials	N/A	N/A
Cases proceeding to trial	N/A	N/A
Cases finalised within 12 months	N/A	100.0%
Petty Sessions (Criminal)		
Total № of trials held	0	0
Total duration of trials held	N/A	N/A
Average length of trials	N/A	0.13%
Cases proceeding to trial	50%	11.00%
Cases finalised within 6 months	100%	89.00%
Children's Court		
№ of cases reported	0	1

registry of births, deaths and marriages

The following statistics are obtained from the Registry's computerised registration system (WARS) but only include requests received where the customer was resident on the Islands. It does not include those requests where the event took place on the Islands but the requestor is now residing on the mainland.

Functions	CKI	CI
Certified copies issued	9	13
Commemorative certificates	5	11
Change of Name	0	1
Consent to marry applications	0	0
Births	6	12
Deaths	0	0
Marriages	8	3
Other	1	2

IOT births, deaths and marriage notifications are actioned by the Registry in the same way as notifications from any other community. Therefore accuracy and time standards for IOTs (as specified in the SDA) are the same as WA results reported in the Department of the Attorney General Annual Report.

Breastscreen

status of services

AGD entered into an SDA with Breastscreen WA in July 2006 for the provision of mammography services including screening and diagnostics for the women of the IOTs.

activities during 2006/07

Breastscreen WA staff undertook significant promotion of the impending service in August 2006, with the screening visit proceeding in September.

A total of 162 women were screened (the original estimate was 350): 87 were aged 40-49, with the remainder aged 50+.

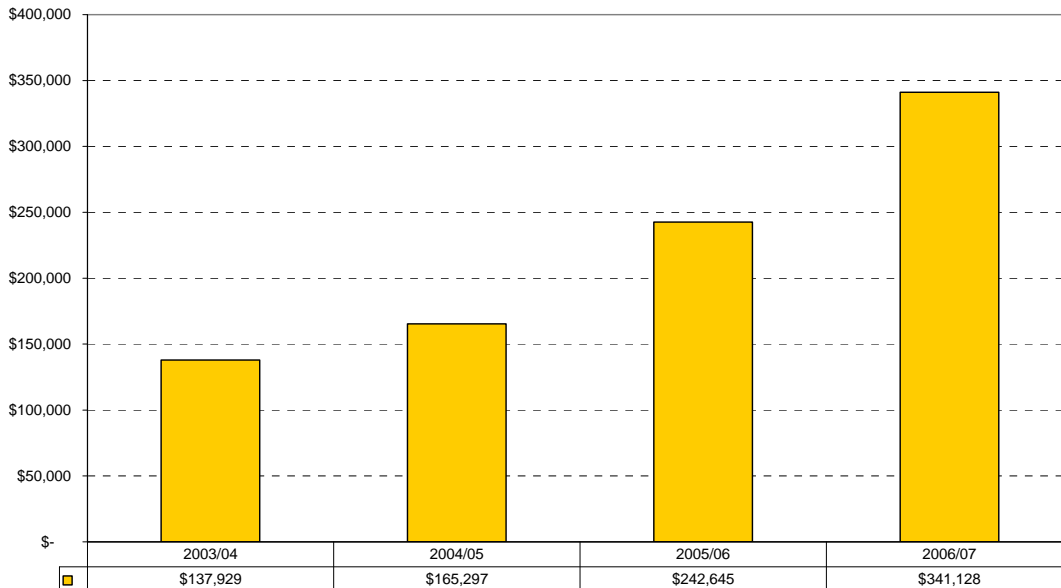
Of those women screened, 1% were recalled for technical further view, 6% for diagnostic further views (which were reported as normal), 2% of diagnostic views required further assessment in Perth, and 1% were recalled directly to assessment for diagnosis (malignancy).

future issues

The SDA provides that services will be provided every two years on Christmas Island. The next provision of services for Christmas will be due in 2008-09. AGD is considering how best to provide services to Cocos (Keeling) Islands women. All options will be considered.

Department for Community Development

sda expenditure



status of services

The Department for Community Development's (DCD) role and responsibilities under the SDA include:

- social work supervision services;
- planning, application and ongoing support and monitoring for the CI childcare centre;
- implementation of the Working With Children legislation in the IOTs; and
- advice and assistance to the Administrator in respect of legislation administered under delegation.

DCD also provides support for the volunteer resources centre on CI within the parameters of the SDA, and grant funding application assessment and support.

In February 2007 it was announced that the Department Community Development would be split into two new Departments. The Department for Child Protection (DCP) came into being on 1 May 2007 and work began to formally establish the Department for Communities (DfC). The functions under the Indian Ocean Territories (IOT) Service Delivery Arrangement will be split between the two departments and new SDAs are being developed. Until the new SDAs are finalised the Department for Child Protection will administer the Arrangement.

activities during 2006/07

social work service

The current social worker is seconded from the DCP and has had her secondment extended for a third term. The professional supervision is provided by DCP and is provided on a scheduled basis by telephone and through Professional Development opportunities.

The service has been utilised to a significant degree by workers and their families who have been resident on Christmas Island due to their involvement in the construction of the Immigration Detention Centre on the island. This has been reflected across other services who may refer to the Social Work Service such as the Community Justice Service, Police, Health Service and School. Most of the families and individuals have now left the island as the construction work has now been completed.

As with previous reporting periods the demand for individual clinical and family support casework has remained consistent throughout the Territories. This demand is also reflected in the work supervised by the social worker of the Community Services Officer located on Home Island. The key areas of service provision continue to be:

- family relationship issues
- child management issues
- child concern reports
- collaborative work with other agencies
- disability services
- advocacy & links to mainland services
- financial management issues
- alcohol & substance misuse
- mental health issues
- youth services
- services for seniors
- immigration issues

Over the period of the report the Social Worker liaised with a Chinese Psychologist located in the UK with a view to him visiting Christmas Island to engage with the local community. The Social Worker sought to collaborate with the Indian Ocean Health Services to support and enable the visit to occur. The visit occurred in early August 2007 and was widely successful across the community. A range of requests for further visits have been presented and a collaborative approach for this to occur in 2008 is being undertaken.

The Social Worker attended training in Certificate 4 in Training and Assessment through Indian Ocean Group Training. This was of great value in developing specific skills in developing and running training packages for local organisations and has already been utilised on a number of occasions. That the training was presented locally was of great benefit in managing time and work related commitments and enabling access for local services to a significant training opportunity.

The Social Work Service continues to work in a collaborative manner to establish positive working relationships with other service providers. The service is very active in initiating and participating in a range of regular community based activities either disseminating information on a range services or directly supporting local community events. Self-referrals to the Social Work Service remain high and from across cultures. This is a positive indication of the acceptance and recognition of its value to the Territories community.

childcare services

The Christmas Island Child Care Service has operated since October 2003 and was successful in completing a licence renewal in January 2006. This licence is for a further two year period (expiring in January 2008) and was issued by the CI Administrator on the advice of DCD's Child Care Licensing and Standards Unit.

The *Children and Community Services Act 2004* (WA)(CI) was enacted in March 2006, accompanied by new regulations governing child centre operations. Both the Act and regulations have been adopted by the CI Child Care Service.

The new regulations have caused a few problems with the Supervising Officer (SO) position, as the person needs to be on the premises for most of the time. Also the appointment of a PAPO (person to act in place of) is difficult with no qualified staff available to relieve the SO on the island. Managerial officers Working With Children (WWC) checks are causing a few problems with delays to the island

The qualified worker at the centre resigned August 2007 leaving the centre with no qualified person to take over the role. Currently one of the senior staff studying her Diploma is working in the role under a temporary exemption. She hopes to finish her Diploma by April 2008. She visited Perth in September as part of her training at SMYLE. As part of the training she was taken on visits to other services. The CSO also organised for the officer to visit the Pilbara region and look at remote child care services, Aboriginal child care and occasional care, where she collected a lot of resources and information that would be beneficial to her service.

The service is currently under utilised. With no qualified staff on the premises, the centre can only take children over 2 years. Committee and staff are looking at ways to promote the centre and encourage more parents to utilise the centre.

The Centre has experienced a few staff changes and need to recruit more casuals to be available when staff are on leave. Current staff should be encouraged to study Certificate III in children services which would be beneficial to the centre when qualified staff are away. Sponsorship for staff to achieve this is necessary.

In summary the provision of child care on Christmas Island continues to grow and will need guidance and support. It is a dynamic service that will continue to change and the type of support available to parent, staff and management committee will need to be reviewed regularly as they do feel quite isolated and disadvantaged.

volunteer resource centre grant

The CI Neighbourhood Centre is funded by AGD to provide a Volunteer Resource Centre for the community. The funding is oversighted by DCD's Volunteering Secretariat. The Centre has continued to play a significant role in supporting local groups relying on volunteers and in building their capacity to run and manage themselves effectively.

A review of the Volunteering Resource Centre (VRC) service was undertaken by the Volunteering Secretariat in early 2007. The review found that the VRC provided a good service and essential support to local volunteer agencies on the Island. It also identified the need for the centres coordinator to adequately supported and also provided with training opportunities.

The VRC submitted a Service Provider application and Strategic Plan and was recommended to for funding for a further three years. This is consistent with the agreements established with mainland WA VRCs.

The VRC has recently employed a new coordinator who attended the VRC Alliance meeting held in Perth. This meeting provided an opportunity for the coordinator to meet with other VRC coordinators and representatives from Volunteering WA and to familiarise himself with new strategies and available support.

The Department for Communities through the Volunteering Secretariat will continue to support the VRC by offering assistance in the provision of services and support to the coordinator.

working with children unit

The Working with Children (Criminal Record Checking) Act 2004 was implemented on the Territories from 1 July 2006. Prior to implementation two community education staff visited the Territories to provide community education to community groups and individuals.

Australia Post provide the over the counter services for the Working with Children Screening Unit on both the Cocos (Keeling) Islands and Christmas Island. Australia Post accepts the applications, completing the 100 Point Identification Check and capturing a photograph, applications are then sent to the Working with Children Screening Unit in Perth for validation.

In 2006/07, 39 applications for Working with Children Checks were made on the Territories with 35 assessment notices or card being issued and 4 individuals being refunded their fees as they were not required to apply for a check under the legislation.

information, support and other assistance

Ongoing support, assistance and guidance has been provided to the Christmas Island Neighbourhood Centre in the areas of the family support services. The centre continues to operate a valued service to the community.

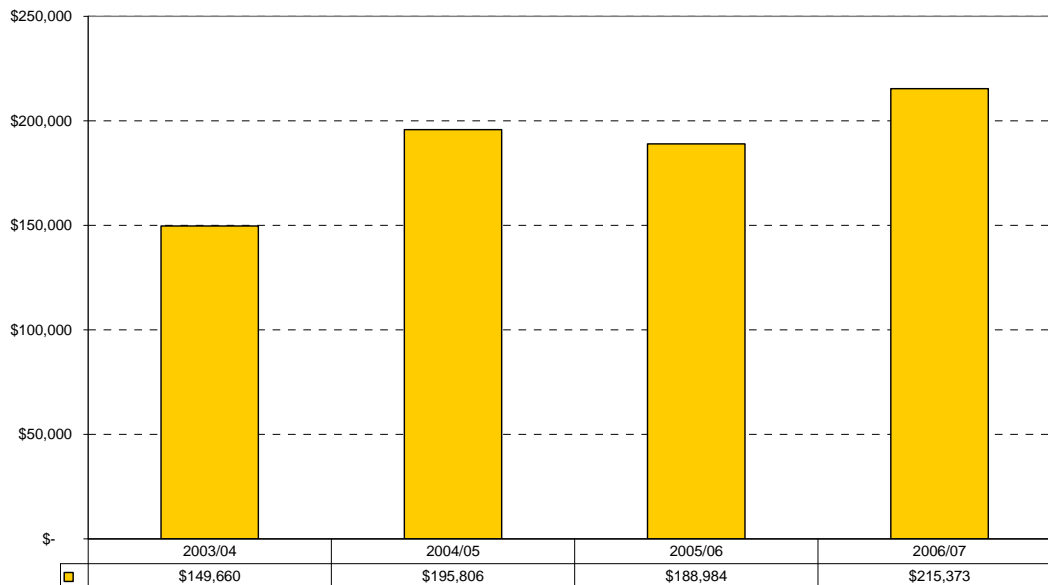
Information regarding the Youth Development Holiday Program has been routinely provided to the local Shires and other key stakeholders and agencies in the IOT. The Christmas Island Shire is interested in accessing this type of funding to support and upgrade the holiday program they currently provide.

The Christmas Island Women's Association run a small safe house/crisis accommodation service for women and families. The service does not receive any dedicated funding. In July/August 2005 DCD's Senior Community Development and Funding Officer undertook the second district planning exercise which recommended funding the service currently provided.

Department of Consumer and Employment Protection

Consumer Protection Division

sda expenditure



status of services

The Consumer Protection Division of the Department of Consumer and Employment Protection (DOCEP):

- provides information, advice and community education services to consumers and traders about their rights and responsibilities;
- helps consumers resolve disputes with traders;
- monitors compliance with consumer protection legislation;
- investigates complaints about unfair trading practices;
- prosecutes unscrupulous traders;
- regulates and licenses a range of business activities; and
- develops, reviews and amends legislation that protects consumers.

activities during 2006/07

visits to the IOTs

Consumer Protection (CP) staff made five visits to the islands in 2006/07.

Plumbers Licensing Board (PLB) inspectors made three IOTs visits. One visit was made to CKI to audit general plumbing work performed by licensed IOTs plumbers. Two visits were made to CI, the first was to investigate persons carrying out unlicensed plumbing work at the Immigration Reception and Processing Centre (IRPC), during the second CI visit new plumbing work at the IRPC was audited. Rectification work was required to only 1 of the 77 installations audited.

A Weights and Measures Inspector from Trading Standards Branch visited CKI to test the accuracy of weighing and measuring instruments and inspect articles sold by measurement or weight. A total of 21 audits were conducted, some scales required adjustment and two non-compliance notices were issued.

The IOTs Coordinator visited both CI and CKI to provide individual consumers, traders and community groups with an opportunity to make personal contact. During this visit the Coordinator:

- distributed appropriate publications including translated versions and raised awareness of recent ‘scams’. Provided product safety information to both CI and CKI Playgroups, the CI Day Care Centre and the CI Neighbourhood Centre;
- provided support to the Information Officers at both shire councils;
- established relationships with residents, shire and administration personnel;
- presented to CI and CKI high school students on topics relevant to young people;
- discussed CP issues with members of the CI Woman’s Association Inc., Union of CI Workers, Chinese Literary Association Inc., CI Neighbourhood Centre Inc., CI Volunteer Rescue Association Inc., CI Tourism Association Inc., Indian Ocean Group Training Association Inc., VLU2 Radio Announcers Association Inc. (Radio 6RCI), Cocos Congress Inc., CKI Cooperative Society Ltd, CKI Telecentre, Water Corporation, and CKI Tourism Association Inc.;
- appeared on a Radio 6RCI community radio show;
- met with all IOTs car hire operators to explain the need to make an application for exemption from the applied Motor Vehicle Dealers Act following commencement of the *Applied Laws (Implementation) Amendment Ordinance 2006 (WA) (CI) (CKI)* on 5 October 2006; and
- discussed the introduction in early 2007 of a new certification regime for motor vehicle repairers under the *Motor Vehicles Repairers Act* with IOTs motor vehicle repairers.

community assistance and information

Consumer Protection Division provided advice and assistance to Island clients in response to telephone, email or mail enquiries and assisted clients to resolve disputes with traders through conciliation. Telephone calls to CP’s main enquiry lines (1300 numbers) are charged at local call rates. The CP Call Centre uses the National Relay Service to assist deaf callers and the Translation and Interpreter Service (TIS) for translation services at no cost to IOTs callers. It is estimated that CP provided 393 telephone advice services and three disputes were conciliated.

information and education

Information and education services are delivered to the IOTs to raise awareness and enable the communities to be better informed. Services to the IOTs communities during 2006/07 included the following activities.

- Providing free publications, merchandise and on-line information via CP’s web site.
- Issuing media releases, alerting consumers of potential risks, to Information Officers at both Shires, Radio 6RCI and Radio 6CKI.
- Providing education articles to *The Islander* on CI and *The Atoll* on CKI, translated into Chinese and Malay.
- Issuing weekly ScamNet alerts by email to Radio 6RCI and Radio 6CKI for broadcast and also circulated to *The Islander* and *The Atoll*.
- Increasing engagement of young people in consumer related issues by using winning films from the Buy My Duck! short film competition as a promotional tool in IOTs schools to communicate important issues to young consumers. ‘The Real Deal’ booklet and CD was also circulated to raise awareness of consumer rights and responsibilities.
- Circulating publications and forms to support the introduction of the certification of motor vehicle repairers under the *Motor Vehicle Repairers Act 2003*.
- Developing a newsletter “Better Trading” to help keep industry stakeholders, consumer representative groups and those with an interest in the wide range of consumer issues informed. The newsletter will be

published six times per year and will be circulated to key IOTs stakeholder groups and can be accessed via a free online subscription for all other interested parties.

regulatory framework

CP manages and implements 59 Acts of Parliament that are applied in the IOTs. There were 82 amendments to written laws during 2006, including:

- The *Motor Vehicle Repairers Act 2003* was introduced to protect consumers and to promote high standards of workmanship. It provides for the certification of individual repairers and the licensing of repair businesses within 29 prescribed classes of repair work for the motor vehicle repair industry.
- A new finance brokers Code of Conduct took effect on 29 June 2007 and provides enhanced protection to people obtaining a loan through a licensed finance broker.
- The new Holiday Accommodation Managers – Program Overview was circulated.

consultation

The Associations Incorporation Bill 2006 was released as a Green Bill for public consultation on changes to the law regulating incorporated associations. The Green Bill was circulated to the IOTs with calls for submissions advertised. A DVD of the Information and Resource Session (filmed in Perth) was sent to key stakeholders to be viewed by interested community members.

A copy of the Co-operatives Bill was provided to the Cocos (Keeling) Islands Co-operative Society as part of the public consultation process.

Issues papers were released to facilitate consultation with consumers and industry and were promoted in the IOTs as follows:

- Review of the Builders' Registration Act 1939
- pe-paid funeral funds issues paper.

regulation enforcement

Regulation enforcement involves providing occupational licensing and registration services, investigating complaints about consumer protection matters, monitoring compliance with legislation and, where necessary, applying sanctions to protect consumers and traders, enforcing legal obligations and responding to emerging issues. Details of the number of services provided during 2006/07 are included in Table 1.

A proactive program was implemented during 2006/07 to ensure that licensed travel agents, employment agents and motor vehicle dealers had better access to information affecting licensing of their industry including a new email based advisory service. In the IOTs three licensed travel agents, two employment agents, two motor vehicle dealers and six car hire operators were visited. Compliance was generally good and areas of non-compliance were addressed.

performance information

Community Assistance and Regulation Enforcement

Outputs	Cost per service WA	Cost per service IOTs	No of Units IOTs
Output 1: Community Assistance			
Responses to Customer Enquiries (telephone advice)	\$5.15	*	393
Advice & Assistance Services (conciliation of disputes)	\$433.00	*	3
Output 3: Regulation Enforcement			
Registration Services (business names = 114, incorporated associations = 20, and tenancy bond lodgements/disposals=10)	\$6.15 + registration fee	*	144
Licensing Services (occupational licences, travel agent = 3)	\$35.15 + licence fee	*	3
Inspections & Audits (full verification, plumbing=77 and weights and measures=21)	\$98	\$126.12 [^]	101
Improvement notices (Plumbing rectifications=1 & weights and measures notices of non-compliance=2)	\$6,635	\$126.12 [^]	3
Investigations (complaints)	\$2,152	\$2,152*	1

Notes to Table 1 * These costs cannot be separately measured for the IOTs

[^] IOTs service cost calculation is based on the total cost of inspector's visits divided by the number of inspections carried out and/or improvement notices issued. This method of calculation will be reviewed during the next financial year.

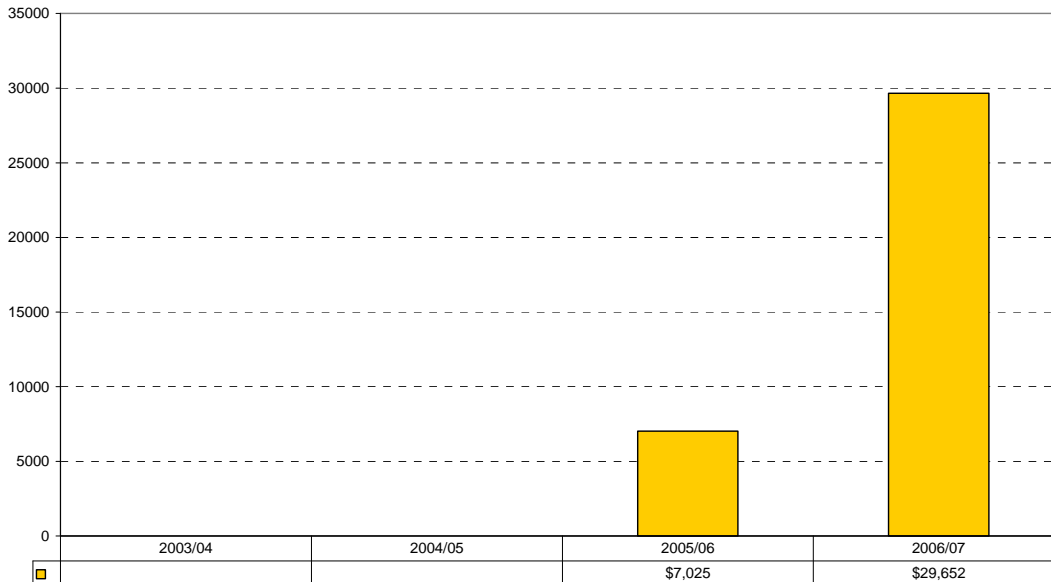
future issues

CP will continue to provide IOT's residents and traders with a range of services. Initiatives planned include:

- PLB inspectors visiting both CKI and CI to audit plumbing work. The final inspection of plumbing work at the IRPC is due to take place in August 2007;
- a visit by the IOTs Coordinator to both CI and CKI and a Trading Standards Officer visiting CI;
- promoting consumer education programs for young consumers including the 2007 'Buy My Duck' poster competition and providing educational aids and talks to IOTs high school students;
- circulating relevant CP media releases and information, and translating relevant publications and notices into Chinese, Malay and Cocos Malay;
- implementing recommendations from the statutory review of the *Residential Tenancies Act 1987* and ensuring community awareness of the changes;
- finalising a review of the *Fair Trading Act 1987* and *Consumer Affairs Act 1971*;
- implementing the mandatory certification of motor vehicle repairers program under the *Motor Vehicle Repairers Act 2003* and delivering community information programs targeting both consumers and the motor vehicle repair industry in the IOTs. Repairers require a certificate by March 2008 and the licensing of repairer businesses will then commence;
- developing new procedures and processes to support the administration of new legislation in the areas of public collections and incorporated associations and the operational commencement of trade measurement and residential park living legislation;
- providing information to the IOTs communities regarding new procedures and processes under the new *Trade Measurement Act 2006*;
- implementing a new email based advisory service for employment agents to improve dissemination of information relating to licensing requirements;
- circulating the "Better Trading" newsletter to key stakeholders and those with an interest in a wide range of consumer issues;
- conducting follow-up proactive compliance visits to all IOTs licensees; and
- ensuring all IOTs car hire operators comply with the Motor Vehicle Dealers Act.

Energy Safety Division

sda expenditure



status of services

EnergySafety commenced providing services this financial year by conducting a review (through a visit to the IOT) of the levels of safety/compliance of existing consumer gas and electrical installations, consumer appliances and the consumption of electricity and gas to determine whether they align with standards that apply to the Western Australian remote regions.

In line with EnergySafety's overall objective of 'ensuring those who use electricity and gas and work with electricity and gas consumer installations in the Indian Ocean Territories are safe, services to be provided include:

- Ensuring gas and electricity suppliers have implemented emergency management plans and procedures;
- Raising public awareness on the hazards of electricity and the importance for safety awareness through public advertising campaigns and distribution of related media;
- Ensuring relevant electrical and gas appliances are safe, meet the labelling and minimum energy performance requirements; and
- Technical support for IOT administration pertaining to gas and electrical consumer installations.

activities during 2006/07

An inspection of gas and electricity installations on Christmas and Cocos (Keeling) Islands was undertaken by Senior Gas and Electrical Inspection staff in December 2006 as per EnergySafety's service agreement.

Gas Inspections

Gas inspections revealed evidence of non-compliant gas fitting being undertaken in the IOTs. The inspection also found that some of the gas appliances and components in use that have been imported from other regions outside Australia, do not have Australian approval and consideration should be given to phasing them out when they become unserviceable.

Electrical Inspections

A review was undertaken of the Indian Ocean Territories Power Authority’s (IOTPA) Electrical Inspection practices. Meetings with key stakeholders, electrical contractors and local importers and retailers of electrical equipment revealed:

- IOTPA do not have a formal system for inspections or an Inspection System Plan;
- “Notices” and Inspectors’ Orders are not adequately stored and are not being processed;
- An Electrical Inspector (Electricity) is yet to be designated as the previous Inspector has retired.

performance information

To determine the effectiveness of the performance of the IOTPA in regard to electrical and gas safety/compliance, data on shocks, incidents and fatalities will need to be compared to the average data for the mainland, which is derived from a larger population. Based on these comparisons, performance indicators for a population of 1,000 are as follows:

Performance Measure	Target	Outcome
Electric shock incidents	≤ to one	1
Serious electric incidents	0	0
Electrical fatalities	0	0
Gas incidents	≤ to one	0
Serious gas incidents	0	0
Gas fatalities	0	0

The target outcome was achieved during the financial year.

future issues

Gas

EnergySafety is waiting on delegations from AGD, to allow the gas inspector to write Inspectors’ Orders for non-compliant gas installations found at a number of premises on Christmas Island.

Recommendations to improve gas practices include:

- instructing all gas fitters to fit compliance badges when undertaking gas fitting work; and
- designating the Cocos Islands Co-operative Society Ltd (acting as an agent for the gas supplier) to receive Notices of Completion for all gas fitting work

Electricity

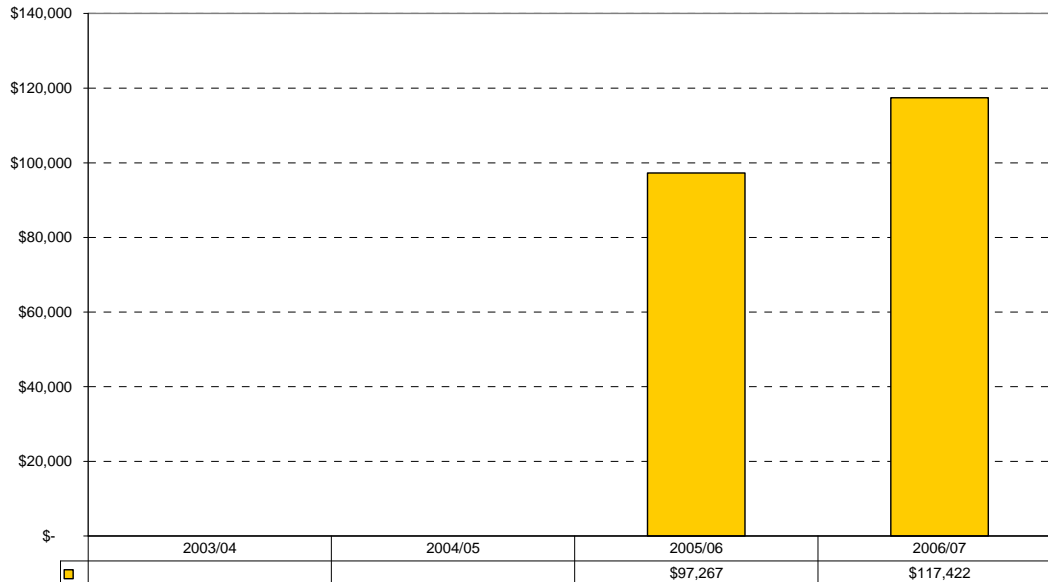
With the assistance of EnergySafety, IOTPA need to develop an Electrical Inspection System Plan to formalise their current inspection practices and policy statement committing to its system of inspection.

Recommendations for improvements within IOTPA include:

- examining licences of persons carrying out electrical work and routine inspections of shire assets and commercial installations;
- the introduction of statistical Quarterly Reports (electrical) covering inspection activities;
- implementation of procedures in the event of fires, electrical accidents, electric shocks and breaches of regulations.
- implementation of procedures on the discovery of installation defects;
- implementation of procedures for the storage and processing of details from electrical inspections;
- introducing a testing and checking sheet for electrical contractors;
- conducting electrical conductor and appliance audits;
- distribution of information of kits to IOTPA and Christmas and Cocos Island Shire CEO’s to distribute to consumers who are intending purchasing electrical appliances/equipment;
- commercial consumers to be advised on compliance requirements when purchasing electrical equipment/appliances;
- frequent communications with electrical contractors to discuss; and
- clarification of electrical inspection methods.

Resources Safety Division

sda expenditure



The Resources Safety Division was previously part of the Department of Industry and Resources. This function transferred to DOCEP in July 2005.

status of services

mines safety and occupational health

The Mines Safety and Occupation Health sections of the Resources Safety Division provided services in the following areas:

- enforcement of compliance covering inspections, investigations, resolution of issues etc;
- assessment of safety practices and proposals including Management Safety Systems Audit and High Impact Functions Audits.
- safety education, training and promotion; and
- technical advice

dangerous goods safety

The Dangerous Goods Safety Branch provides the following services for the sites that are licensed to store and transport explosives and dangerous goods at Christmas Island and Cocos (Keeling) Islands:

- inspections of sites and vehicles; and
- examination and licensing of premises, persons, receptacles and vehicles where storage and handling of explosives and dangerous goods is involved.

activities during 2006/07

mines safety and occupational health

Seven visits were made to Christmas Island to carry out activities listed in the Service Delivery Arrangement. They covered mining, electrical, machinery, and structural safety issues and occupational health of employees.

The break-down of these visits is:

Type of Inspector	No of Visits
District Inspector - Mining	1
Special Inspector – Electrical	2
Special Inspector – Structural	1
Special Inspector – Occupational Health	1
Employees’ Inspector	2
Total	7

It was noted that the delegation of powers as per paragraph 8G(3)(b) of the *Christmas Island Act 1958* was not in order. After lengthy discussion between the legal section of AGD and the Resources Safety Division, a fresh instrument of delegation was signed by the Minister.

dangerous good safety

All licensed premises- 9 dangerous goods sites, 1 explosives magazine- and a vehicle (flammable liquids tanker) were inspected at Cocos Keeling Island during March 2007. Several deficiencies were noted during the inspections and improvement notices were issued to rectify these issues.

The Dangerous Goods Safety Branch is working with the CKI Co-operative and Water Corporation to ensure that the training of staff in dangerous goods, planned infrastructure upgrades and emergency procedures are implemented.

No inspections were conducted at Christmas Island. These are planned for 2007/08.

performance information

mines safety and occupational health

christmas island phosphate mine

As a result of these inspections, 4 improvement notices and 1 prohibition notice was issued. Seven ‘Record-Book-Entries’ were made.

An improvement notice was issued for the demolition of the old unstable precipitator building. The building walls are lagged with asbestos. Any premature collapse of the building could result in uncontrolled release of asbestos exposing employees and residents in the area. The CIP gave a commitment to remove the structure and asbestos by the end of year 2007. In the meantime the atmosphere around the structure was regularly monitored.

The following three audits were carried out in 2006/07

- management Safety Systems Audit
- noise Management – High Function Audit
- electrical Safety Systems – High Function Audit

Audit Reports were submitted to the mine management for taking corrective actions.

Inspectors contacted Safety and Health Representatives to discuss site safety and health related issues. Officers attended Safety and Health Committee meetings where both management and employees representatives were present.

An electrical inspector discussed with CIP officers the provisions of the recently gazetted Code of Practice (WTIA Technical Note 7) on Gas and Electric Welding Safety.

The Safety Management Systems Audit covers 10 areas for which the management performance was assessed. It was noted that the overall compliance for this audit had improved to 81 percent as compared to 65 percent compliance in September 2001. However, in some of the key areas immediate attention of the management was required. These are:

- ‘Safety Plan’ to ensure continuous improvement
- risk assessment and hazard analysis
- work practices.

For the Electrical Safety Systems Audit the compliance rate was 74 percent. Improvement is required in the following areas:

- appointment of high-voltage operators
- electrical plans and records
- ground excavation permit procedure
- trailing cable operating procedure

The Injury Index for CIP mine was 74 as compared to 82 for a similar group of mines in Western Australia. However the Lost Time Frequency Rate for CIP mine was 18.8 as compared to 5.8 for a similar group of mines in Western Australia.

christmas island mining and marine aggregate mine

The mine operated intermittently. Two inspections of the mine were carried out resulting in 4 improvement notices and 1 ‘Record Book Entry’.

dangerous goods safety

cocos (keeling) islands:

There is a critical need for training in the storage and handling of dangerous goods. In order to achieve behavioural changes towards better safety and awareness it is essential to promote regular training for employees – particularly in the knowledge of handling Bulk Flammable Liquids and LP Gas.

Provision of regular servicing of fire extinguishers remains an issue for resolution at CKI.

Improvement Notices were served at 8 licensed sites. The major areas to be addressed are summarised below:

- security of externally stored hydrogen
- maintenance of bulk diesel bund and overfill protection
- general LPG handling procedures and housekeeping
- fuel Depot manifest upgrade

future issues

mines safety and occupational health

The planned audits and inspections will be carried out. During the future visits particular attention will be paid to the following aspects at the Christmas Island Phosphate mine:

- Removal of old precipitator building and asbestos
- Application of risk management strategies
- Work practices.

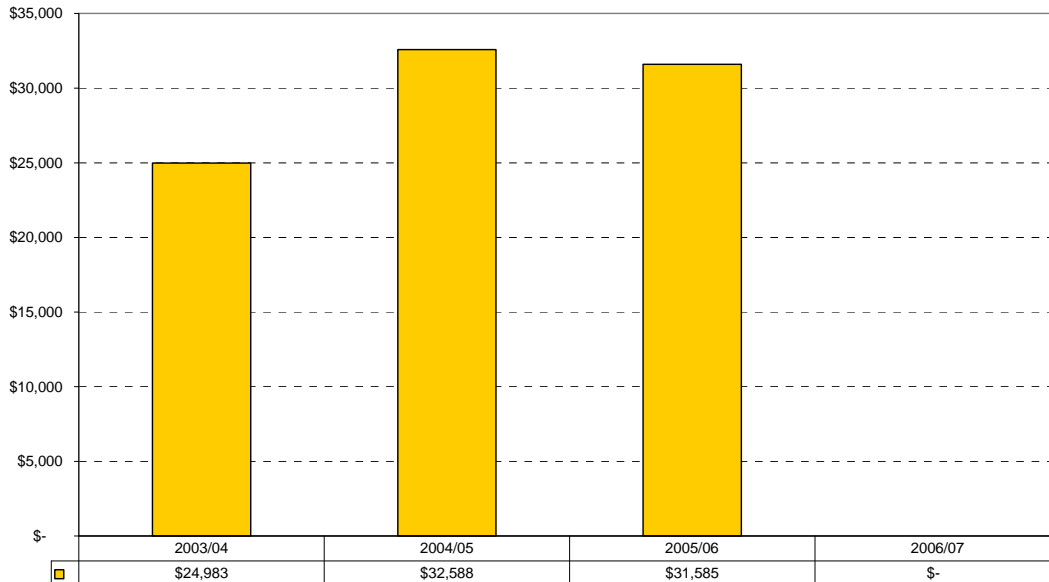
dangerous goods safety

Ongoing liaison with the premises licensees indicated in the Performance Information to ensure dangerous goods training and procedural upgrades are completed.

Christmas Island dangerous goods storage, handling and transport items will be audited for regulatory compliance in the 2007-08 financial year.

WorkSafe Division

sda expenditure



status of services

The mission statement for WorkSafe was: “To administer applied occupational safety and health legislation in the Territories and to contribute to a continuous reduction in the rate of lost time injuries and diseases in Territories’ workplaces.”

activities during 2006/07

WorkSafe inspectors did not conduct inspection visits to the Indian Ocean Territories (IOTs) during 2006/07 as they await the appropriate Commonwealth delegations and grant of inspectors powers under the applied Occupational Safety and Health Act.

regulatory services

The objective was to ensure compliance with occupational safety and health legislation through firm and fair enforcement. Worksafe undertook the following:

- investigations - There was 1 investigations in respect of the Indian Ocean Territories (mainland based investigation involving a supplier of plant).
- improvement notices issued - 1.
- prohibition notices issued - 0.
- verbal Directions (where compliance could be demonstrated before the inspector departed site) – 0
- notice compliance verifications – 1
- no licences, registrations or certificates of competency were issued.
- an application was made for an exemption by a construction company engaged in construction work on Christmas Island. The company was seeking to be exempted from the provisions of Regulation 3.135 in

relation to the provision of construction safety awareness training. The outcome was the request for an exemption was not granted by the WorkSafe Commissioner.

- a significant number of certificates of competency were issued to Christmas Island and Cocos (Keeling) Island residents from the WorkSafe West Perth office.
- no work fatalities were recorded by WorkSafe for the IOTs during the year.
- one work related reportable injury was recorded by WorkSafe during the year (OSH factors were investigated with the plant supplier involved)
- no occupational diseases were recorded by WorkSafe during the year as being related to the IOTs.

information services

The objective was to develop and deliver occupational safety and health (OSH) information.

- WorkSafe inspectors did not attend the IOT and thus did not distribute OSH information on island.
- OSH information is provided to the IOTs in an ongoing basis via WorkSafe's website.

changes to legislation

The *Occupational Safety and Health Act 1984 (WA)* and the *Occupational Safety and Health Regulations 1996 (WA)* were not amended substantially during the year only minor changes to application fees. These changes are mirrored in the *Occupational Safety and Health Act 1984 (CI & CKI applied Commonwealth laws)* and the *Occupational Safety and Health Regulations 1996 (CI & CKI applied Commonwealth laws)*.

Up to date copies of the above laws are available at the State Law Publisher website www.slp.wa.gov.au

local authority building returns

There is a legal requirement under Regulation 2.10 of the *Occupational Safety and Health Regulations 1996 (CI & CKI applied Commonwealth laws)* for each local authority to notify the Department of Consumer and Employment Protection - WorkSafe Division of building permit information on a monthly basis.

WorkSafe have established an email address specifically for electronic delivery of building permit information (shirestats@docep.wa.gov.au).

WorkSafe are particularly interested in the contact telephone numbers of the builders so we may make enquiries as to the construction schedule of the building and thus provide for an improved service delivery to the IOT. WorkSafe has communicated this obligation to the Shire of Christmas Island and Shire of Cocos (Keeling) Islands.

WorkSafe has now started to receive local authority building returns from the local governments of the IOT.

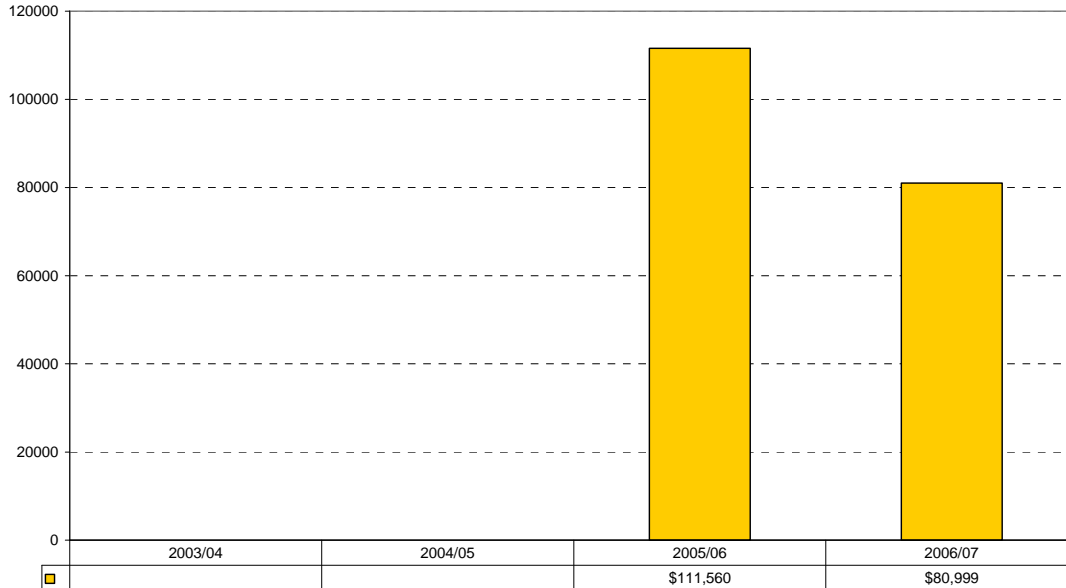
performance information

Average cost per investigation				
	CI		CKI	
Year	Cost per investigation	Number of investigations	Cost per investigation	Number of investigations
2003/04	\$995	16	\$754	12
2004/05	\$670	28	\$354	39
2005/06	\$614	29	\$724	19
2006/07	No attendance		0	

*There have been no costs charged for WorkSafe activities in relation to the Service Delivery Agreement for 2006/07.

Department of Corrective Services

sda expenditure



Expenditure prior to 2005/06 reported formerly under the Department of Justice.

status of services

In February 2006 the Department of Corrective Services split from the Department of Justice (now the Department of the Attorney General).

The Department of Corrective Services delivers custodial and community based justice services across WA.

The department's mission is to reduce re-offending, assist victims, protect staff and the community and encourage offenders towards law abiding lifestyles.

activities during 2006/07

community justice services

During 2006/07 there was an increase in the number of offenders on Orders. This included offenders placed on Orders with a community work requirement.

Community Justice Services conducted visits to Christmas Island in September and December 2006, and March and June 2007. A visit to Cocos Island was conducted in June 2007.

Since conducting Juvenile Justice Team training with the Police last year, there has been an increase in the number of referrals. The process has been that the police liaise with CJS prior to the next visit to ensure that all parties are fully prepared. The team is run on Island, and Action Plans completed within the appropriate timeframe.

In June 2007, in Christmas Island Magistrates Court, a juvenile was placed on a Youth Community Based Order with twenty hours community work. A verbal Pre-Sentence Report was completed. This is the first juvenile on an order since 2005.

There has been an increase in the number of offenders on Orders with a community requirement. At present, there are two adult offenders with 100 hours community work on Cocos Island, and on Christmas Island an adult with fifty hours, and a juvenile with twenty hours community work.

Last year there were no offenders on community work. Community work Projects have been identified and at present, liaison is occurring with the Community Work Support Unit and the respective Island Shires, to facilitate community work. Both Shires have been accommodating in this process.

Verbal Pre-Sentence Reports, in relation to adult offenders, were undertaken in Christmas Island Magistrates Court in March and June 2007. There were no referrals to the School Psychologist since the last report. However, he was invited and did participate in a Juvenile Justice Team run on Christmas Island in June 2007.

Adult offenders on Christmas Island continue to be referred to the Senior Social Worker, AGD. She sees them on a fortnightly and monthly basis.

Adult offenders on Cocos Island will soon commence seeing the Island Community Services Officer, who is under supervision of the Senior Social Worker, in regards to supervision requirements.

There have been no breaches of Court Orders.

adult custodial services

One offender was held in custody in WA during 2006/07. This offender was discharged from custody in October 2006 and is now subject to an Order.

performance information

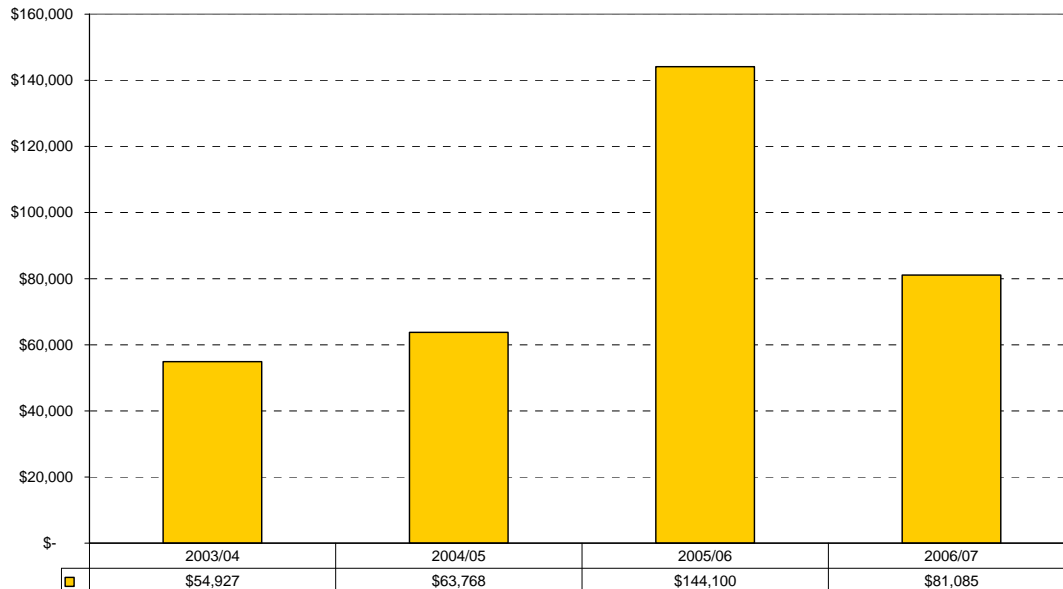
Advice Provided	CI		CKI	
	Adult	Juvenile	Adult	Juvenile
No of Courts Attended	4	1	1	0
Verbal Pre-sentence reports	2	1	0	0
No of Offenders on Orders	5	1	2	0
No of Offenders successfully completing orders	2	0	0	0
Referral to Juvenile Justice Team	N/A	3	0	0

future issues

The increasing use of Orders with a community work requirement has raised issues regarding the supervision of offenders on these orders. These issues are presently being addressed with consultation between Community Justice Services and the respective shires.

Department of Culture and the Arts

sda expenditure



During the 2005/06 financial year Country Arts WA organised the first performing arts tour to visit the IOTs. The 'Drum Drum' percussion tour and workshops took place in September 2005.

status of services

The Commonwealth first entered into a Service Delivery Arrangement (SDA) with the Department of Culture and the Arts (DCA) in May 2003 to develop the arts and culture sector of the Indian Ocean Territories (IOTs). The first term of the SDA was completed in June 2006 and a new five-year SDA commenced in July 2007.

DCA has continued working with a number of service providers to fulfill its SDA commitments. These include ArtsWA, Country Arts WA, Community Arts Network WA and Art On The Move for arts development services. The Western Australian Museum provides museum services. The Art Gallery of Western Australia and ScreenWest provide services on a reactive basis and have not been called on throughout the last 12 months.

As in previous years, advice and assistance was offered for the development of grant applications to a variety of arts funding programs. The relevant funding body arranges for the assessment of applications and makes recommendations for support to the Attorney-General's Department (AGD).

activities during 2006/07

planning and policy

DCA has undergone a restructure which saw the Planning and Policy Division merge with ArtsWA in November 2007 to become the Development and Strategy Directorate. The new structure will be reflected in reporting from the 2007/08 year.

The establishment of the Office of Shared Services impacted on coordination of the SDA. Changes to monitoring and invoicing procedures are required due to new Office of Shared Services procedures. These changes are currently being actioned.

arts development

Arts WA – Department of Culture and the Arts

Throughout 2006/07 ArtsWA maintained regular contact with Christmas Island Neighbourhood Centre and Arts and Culture Christmas Island. There was also a conscious effort to maintain the relationship with the Shire of Cocos (Keeling) Island.

Under the State-type Grants program one application was submitted to the Arts Development panel from Christmas Island Neighbourhood Centre for a community circus partnership between Christmas Island Circus and the Ernabella Community Youth Circus.

Art On The Move – External Provider

No field trip was undertaken to the IOTs in 2006/07. However the first ever Art on the Move visual arts exhibition tour to Christmas Island is planned for 2007/08. The exhibition will have a new technologies focus, thereby overcoming the barriers involved with sending physical works to the region.

AOTM provides ongoing technical support to Christmas Island Arts and Culture through the Professional Training and Development Officer. This includes verbal advice, and provision and support with sourcing equipment required to present exhibitions.

Services and support are compatible with those provided in other remote communities such as Moora, where training and technical support are provided on a needs basis. The major difference between the IOTs and mainland communities is the difficulty in freighting crated artworks to the area by sea. The Moora community has a volunteer-run, dedicated arty gallery whereas this facility does not exist in the IOTs.

Community Arts Network WA – External Provider

During the 2004 – 2006 period CAN WA has worked closely with the Shire of Christmas Island resulting in the compilation of a report with several key recommendations including the establishment of a Cultural Development Officer position within the Shire. The Shire then sought funds for this position through Country Arts WA. The application not approved by the Australian Government Minister. However, a revised application from the Shire has now been approved with more focus on the area of cultural tourism. CAN WA sees this as an ideal opportunity to re-engage with the Shire and will be seeking to do so in early 2008.

Both during and after the field trip to the Cocos Keeling Islands in December 2006 CAN WA staff assisted in the concept development of three potential projects for grant applications, being a community tourism development initiative, a series of community and school based drumming workshops and series of hip hop dance workshops for school aged children over the school holidays. As yet none of these project ideas have resulted in applications being submitted.

Country Arts WA – External Provider

Country Arts WA received five applications for funding during 2006/07. The Regional Arts Development Panel received one Annual Funding application from Christmas Island. Four applications were recommended by the Regional Arts Fund Panel. One application was received in-round and three out-of-round. The out-of-round assessment was developed in response to a community need. The Regional Arts Fund (RAF) is a Commonwealth Government program devolved directly to Country Arts WA by the Department of Communications Information Technology and the arts (DCITA) for management in Western Australia. The cost of administering the RAF in WA is included in the Culture and the Arts SDA.

There were no field trips during 2006/07, however, regular contact was maintained with clients on both Christmas and Cocos Keeling Islands via telephone and email. It is proposed that a field trip will take place in 2007/08.

During 2006/07 Country Arts WA toured Desert Child, a Broome-based guitar duo, to both islands. The ten day tour took place from 17 June to 26 June 2007 and incorporated six performances and 16 workshops. A total of 950 people attended the performances and 205 people attended the workshops.

museum services

Museum Assistance Program (MAP) services were made available to the Indian Territories on a similar basis to those provided in regional, rural and remote communities on the mainland. Services provided to the IOTs represented just over 3% of the total services provided. This is considered an equitable level to remote regions of the State with equitable population bases.

The advisory service provided through MAP included information and advice covering a range of requests from IOT residents, including in relation to project development and grant applications. Advice was also provided to AGD on issues related to implementation of plans previously provided.

There was no visit made to Christmas Island in 2006. There has been no work completed in furthering the intended sustainable heritage and museum service.

An advisory visit was made to Cocos (Keeling) Islands. The main focus of this year’s work has been the development of the Interpretation Plan for the Islands by contractors from Perth. There has been an increased level of contact with the contractors and with the Shire in having this Plan completed and put out for community comment on Island:

- The contractors have re-instated temporary displays in the museum space in the Shire offices and in the Copra drying shed upgraded for the purpose. There will need to be further work done on the interpretation when the results of the planning process are known;
- There has been no significant action towards beginning work on the Cultural Plan. Further discussions have taken place during the Interpretation Plan development but any outcomes are still to be considered by the Shire; and
- There has been some progress towards the development of the heritage precinct on Home Island.

The need for a contract Curator position on Cocos (Keeling) Island remains urgent as the condition of the island’s unique cultural heritage objects continues to deteriorate.

arts education services

The DCA’s ArtsEdge program provided arts education support materials to IOTs schools in conjunction with bulk mail outs to all Western Australian schools. No specific queries from IOT schools were received during the reporting year.

art gallery and film and television services

Art gallery services and film and television services are provided on a reactive basis. There was no demand for these services in 2006/07.

performance information

Performance Indicator	Target	Actual	Comments
Planning and Policy Services			
Total staff time	2-3 weeks	2.9 weeks	Providing advice and assistance to service providers about the operation of the SDA. Management of DOTARS invoicing and payment to providers, including move to new procedures during the establishment of the Office of Shared Services. Preparation and submission of budgets and reports, requiring ongoing liaison with all service providers.
Timeliness of response to enquiries	0-3 Days	Met	Enquiries received from IOTs residents, SDA service providers and other arts organisations in WA.

Performance Indicator	Target	Actual	Comments
Arts Development Services			
Total off-Island staff time	6-7 Weeks	11 Weeks	ArtsWA: 5 days Community Arts Network WA (CANWA): 2.6 days Art On the Move (AOTM): 2 days Country Arts WA (CARTSWA): 45.7 days Additional Off-Island time was necessary due to late confirmation of 2006/07 budget and impact of this on field trips and touring activities.
Distribution of ArtsEdge information to all Territories' Schools	4	2	IOTs schools were included in mailouts to Western Australian schools, providing arts education support materials. There are two K-10 schools, 1 on CKI and 1 on CI.
Total number of Territories' contacts on the ArtsEdge database	6	6	There are three ArtsEdge contacts in each school: Principal, English and Arts teachers.
Total number of field trips to the Territories by the State Agency and its regional service providers	5	1	ArtsWA: 0 - One trip will occur every second year. CANWA: 1 - One staff member travelled to Cocos in December 2006. AOTM: 0 - No field trip in 2006/07 in compensation for increased funds required for an exhibition tour in 2007/08. CARTSWA: 0 - The late confirmation of 2006/07 budget resulted in postponed field trips.
Total number of grant applications processed by the State Agency and its regional service providers	Reactive	6	CARTSWA: 5 - 1 x Annual Funding devolved funds 4 x Regional Arts Fund - Projects & Residencies ARTSWA: 1 - 1 x Arts Development Panel CANWA: 0 - Discussed and assisted in the concept development for 3 potential projects in CKI.
Total number of grant applications recommended for support by the State Agency and its regional service providers	Reactive	6	All six applications listed above were recommended for support.
Total \$ value of grant applications recommended for support by the State Agency and its regional service providers	Reactive	\$137,646.00	CARTSWA: \$57,836 1 Annual Funding - \$10,000 4 Regional Arts Fund - \$47,836 ARTSWA: \$79,810
Total number of Territories' contacts on the distribution lists of the State Agency and its regional service providers	15	Max of 57	There is crossover of contacts as service providers communicate to share information. Due to the transient nature of the on-island population there is a high number of contacts. Fieldtrips and tours to an increase in contacts.
Number of exhibitions toured to the Territories	1	0	Art On the Move: 0 Exhibition will tour in 07-08.
Number of performances toured to the Territories	1	1	CARTSWA: 1 Desert Child music tour incorporating 6 performances (2 on CKI and 4 on CI) and additional workshops.
%Clients satisfied with services; one customer satisfaction survey undertaken at mid-term of SDA	80%	N/A	Customer satisfaction survey to be undertaken at mid-term of SDA.

Performance Indicator	Target	Actual	Comments
Museum Services			
Total staff time	5 weeks	8 weeks	The service is being offered by a reduced number of staff across the State. Service to the IOTs has necessarily been reduced in line with this.
Total number of field trips to the Territories by the State Agency and its regional service providers	1	1	The reduced time on Island has been supplemented with extra telephone and other contacts with the CEO/Shire staff, stakeholders and the contractors involved in the development of the interpretation plan.
Total number of Territories' contacts on the distribution lists of the State Agency and its regional service providers	10	12	
Total number of services delivered to DoTaRS and to organisations based in the Territories	Reactive	Reactive	This information is no longer collected by the Museum Assistance Program for regional communities in WA or the IOTs.
%Clients satisfied with services; one customer satisfaction survey undertaken at mid-term of SDA	80%	80%	

future issues

Arts Development Services

The SDA aims to provide arts and cultural services to the Christmas Island and Cocos (Keeling) Islands communities at a level that is commensurate with services provided to a similarly remote Western Australian community. Maintaining this balance while responding to the issues and needs identified in the Territories poses a challenge for the future.

Tailoring services to meet the different requests from Christmas Island and Cocos (Keeling) Islands, while attempting to ensure efficient delivery of services to both destinations, will remain a challenge.

DCA intends to develop MOUs with all of the cultural and arts organisations that provide services to the IOTs on its behalf, to clearly outline the rights and responsibilities of all parties. The MOUs will take into account changes to procedures resulting from the establishment of the Office of Shared Services.

Museum Services

Christmas Island

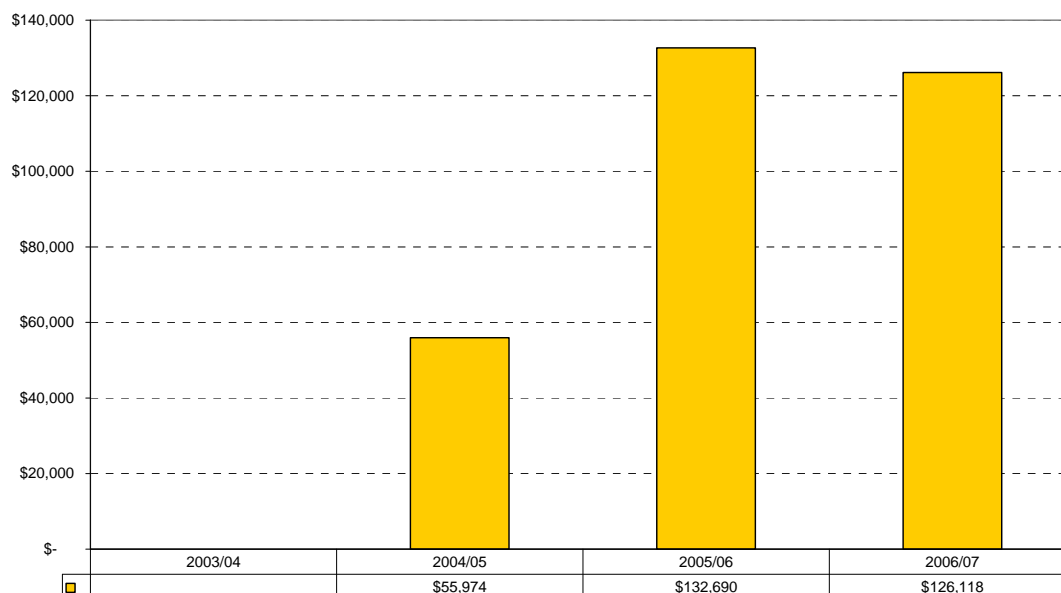
The priority for museum services in 2007/08 will be to encourage progress in interpreting the material culture collection held in storage. The staff position already created will be able to progress the work towards the planned sustainable heritage and museum service. Central to this will be the development of an effective Interpretation Plan with stakeholder input that will be used to guide the ongoing operation of that service.

Cocos (Keeling) Islands

As the Interpretation Plan has been developed the main priority is now to employ a contract Curator. This is the single most important issue in ensuring the appropriate ongoing care of the unique movable material culture collection. A curatorial position would have a positive effect on many aspects of cultural development work on Island.

Disability Services Commission

sda expenditure



The SDA with the Disability Services Commission commenced in late 2004.

status of services

The Disability Services Commission (DSC) via the Country Services Coordination Local Area Coordinator (LAC) program has worked in close collaboration with the Board and staff of the Christmas Island Neighbourhood Centre (CINC) to provide support and assistance to people with disabilities in the Indian Ocean Territories (IOT). The sharing of knowledge and experience that has taken place since the IOT Service Delivery Agreement (SDA) was developed in 2004, has culminated in CINC assuming a greater role in day to day service delivery.

As a result of the collaborative approach, from June 30 2007, CINC will take on responsibility for the direct provision of support and assistance to people with disabilities and their families, through its Disability Support Program. The Commission will continue to provide direct support to CINC and will monitor CINC Service Agreement with the Attorney General's Department (AGD). The Commission will also maintain its direct links with both the IOT Health and Education services and provide information and mentoring. The attached model of service delivery outlines the IOT approach and role of all services.

activities during 2006/07

The LAC visited the IOT on one occasion to meet with individuals and families, support CINC to extend the existing Disability Support program and meet with agencies and service providers.

The Country Services Coordination A/Director accompanied AGD and WA Department of Premier and Cabinet officers to Christmas Island, to acquit the SDA and meet with the CINC Board to finalize the expanded CINC service delivery model.

performance information

Christmas island

Nine individuals were referred to the LAC, one of whom relocated permanently to WA and was assisted to make contact with mainland services.

Services to people with disabilities and their families included:

- the provision of information, support and liaison with local providers including the IOT Health Service, CI District High School, CI Social Worker, Community based psychologist and CINC;
- liaison with mainland providers, including therapists who visit the IOT, Department of Health staff and Commission specialist staff, to facilitate service provision;
- provision of personal support to eligible people via the Community Support Program in partnership with CINC; and
- future planning with families.

At the organisational level the Commission has worked with CINC to develop its Community Support Program.

Cocos (Keeling) Islands

Five people were referred to the LAC.

Services to people with disabilities included:

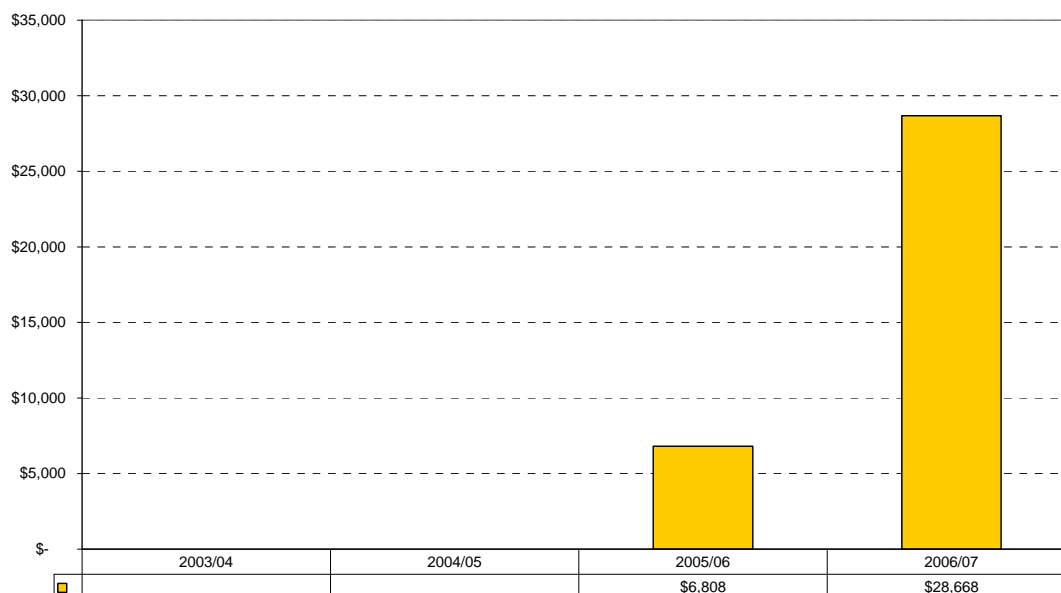
- the provision of information, support and liaison with local service providers including the IOT Health Service, CKI District High School, CI Social Worker, Community based psychologist and CINC;
- the provision of advice and assessment tools to the community psychologist;
- liaison with mainland service providers including therapists who visit the IOT, Department of Health staff and Commission specialist staff to facilitate service provision; and
- future planning with families.

future issues

The Commission will continue to support CINC in the development and implementation of its Disability Support Program. The Commission, CINC and the community psychologist are continuing in the development of culturally appropriate psychology assessment tools. The provision of ongoing support to IOTHS employed therapists to address issues relating to people with disabilities will remain a priority.

Economic Regulation Authority

sda expenditure



The SDA with the Economic Regulation Authority commenced operation in May 2006.

status of services

An SDA between the Economic Regulation Authority (ERA) and the Commonwealth was signed in May 2006. The SDA includes provisions for the ERA to regulate the electricity, gas and water supply services in the IOTs. It is likely that the ERA will receive a licence application from AGD for electricity and water services.

activities during 2006/07

Following the commencement of the SDA, the ERA advised the Commonwealth of its application processes for licences to provide electricity and water services to the IOTs. The ERA continues to liaise with AGD on the development of licence applications. ERA also provided AGD with opinion on potential conflicts of interest relating to the Territories Minister's powers and responsibilities under a State-issued licence.

The Water Corporation is contracted by AGD to manage the water supply and sewerage services in the IOTs. AGD arranged for Water Corporation to apply on its behalf for water supply and sewerage licences. The ERA has met with Water Corporation to discuss the content and process of the licence application. Preliminary discussions have also been held with AGD regarding an application for an electricity integrated regional licence.

performance information

Until ERA receives a licence application it cannot provide the performance information specified in the SDA. The SDA specifies timeliness targets in handling licence applications and compliance monitoring activities.

future issues

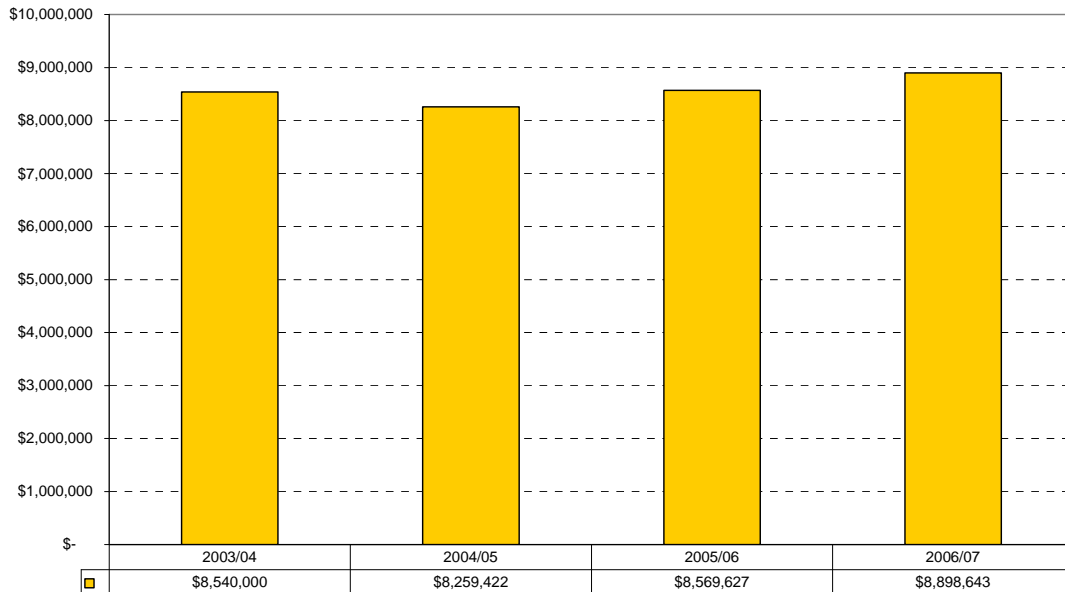
ERA will continue to liaise with AGD until an application for the provision of water and electricity services in the IOTs is lodged. Once the application is received, ERA will evaluate whether the applicant has, and is likely to continue to have, the financial and technical capacity to provide the services that will be covered in the licences and that it would not be contrary to the public interest to grant the licences.

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

Department of Education and Training

School-based Education

sda expenditure



christmas island district high school

status of services

Student Population:

In 2007 Christmas Island District High School provided education to 310 students in Kindergarten through to year 12.

Student Backgrounds:

A majority of students come from backgrounds where English is a second language: approximately 17% of students have Malay as their first language; 60% of students have a Chinese language as their first language and 23% English.

Priority Areas 2006/07

(2007 is the final year of the three-year planning cycle. New priorities will be developed for the 2008-10 period.)

- multiliterate and engaged students
- honouring our community- inclusivity
- resiliency
- youth advantage

activities during 2006/07

Special Programs

A number of special purpose programs operate within the School to address the specific literacy and numeracy needs of students and to address issues arising from the remoteness of the School. These include: Indigenous Language Speaking Student Program; Commonwealth Literacy and Numeracy Program and the Priority Country Schools Program. The Curriculum Improvement and Learning Technologies Programs have been a special focus as they have in Western Australian schools. Getting it Right Resource Teachers have developed programs throughout the School and this has led to a significant improvement in results.

School Psychologist

2006 has seen the Indian Ocean Territories School Psychology Service continue to provide a wide range of services to the school community. The School Psychologist has continued to provide individual support to staff, students and parents across all areas including Learning, Behaviour and Social and Emotional Well-being. There has also been considerable involvement at a small group level including supporting teachers to implement the "Promoting Alternative Thinking Strategies" (PATHS) program, the "Mindmatters" program, the "Rock and Water" program and the "Friends" program within classrooms across all year groups in the school. This program support has also taken the form of professional learning for teachers and non-teaching staff. Other professional learning for staff presented throughout the year has included Individual Behaviour Management Planning, Bullying Prevention, Child Protection, Students At Educational Risk and Resiliency. Resiliency has continued to be a core part of the Psychologists role on Christmas Island as part of the school's three-year priority. 2006 has seen the various Resiliency components become well established across the whole school and 2007 will see them become well established. Specifically targeted programs in 2006 have included working with a group of Year 12 TEE students aimed at improving their study skills and exam techniques. Year 11's have also been supported through a variety of self-development activities aimed at increasing their awareness of themselves and improving their skills in working with others both in and out of school.

The community / interagency liaison aspect of the School Psychologist's role has continued with ongoing links to the local Health Service, Australian Federal Police, Disability Services Commission, Family and Children's Services, Centre for Inclusive Schooling, Cerebral Palsy Association. We have also seen the establishment of regular Occupational Therapy and Speech Pathologist visiting services to the school in conjunction with the Indian Ocean Territories Health Service, and the establishment of the on-island Therapy Assistant role which allows students to be provided with weekly support in the areas of speech and Occupational Therapy. The School Psychologist has also continued to visit Cocos (Keeling) Islands twice per school term to provide the same range of services.

Buildings

The capital works building program for the school has been completed with the school now being well positioned to offer a full curriculum from K-12. An upgrade of the school's air-conditioning system is currently at tender.

performance information

A number of strategies introduced over the proceeding years have resulted in some very positive results in State-wide testing as shown in the following tables:

Proportion Of Year 3, 5, and 7 Students Meeting National Reading, Writing, Spelling And Numeracy Benchmarks			
Year	Numeracy	Reading	Writing
Year 3	75.0%	100.0%	91.3%
Year 5	100.0%	100.0%	90.9%
Year 7	88.9%	100.0%	94.1%

Senior Secondary Outcomes (Secondary Graduation)		
Year	Yr 12 Students	Percentage Achieving Secondary Graduation
2006	14	100%
2005	16	100%

Proportion of Year 9 Students Retained Till Year 12 (or equivalent)				
Years	2005		2006	
	School	State	School	State
8 to 12	100%	62.6%	100%	63.4%
10 to 12	100%	63.5%	100%	64.3%
11 to 12	100%	76.2%	100%	74.4%

Average Standardised Assessment Results for Year 9 and Year 10									
	Years	Reading		Writing		Mathematics		Science	
		School	State	School	State	School	State	School	State
Medians	2005	462	476	531	526	554	519	465	473
	2006	472	472	525	539	547	514	467	470
Students	2005	23		23		23		23	
	2006	20		20		21		20	

Student Attendance				
	2005		2006	
	School	State	School	State
Primary	93.9%	93.2%	93.6%	92.8%
Secondary	87.8%	90.2%	89.2%	88.0%

Post School Destinations	
Destination	2006
Returned to School	0.0
Apprenticeship	14.3%
TAFE	7.1%
University	14.3%
Employment	50%
Traineeship	14.3%
Other Training	0.0
Employment Assistance	0.0
Other	0.0

cocos (keeling) islands district high school

status of services

Student Population

In 2006 Cocos Islands District High School provided education to 140 students in Kindergarten through to year 10.

School Overview

Cocos Islands DHS caters for two distinct groups of students. Local Cocos Malays who for the most part live on Home Island (one of 27 islands in this group) and children of expatriate mainland Australians who live on West Island for periods averaging three years. Students from Home Island are classed as ESL (English as a Second Language) speakers and the school has a vigorous bilingual language program.

Both campuses operate programs for K – 6 including full time five year old Pre Primary and part-time four year old Kindergarten programs. West Island also offers programs for Years 7 – 10. From Year 7 Cocos Malay students travel to West Island to receive education in integrated classes.

A multi-aged grouping structure exists at both campuses, which provides a focus for the developmental learning program and utilises student outcome statements as both a planning and monitoring tool.

The school is distinctly unique, attempting to recognise and value an isolated culture and language whilst attempting to integrate students into the wider Australian lifestyle and develop appropriate English language skills.

Special Programs

A number of special purpose programs operate within the school to address the specific literacy and numeracy needs of students and to address issues arising from the remoteness of the school. These include: Indigenous Language Speaking Student Program; Commonwealth Literacy and Numeracy Program and the Priority Country Schools Program. The Curriculum Improvement and Learning Technologies Programs have been a special focus as they have in Western Australian schools.

Priority Areas 2006/07

For 2007 the school will address six key focus areas, based on Department, District and school key imperatives:

- curriculum Framework
- information Technology
- students at Educational Risk
- literacy and Numeracy
- building Inclusive Schools
- health and Well Being

activities during 2006/07

Programs and Projects

- bilingual program
- curriculum framework
- making consistent judgements
- ESL in the mainstream
- ESL band scales
- first steps language
- in-term swimming
- living legends project
- multi-aged grouping project
- inter-campus integration program
- tour kebudayaan (Cocos Cultural Tour)
- reporting to parents
- student outcomes - school based
- DET GiR (Getting it Right) literacy specialist
- Yr0-4 smart start program
- DET SLICT (Schools Learning with ICT) Project
- secondary laptop program
- Year 5/6 Christmas Island Camp
- Year 10 City Experiential Camp
- Year 9 on-island work experience
- virtues project
- protective behaviours program
- Year 6 and Year 10 senior leaders program

IT Upgrade

The Commonwealth provided funding for an IT upgrade. This has involved 36 new PCs into classrooms, a laptop program for secondary students, a cabling upgrade (Sept/Oct 06) and the employment of a full-time technician for 2006/07. There are still inter-island connectivity issues which are being investigated between the island's internet provider and DET.

Community Involvement

As for all West Australian schools, Cocos has a School Council and a P & C. Both groups are active in school decision-making. Many of the school Staff belong to the usual array of school management and cost centre committees.

Campus meetings are held on a weekly basis and whole school staff meetings occur twice per term.

performance information

In general, performance information indicates that when tested on mainstream tests designed for students whose first language is English, students perform at levels slightly below the general population. From the available data this gap appears to narrow during students' school years and to disappear in some aspects tested. Summarised data is provided below and more detailed information is available in the full School Report 2006.

Student Achievement

Throughout 2005 and 2006 an audit of data collection was undertaken. A cyclical approach to the collection of data was maintained. Teacher professional judgements are highly valued and are validated by the use of state systemic testing (MSE and WALNA testing). Supporting data collection tools utilised are First Steps Continua, and Literacy and Numeracy Net.

2006 data indicates continued improvement in literacy as identified by state WALNA tests.

Tables 1, 2, and 3 examine student growth as benchmarked in 2004 as Year 3s and compares scores for the same students who sat the WALNA test in 2006 as Year 5s in reading, writing and spelling. Almost all students achieved state average growth and some significantly higher.

Table 1 - 04/06 - Cocos Islands DHS			
Yr 3/5 Student Progress Comparisons with School for Reading			
Key	2004	2006	Growth
2	204	311	107
7	302	377	75
8	267	292	25
10	350	426	76
11	232	328	96
12	302	328	26
13	232	311	79
16	456	497	41
17	372	417	45
19	194	282	89

Table 2 - 04/06 - Cocos Islands DHS			
Yr 3/5 Student Progress Comparisons with School for Writing			
Key	2004	2006	Growth
2	292	367	75
7	404	367	-37
8	356	367	11
10	404	222	-182
11	334	367	33
12	269	296	27
13	313	248	-65
16	404	539	135
17	404	409	5
19	269	248	-21

Table 3 - 04/06 - Cocos Islands DHS			
Yr 3/5 Student Progress Comparisons with School for Spelling			
Key	2004	2006	Growth
2	176	358	182
7	449	515	66
8	334	453	119
10	295	411	116
11	295	481	186
12	295	453	158
13	254	111	-143
16	483	532	49
17	254	358	104
19	254	411	157

Tables 4, 5, and 6 report similar information for Year 5 students from 2004 who sat the WALNA test as Year 7 students in 2006.

Table 4 - 04/06 - Cocos Islands DHS			
Yr 5/7 Student Progress Comparisons with School for Reading			
Key	2004	2006	Growth
2	278	334	56
3	324	350	26
4	316	366	50
5	258	334	76
7	540	588	48

Table 5 - 04/06 - Cocos Islands DHS			
Yr 5/7 Student Progress Comparisons with School for Writing			
Key	2004	2006	Growth
2	292	427	135
3	292	409	117
4	481	539	58
5	379	427	48
7	585	728	143

Table 6 - 04/06 - Cocos Islands DHS			
Yr 5/7 Student Progress Comparisons with School for Spelling			
Key	2004	2006	Growth
2	391	453	62
3	391	558	167
4	527	634	107
5	289	392	93
7	665	663	-2

Proportion of Year 3, 5 and 7 students meeting national reading, writing, spelling and numeracy benchmarks

Table 7 - Cocos Islands DHS			
Year	Numeracy	Reading	Writing
3	76.9%	76.9%	92.3%
5	45.5%	95.5%	68.2%
7	62.5%	37.5%	100.0%

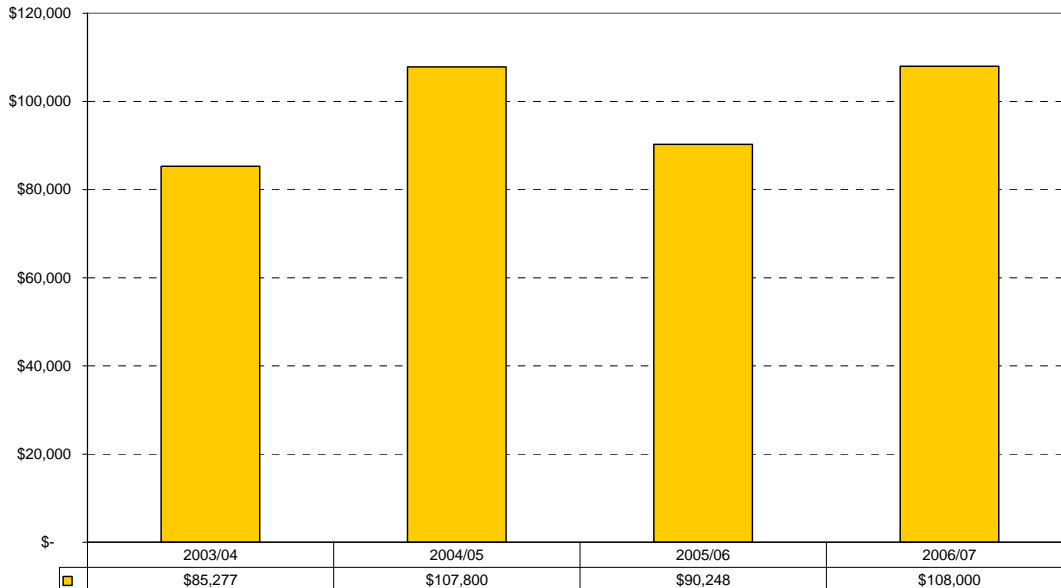
Average standardised assessment results for Year 9 and Year 10 students

Table - 8		Reading		Writing		Mathematics		Science	
		School	State	School	State	School	State	School	State
Medians	2005	348	476	399	526	440	519	378	473
	2006	424	472	534	539	473	514	399	470
Students	2005	5	-	5	-	5	-	5	-
	2006	11	-	11	-	11	-	10	-

Perhaps the greatest success of the school is its Year 9/10 data. Over the past three years there has been 100% retention rate of students in post-compulsory schooling in Perth and over the past five years 38 out of 40 Year 10 graduates from Cocos are either in further study, employment or training. The school is significantly contributing to the future of the islands.

Training and Adult Education

sda expenditure



status of services

For the purpose of the SDA, DET is to maximise, to the degree that it is possible, employment related training opportunities for apprentices and trainees of the IOTs. This includes monitoring and providing support and advice relating to the Indian Ocean Group Training Association Inc's (IOGTA) service, the Registered Training Organisation (RTO) and other apprentice/trainee administrative issues.

DET has ensured that IOGTA has been provided with all relevant employment and training services. This has included provision of any VET policy changes, advice and support as required for RTO and Group Training services.

The following activities have been undertaken in relation to key areas of the required areas of service provision.

activities during 2006/07

The following activities have been undertaken in relation to key areas of the required areas of service provision.

group training

DET officers have met with IOGTA staff on several occasions and discussions have included targets to be achieved under the Joint Group Training Program and the application of the Apprenticeship and Traineeship Policy and Delivery Guidelines. Particular attention was given to the opportunities available to increase apprenticeship and traineeship places. In addition, there has been telephone support and discussions as required.

Support was also provided in linking IOGTA officers to Departmental databases and websites and providing access to on-line and telephone help services.

DET has administered approximately 36 apprentices and trainees employed on Christmas and Cocos Islands. This has included administration of Training Contracts, provision of cancellations and suspensions if required, and certification. The Apprenticeship and Traineeship Support Officer also has contact with IOGTA staff on a regular basis.

DET has kept IOGTA informed on developments regarding the arrangements in the Joint Group Training program, which were reviewed and improved based on identified priority areas. Various meetings and telephone discussions were held with the Manager as part of a consultation strategy with registered Group Training Organisations.

National Standards for Group Training Organisations

IOGTA was supported in the preparation of an audit against the National Standards for Group Training Organisations. The audit was conducted in July/August 2006 and IOGTA was found to be compliant with the standards, however opportunities for improvement were identified and recommended. These recommendations have to date been implemented. DET is satisfied with the management and staff in their fulfilment of the group training obligations through the application of the standards. IOGTA's group training registration status has been extended to June 2008.

Changes to the Joint Group Training Program

The 2007 Group Training National Conference was held in Perth in March 2007 and was attended by the IOGTA Manager and group training field officer. This was beneficial to IOGTA staff in resourcing and being informed on a number of developments and best practice group training activities. Staff were able to network with other group training managers and staff in sharing ideas and practices related to group training operations.

Visit – June 2007

A visit to the islands in June 2007 by the DET's A&T Coordinator covered a number of issues ranging from delivering professional development sessions on new reforms, school based arrangements, upskilling initiatives, legislation, and review of the resource agreement. Alternative professional development training strategies and the sign up arrangements for employers wanting to indenture apprentices and trainees on the islands were discussed and proposed and positive outcomes reached. IOGTA through the Resource Agreement will provide services in supporting all employers, apprentices and trainees on Christmas Island and Cocos Island. IOGTA also arranged for the DET's A&T Coordinator to attend a number of meetings with employers, schools and agencies.

registered training organisation

IOGTA is a Registered Training Organisation (RTO) scoped to deliver qualifications, (including traineeships) and units of competence from the following Training Packages:

- business services
- hospitality (Operations)
- conservation and land management
- information technology
- tourism (Operations)

As an RTO, IOGTA continues to provide essential VET services to the people of the Islands, including informal community education. The Department continues to provide advice and support as necessary to Training Managers and administrative staff on Christmas and Cocos Islands in relation to training delivery. This includes advice and support provided by telephone and email throughout the year on Training Packages and assessment strategies such as clustering or selection of units of competency to respond to identified local needs. Discussions and advice on issues regarding the development of quality assurance systems and processes to demonstrate compliance with the AQTF have also taken place. This support contributes to ensuring that IOGTA meets Australian Quality Training Framework (AQTF) requirements.

IOGTA training officers from both Christmas and Cocos Islands attended the Department's Training Forum in May 2007. Again, the Forum provided the opportunity for staff to network, to gather resources and to keep up to date with national and state training initiatives.

National and State publications, Training Package Updates, Forum and Conference papers, have been provided as part of State wide mail outs and on request from IOGTA.

AQTF Standards

The RTO audit against the AQTF standards was undertaken in July/August 2006 and IOGTA demonstrated compliance against these standards, however opportunities for improvements were identified and are being implemented. The professional development program described below will assist IOGTA in implementing strategies to address the opportunities for improvement.

As part of DET's professional development program aimed at providing strategic leadership in the vocational education and training sector, IOGTA's training officers attended a number of program workshops on teaching learning and assessment strategies and skills for the VET practitioner. During these visits there was opportunity for the staff to visit and network with other RTOs.

Professional Development

During DET's visit in June 2007, a proposal to undertake training on Christmas Island rather than IOGTA staff travel to Perth for individual workshops was discussed. This would be more cost effective and would also allow more staff and other island residents to participate in the professional development. DET has arranged for a consultant to visit Christmas Island in September 2007 to deliver the following workshops:

- introduction to competency based assessment
- preparation of learning and assessment strategies
- designing assessment tools
- clustering units of competency
- customising competency standards
- professional judgement in assessment
- RPL - done well
- consistency of assessment (Validation)
- all about partnerships

future issues

DET has continued to provide advice and support to IOGTA on matters relating to its Group Training and RTO operations. DET has also ensured that IOGTA staff have had the opportunity to benefit from professional development forums in Perth, ensuring staff are exposed to best practice models, networking opportunities and current policy and delivery arrangements. A new professional development strategy is being implemented for 2007/08.

It is important for IOGTA staff to know that professional advice and support are available from DET and over the years, a comfortable professional rapport has developed between staff of IOGTA and that of DET. This open communication, information and resource sharing helps in arresting some of the genuine isolation experienced by both administrative and training staff.

IOGTA is compliant against both the group training and AQTF standards, however continuous improvement of group training and learning and assessment strategies is a critical component, and strategies for this improvement have been and are being implemented.

Office of Energy

sda expenditure

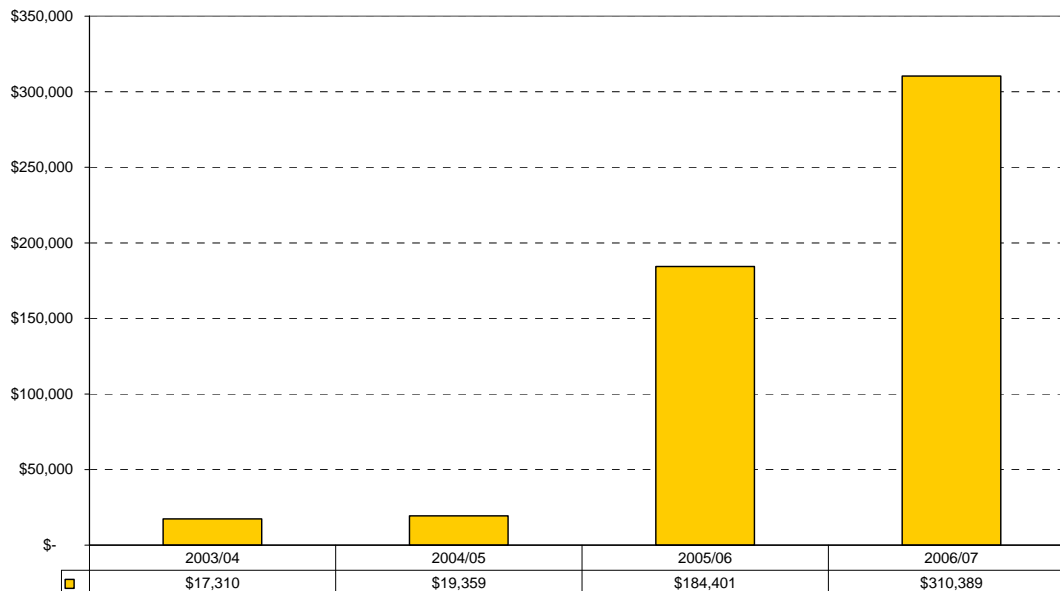
The Office of Energy was not required to provide any services to AGD during the 2006/07 financial year. As a result no expenditure was incurred during this period.

status of services

The Office of Energy is able to provide advice on a fee for service basis to AGD on energy policy and regulatory matters in the IOTs. AGD did not utilise these services during the reporting period.

Department of Environment

sda expenditure



Expenditure has increased in 2005/06 and 2006/07 due to the implementation of the revised SDA in 2005/06.

status of services

On 1 January 2006 the Department of Water (DoW) was formed. DoW is responsible for the delivery of the water business that was previously a function of the Department of Environment. The Department of Environment and Conservation (DEC) formed on 1 July 2006 from the amalgamation of the environment functions from Department of Environment (DoE) and the Department of Conservation and Land Management (CALM). The delivery of services to IOT has remained consistent with the DoE SDA, as it allows for the continuation of both sets of services. Areas of responsibility under the SDA have been split between the DoW and DEC. The Indian Ocean Territories Senior Environmental Officer (IOTSEO) is responsible for the co-ordination and delivery of services for both the DoW and DEC to ensure consistency of service. This arrangement is likely to be kept in place for the duration of the current SDA until it is reviewed in 2009.

Under the SDA, DEC is responsible for delivering a broad range of services including environmental protection regulation and licensing (including regulation of Christmas Island Phosphates and other industries) waste management, community education, contaminated sites, air quality, enforcement, native vegetation protection and complaints management. The DoW is responsible for water resource assessment and allocation, protection of Public Drinking Water Supply Areas, protection of water resource quality, water resource information and measurement and advice on land-use planning. The IOTSEO is the primary contact for industry and the community for both DEC and DoW matters.

The IOTSEO spends one month every three months in the Indian Ocean Territories (IOTs) delivering an on-island service and the remainder of the time on the WA mainland delivering services remotely. Services are delivered 100% of the time both on and off-island. A successful budget request was made for the 2007/08 budget to reflect this by increasing the allocated time for the services of the IOTSEO of 50% off-island to 100%. A part-time casual administrative officer has been employed on Christmas Island to undertake record keeping and basic administrative work. This role may be expanded to incorporate administrative work for licensing in 2007/08.

There were four on-island visits to both Christmas Island and Cocos (Keeling) Islands by the IOTSEO in 2006/07, which resulted in four months spent in the IOTs. The Director of Business Operations for DoW visited Christmas Island (3 days) and Cocos (Keeling) Islands (4 days) in May 2007 to meet stakeholders, assist the IOTSEO with annual environmental performance reviews and inspections, meet with the Water Corporation regarding water resource issues and assess the performance of the water function delivered by the DoW under the SDA. Visits to Christmas and Cocos (Keeling) Islands are scheduled for the Assistant Director Regional Services Division in 2007/08. A Project Officer from the Regional Support Branch from Business Operations Division DoW visited Christmas Island for four days to arrange employment of an administrative officer and assist with administrative work. A Senior Environmental Officer from DEC's Native Vegetation and Conservation Branch visited Christmas Island to assist with the vegetation clearing permit assessment for Christmas Island Phosphates. The State Agency provided approximately 775 hours of specialist advice and support to the IOTs and IOTSEO.

activities during 2006/07

Activities in 2006/07 predominantly involved ongoing meetings with stakeholders; development of the water resource review, working on key environmental initiatives regarding waste management, improvement to dust management and regulation of Christmas Island Phosphates (CIP); continued implementation and improvement to environmental protection regulation and application of the applied environmental legislation; and, establishment of on-island administrative support in the Christmas Island office. Delegations were given to DEC in May 2007, which has enabled the IOTSEO to directly regulate and enforce the provisions of the *Environmental Protection Act 1986 (WA) (CI) (CKI)* and associated Regulations.

Activities undertaken by the DoW and DEC through the year included:

- environmental protection licensing, regulation and enforcement (EP licences, registrations, unauthorised discharges and controlled waste)
- site inspections
- environmental Performance Reviews (EPRs)
- audit of compliance with licence conditions and regulations
- industry education
- community education and awareness raising
- review of contaminated site reports and advice
- water source protection advice (eg. disposal of elephant manure near drinking water abstraction areas)
- waste management advice (scrap metal, biosolids, recyclables, paper products and asbestos, chemical disposal)
- advertising of statutory applications and approvals
- dust management issues
- complaints management
- native Vegetation Protection regulation advice and application of the provisions under the Act
- undertaking a review of Water Resources Management on Christmas and Cocos (Keeling) Islands.

performance information

Under the SDA DEC and DoW are required to report on six key areas of service delivery

dust from CIP operations

DEC has been working with Christmas Island Phosphates (CIP) to investigate areas for dust reduction throughout CIP's processing operations. The dust management plan provided by CIP, as requested by DEC in 2005-06, did not meet DEC requirements. The IOTSEO undertook a licence review of the CIP licence combining all activities undertaken by the mine onto one licence. As part of the review, a risk assessment and details of emissions and discharges were identified, and new licence conditions were drafted. Due to an inappropriate level of data and information from previous monitoring programmes emissions limits and targets were unable to be set. Key outputs from the review included the inclusion into the licence of conditions requiring CIP to produce a dust management plan, dust monitoring plan, installation of a weather station at the ship loading area, stormwater management plan and a shut down protocol for ship loading when the wind blows onshore. These plans are currently being reviewed by DEC and outcomes from the review will be implemented when the licence is re-issued in December 2007.

The audit and Environmental performance Review (EPR) was undertaken at CIP in May 2007. This provided an opportunity for DEC to assess any changes from the inspection undertaken in 2006. Although some improvements had occurred, there were a number of outstanding issues that had yet to be addressed. Since the inspection, CIP has been working on improvements to systems and looking at innovative ways of dealing with dust. These improvements will be assessed in a follow-up inspection in the 2007/08 year.

An Environmental Field Notice (EFN) was issued to CIP on 19 May 2007 for unacceptable dust emissions blowing onshore into the Kampong and Flying Fish Cove area. The EFN directed CIP to cease loading, or take other measures to cease the discharge of dust from shiploading operations from blowing onshore to the Flying Fish Cove, Kampong and Settlement areas. Approval was given for loading to recommence when the likelihood of dust blowing onshore to the above areas was eliminated. CIP was co-operative and made corrective actions to reduce dust generation, such as reducing the loading rate, ceasing using bull dozers to push rock product in the rock bins onto the conveyor system (this produces overloading of the loading systems) and cessation of loading with the northern cantilever arm. These actions produced immediate resolution to the dust problem and produced a good environmental outcome, whilst ensuring limited disruption to CIP's operations. This is an example of an appropriate course of action to manage dust when there is an on-shore wind. DEC received nil reports of complaints that day.

Effectiveness measure:

Number of CIP related dust complaints received by the Department

Year	Ship loading	Port Storage	Conveyor line	Stockpile & Dryer	Total
2004/05	3	0	2	1	6
2005/06	5	1	2	1	9
2006/07	5	1	1	0	7

regulation of prescribed premises

Licensing of prescribed premises continued to be improved during 2006/07 including staggering expiry dates of licenses for improvement to administrative processes. Prescribed premises were regularly visited when the IOTSEO was on-island. Inspections of premises against licence conditions and appropriate regulations were undertaken during the EPRs. There have been a number of improvements at several sites, including improved waste oil and solid waste management, and appropriate bunding of liquid storage areas. Licenses scheduled to be reviewed in the 2007-08 period relate to wastewater treatment plants (Home Island and Christmas Island) and landfills.

The implementation of the native vegetation clearing provisions under the *Environmental Protection Act 1986 (WA) (CI) (CKI)* has commenced on Christmas Island with an application lodged by CIP. The application is currently being assessed and a site visit was undertaken. A significant component has been confirming with CIP the precise areas they will be clearing in 07-08 prior to advertising the application for public comment.

Effectiveness measure:

Indicators for Industrial Regulation

	2005/06	2006/07
Number of Regulated premises	20	20
Number of active licences	13	10

Note: The registered premises need to be reviewed and any registrations no longer in use be cancelled.

*Non-compliances vary in severity, some premises have partial compliance. All non-compliances will be dealt with through a Local Environmental Enforcement Group meeting to determine appropriate enforcement actions.

environmental complaints (other than CIP dust)

DEC has received complaints and incidents. Most incident reports were received from industries when discharges and emissions occurred that were not from usual activities (e.g. accidents, malfunctions). A total of eight incident reports were received for 2006/07. Two of the three complaints were of alleged illegal clearing of vegetation.

Effectiveness measure:

Number of complaints received

Total Environmental complaints (other than CIP related dust)	2005/06	2006/07
Christmas Island	1	3
Cocos (Keeling) Islands	0	0

waste reduction program

DEC has been working with the Shires of Christmas Island and Cocos (Keeling) Islands in waste management and waste reduction. This has included accessing advice, support and possible funding opportunities from the Waste Management Branch. The Shire of Cocos (Keeling) Islands is working on a zero waste management plan and has commenced upgrades to waste facilities. Fencing has been erected at both the Home Island Waste Transfer Station and the West Island Waste Transfer Station. Significant upgrades have occurred at the West Island Transfer Station with separate storage areas for wastes/recyclables to achieve waste separation.

The Shire of Christmas Island has compiled a Waste Management Plan and has submitted it to DEC for approval.

The IOTSEO has regularly met with the Shires to provide advice and support on waste management initiatives.

community education

Cocos (Keeling) Islands entered the Tidy Towns Sustainable Communities program for 2007 and judging took place during August 2007. A variety of projects and activities had been undertaken by the community, the Shire and Cocos (Keeling) Islands District High School which showcased the sustainability outcomes of the program. This included improvement to waste management, community involvement in arts projects such as Banners in the Terrace for Local Government week and youth leadership programs.

Island Care is an active environmental group on Christmas Island who undertake a number of activities on the island. At this point in time, the group was unavailable to commit to the Tidy Towns program.

The IOTSEO has approached the schools on both Christmas and Cocos (Keeling) Islands and provided information on the education programs offered by DEC in relation to waste and water management.

Effectiveness measure:

Establishment and commencement of Tidy Towns program in the IOTs
Tidy Towns has been implemented on Cocos (Keeling) Islands.

review of water resource management

The 2006/07 year has focused on the development of the Water Resource Management Review. The Report is broken into the following sections:

- background and history of the islands;
- background of the water resource information to date geology, hydrogeology, surface water features, groundwater resources, water supply, water monitoring and measurement and potential contamination);
- current status and management of groundwater resources (current source developments, ecological water requirements and provisions, water supply and potential contamination);
- water source protection (protection planning in WA and how it can be applied to IOTs, interaction with land use planning, interim protection planning, proclamation of protected drinking water areas);
- water licensing and allocation (existing situation, licensing and allocation in WA and how it can be applied to IOTs, proclamation of licensed groundwater areas, development of new sources, water use efficiencies);
- proposed expansions and new sources;
- water monitoring and measurement (additional water monitoring, long term monitoring, collection of data, data quality);
- compliance and enforcement.

Recommendations will be given relating to each area to enable current and future water resource management to equate to comparable management in Western Australia. The Report will be submitted to DOTARS shortly.

Department of Water has provided advice on water source protection issues and provided input into the Value Management Study for the future water sources for Cocos (Keeling) Islands organised by the Water Corporation. The IOTSEO regularly meets with representatives of the Water Corporation to discuss matters relating to water resource management. The Director of Business Operations in DoW accompanied the IOTSEO to a Cocos (Keeling) Islands in May 2007 to discuss water resource management issues with representatives from the Water Corporation and to conduct site visit of water resource infrastructure. Findings from this visit have been included in the Water Resource Management Report.

Effectiveness measure:

Completion of report by December 2006

customer service review

As part of the SDA the DEC is required to conduct a customer service review to ensure environmental and water service provision is meeting the needs of stakeholders.

Overall service provision (% of respondents) 2006/07		
Number of surveys sent out	Number of survey returned	Excellent
24	3	100%

The review highlighted of the services provided by the SDA, the most beneficial services were technical advice, advice on policy and guidelines, response to complaints, licensing and regulation, pollution incident response, waste management advice, environmental education, water source information and water source protection advice. The survey also signified that the services provided by the DEC and DoW was used on a regular basis.

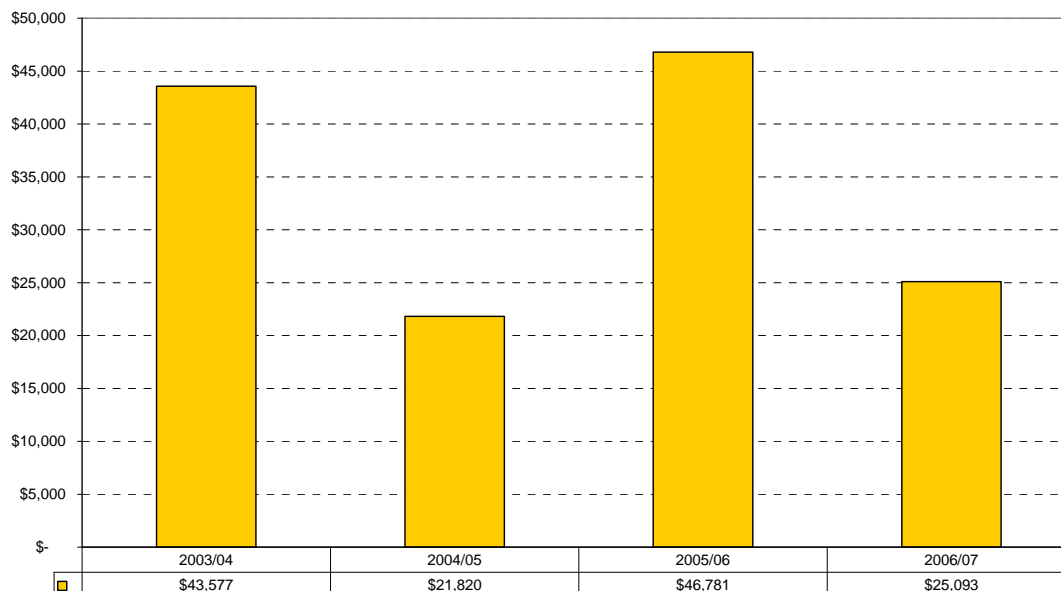
future issues

Key priority areas for 2007/08 will include:

- Finalisation of the Water Resource Review Report and implementation of recommendations.
- A review of the licences for the Wastewater Treatment Plants which will include an Environmental Assessment Report outlining discharges and emissions, and development of appropriate licence conditions to manage them.
- Community education in waste minimisation and recycling, and water use minimisation through regular articles in local newspapers and implementation of education programs at schools.

Equal Opportunity Commission

sda expenditure



The unusually high expenditure for 2005/06 is due primarily to accounts from 2004/05 not being received until 2005/06, payments are therefore not balanced between the two years.

status of services

The Commissioner for Equal Opportunity promotes recognition, awareness and acceptance of the principles of equal opportunity and human rights to the people of the IOTs. This is achieved through a broad range of activities including educative programs, publications, response to enquiries and provision of avenues of redress for unlawful discriminatory practices, policies and behaviours through accessible complaint handling processes.

activities during 2006/07

During the 2006/07 financial year two Commission officers visited Christmas Island and one visited the Cocos (Keeling) Islands. During the visits:

- 2 enquiries were handled that directly relating to EOC services, 2 enquiries were referred onto a federal body, and a number of requests for advice on rights were answered.
- 2 training courses on Equal Opportunity Law & Racially Offensive Behaviour conducted on CI.
- 2 public forums and information sessions were held on CI.
- 6 presentations were delivered to community groups, employers and unions, and
- 930 publications were distributed.

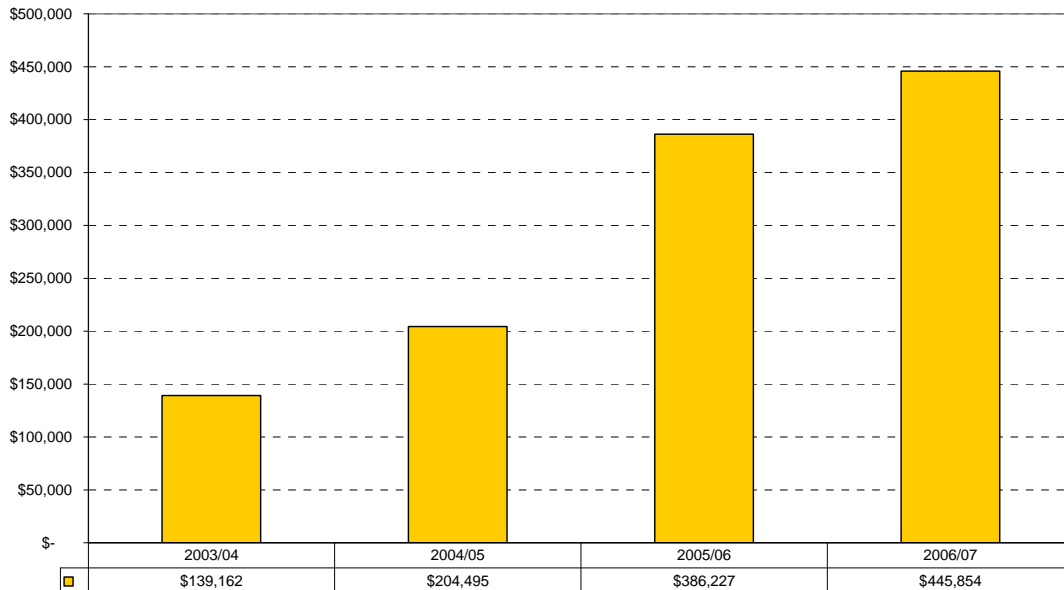
future issues

During the 2007/08 financial period Commission officers will respond to requests as a result of the activities related to this report and intend to:

- visit Christmas and Cocos (Keeling) Islands November/December 2007 to deliver customised training for Contact/Grievance Officers as requested during 2006/07.
- develop the *Racially Offensive Behaviour in Public* publication in language specific to the people of Cocos (Keeling) Islands (Bahasa Kokos) and for Christmas Island in the preferred languages of Mandarin and Malay.
- continue to conduct evening information sessions/presentations to inform community group members and their families of their rights and obligations, and the means of redress afforded under the Act, and
- continue to respond to requests to deliver rights based sessions to the Indian Ocean Territories.

Fire and Emergency Services Authority

sda expenditure



status of services

The Fire and Emergency Services Authority (FESA) provides training and support services to the combined volunteer fire and emergency services units, as well as support for safety programmes for the IOTs communities. The current SDA came into force on 1 July 2003.

FESA’s services to the IOTs developed from previous arrangements with the WA Fire Brigades Board. The fire districts of Christmas and the Cocos (Keeling) Islands were gazetted in 1993. Formerly covering fire suppression, hazardous materials and emergency rescue services, the arrangements were expanded to include support for airport emergency response and hazards for which FESA’s State Emergency Service is responsible – covering storm damage mitigation, land search, air search and cliff rescue. Community safety activities are also supported.

The SDA also makes provision for support to volunteer Marine Rescue services. Marine rescue units have been established recently in the IOTs.

In addition, the SDA establishes that FESA may, at the invitation of the Commonwealth, provide emergency management planning advice, or assist with the development, running or assessment of emergency preparedness exercises.

The Commonwealth retains all responsibility for dealing with major disasters or emergencies in the IOTs, including calling on Emergency Management Australia (EMA) for assistance. In the event of the need for coordination of a major disaster or emergency, EMA will be the lead agency.

activities during 2006/07

Service delivery to the IOTs was managed by the Pilbara Region, with units managed by using a single point of delivery model.

Community Safety

FESA introduced two new community safety initiatives to the IOTs during 2006/07. The first in August 2006 was the delivery of information sessions to the communities by the severe weather section of the Bureau of Meteorology providing advice on predicted severity and likely impact of tropical cyclones and tsunamis.

The second was backpacker and lodge inspections programme undertaken by FESA's community safety section. Experts inspected various premises on Christmas Island in June 2007 and made recommendations in respect of occupant safety, fire services and equipment, emergency planning, housekeeping, record keeping and business continuity. The programme is intended to be extended to the Cocos (Keeling) Islands in December 2007.

Volunteer training

Training was enhanced by the practice of delivery training in all skills related to the identified emergency management on each of the managers' visits. This resulted in a more regular delivery of qualification and skill maintenance training in rescue and fire-related skills. Volunteers have attended courses on the mainland in:

- incident command and leadership;
- pre-easter skills enhancement training;
- Pilbara Region SES annual exercise and vertical rescue audit;
- cliff rescue course; and
- air observers course.

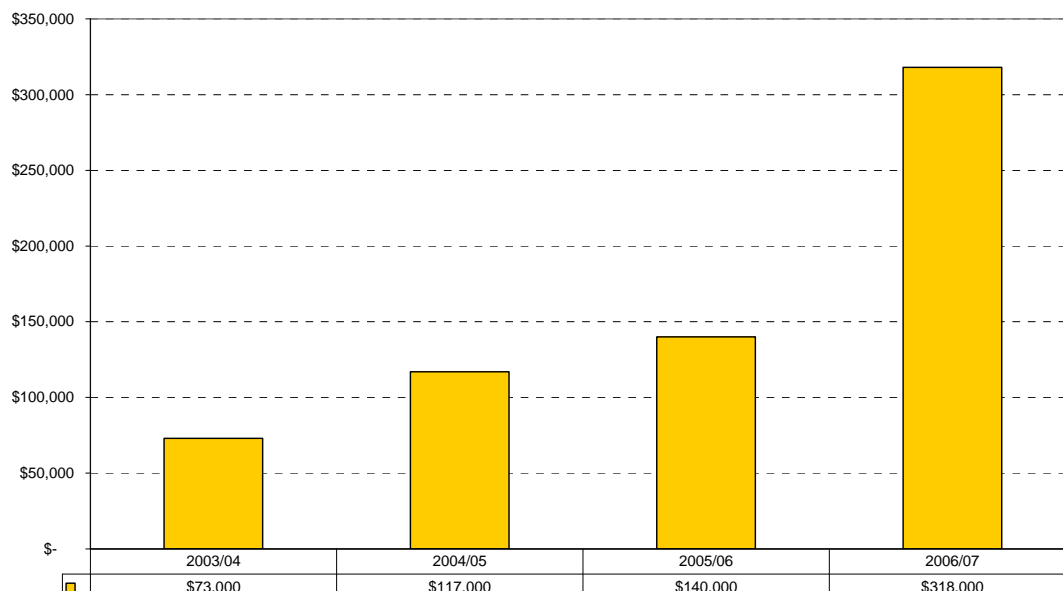
FESA recognises the increased commitment made by volunteers and support from their employers on-Island to make the additional training possible. Both FESA and the Commonwealth are grateful for this support.

Emergency Service Units and cultural identity

In May 2007 the Christmas Island Fire and Emergency Services Unit was formed, with the existing Fire & Rescue and SES units being disbanded. All positions were declared vacant and elections held for office bearers in the newly created joint unit in June 2007.

Department of Fisheries

sda expenditure



status of services

In November 2002, the territorial seas (out to 12nm) around both the Cocos (Keeling) Islands and Christmas Island were declared as 'excepted waters' from the *Fisheries Management Act 1991*. Management responsibilities were transferred from the Australian Fisheries Management Authority to the Department of Transport and Regional Services (AGD). The Department of Fisheries WA (DOF) now manages the marine resources around the Cocos (Keeling) Islands and Christmas Island (out to 12nm) under the Applied *Fish Resources Management Act 1994 (WA) (CI) (CKI)*, under a Service Delivery Arrangement with AGD.

performance information

Sustainable management of fish resources in the Indian Ocean Territories as indicated by public awareness and cooperation in efforts to conserve, develop, and share fish resources.

DOF has continued to develop good relationships with community members and stakeholders. DOF has continued to provide advice and services for fisheries licensing, development, education, research, biosecurity, marine habitat and aquaculture issues.

Fisheries Management Initiatives

In December 2006, Fisheries Management staff visited the Cocos (Keeling) Islands to facilitate the release of the Cocos (Keeling) Islands Recreational Fishing Guidelines. This visit included two community meetings held on Home Island and West Island, as well as liaison with the Cocos Islands Shire, Parks Australia and informal meetings with members of the local fishing community. These meetings aimed at increasing community awareness and cooperation in the development of fisheries management arrangements for the Cocos (Keeling) Islands. In May and June 2007, Fisheries Management staff re-visited Cocos (Keeling) Islands to liaise with community stakeholders and gain feedback on the recreational fishing guidelines released in December 2006.

In December 2006, discussions were held with key Christmas Island community stakeholders to gain an understanding of fisheries related issues of the Island. These discussions then formed the basis for the development of the draft integrated fishing strategy for Christmas Island.

In May 2007, Fisheries management staff visited Christmas Island to facilitate the release of the fisheries management strategy discussion paper and associated questionnaire for public comment. The Paper provided for a range of proposed fisheries management strategies for commercial, recreational and charter fishing, and was open for public comment until 31 July 2007. Three public meetings were held to provide the community with information on the guidelines and provide an opportunity to gain insight into contentious issues within the community. Further visits will be undertaken in the future to increase awareness of the strategy and distribute advisory material ahead of its incorporation in legislation.

Community Education and Awareness Initiatives

In June 2007, staff from DOF's Communications and Education Branch visited the Cocos (Keeling) Islands to commence community and key stakeholder consultation in regard to the development of a community fisheries awareness and education program.

Staff from DOF visited the Cocos Island District High School, Home Island campus and the West Island campus, to meet with the Principal and Teachers to discuss options for co-operative teaching / education programs linked with school activities and curricula.

Awareness-raising sessions were conducted for the different school groups, with a focus on basic fish biology and sustainability messages.

DOF Staff also met with the Cocos Island Shire, Parks Australia and community stakeholders to discuss options for the development of a community fisheries and marine environment education program for the Island.

Assistance with the Indian Ocean Territories environmental management initiatives and protection of fish habitats as indicated by:

Proportion of fish stocks and other marine species identified at risk of habitat degradation.

Fisheries management Initiatives

In August 2006, a risk assessment workshop was held to identify fisheries research and management priorities for the Cocos (Keeling) Islands and Christmas Island. The outcomes from this workshop highlighted a range of finfish and invertebrate species that required a higher degree of research or focused management initiatives to ensure sustainable take of these species.

Fish and Fish Habitat Protection Initiatives

The Cocos (Keeling) Islands and Christmas Island Marine Pest Management Plan was progressed in 2006/07. The aim of the Plan was to develop management arrangements to include preparedness, response and monitoring capabilities to reduce the risk of an exotic marine species introduction occurring at both the Cocos (Keeling) Islands and Christmas Island.

Draft plans will be developed in 2007/08, including the exotic marine species response and monitoring plans and the Fish Kill Incident response plans. These plans will be progressed through liaison with AGD and key Island stakeholders.

Fish pathology services were provided for biosecurity and translocation research for Cocos (Keeling) islands.

Facilitation of strategies to support planned fish and aquaculture development in the Indian Ocean territories as indicated by:

Increased fishing stocks and commercial aquaculture ventures which have been facilitated by the administrative and planning support provided by the State Agency.

Fisheries Management Initiatives

In November 2005, the Department of Environment and Water Resources (DEW) certified the Cocos (Keeling) Islands Marine Aquarium Fish Fishery (CKIMAFF) as exempt from the export controls of the *EPBC Act 1999*, for a period of 5 years. The certification comes with a number of recommendations to further strengthen the effectiveness of the management arrangements and minimise sustainability risk.

In 2006/07 the WA Department of Fisheries commenced a review of the current CKIMAFF licence conditions, addressing one of the recommendations of the DEW certification.

Several pending Developing New Fisheries (DNF) applications (from the 2004 process) have been investigated further. A risk assessment on the viability and sustainability of proposals to harvest live coral and Beche de mer at Cocos (Keeling) Islands was progressed.

The review of the current Aquaculture facility and licence on the Cocos (Keeling) Islands, and the finalisation of the aquaculture management plan for the Indian Ocean Territories, is scheduled for 2007/08.

Fisheries Research Initiatives

In April / May 2007, staff from the Department of Fisheries' Research Division visited the Cocos (Keeling) Islands to undertake a baseline survey to investigate the distribution, abundance and reproductive biology of *Lambis lambis* (the common spider conch or gong gong). This information will be used to develop more informed fisheries management initiatives for the sustainable fishing of *Lambis lambis*, and provide a valuable data set against which future stock surveys can be compared to provide a reliable means of estimating changes in the population size of *Lambis lambis* in the Lagoon. During this survey it was determined that April/May appeared to be outside of the spawning season for this species.

In May 2007, staff from the Department of Fisheries' Research Division visited Christmas Island to identify and assess habitat related issues affecting the marine biodiversity of Christmas Island. This involved liaising with Parks Australia and the Christmas Island Shire and other relevant community stakeholders, as well as conducting underwater visual surveys to assess impacts of activities on marine biodiversity.

In June 2007, staff from the Department of Fisheries' Research Division visited the Cocos (Keeling) Islands and Christmas Island to commence planning and stakeholder consultation for the planning of the Finfish research program at the Cocos (Keeling) Islands and Christmas Island.

future issues

These Include:

- august 2007 - Risk Assessment Workshop to determine research and management priorities for the IOT's.
- development and implementation of the community awareness and education program, and schools-based education project.
- provision of advice on aquaculture issues as required
- review of the current aquaculture licensing conditions and facilities at the Cocos (Keeling) Islands.
- finalisation of consideration of the developing new fisheries applications for Cocos (Keeling) Islands.
- review of the draft Cocos (Keeling) Islands recreational fishing guidelines, in light of community feedback and research advice.
- examination of the merits of a community-ownership scheme of commercial fishing licences on the Cocos (Keeling) Islands.
- development and implementation of arrangements to provide formal fisheries compliance presence on Cocos (Keeling) and Christmas Islands. To underpin the recreational fishing strategy and licensed commercial fishery arrangements.
- a series of ongoing visits to the Cocos (Keeling) Islands and Christmas Island, to support the launch of the fisheries Management Strategy at Christmas Island and the Recreational fishing Guidelines for the Cocos (Keeling) Islands.
- further research surveys of *Lambis lambis* and clam species at the Cocos (Keeling) Islands, to provide vital baseline data on these socially and culturally important target species.
- a study on the deep-slope finfish species at the Cocos (Keeling) Islands and Christmas Island, to determine the species composition, distribution and abundance of these species. This project will also provide vital information on whether the deep slope finfish stocks rely on local recruitment or whether they rely on periodical recruitment from elsewhere.

Department of Health

status of services

The current SDA with the Department of Health (DOH) represents a retainer fee for general advice and assistance as requested by AGD, and reimbursement for the treatment of IOTs patients in WA hospitals. Any substantial work undertaken by DOH is done on a fee-for-service basis applying the principle of full cost-recovery.

The latest SDA expired in October 2000. While the need to review and revise the scope of the SDA services has been acknowledged by both parties, the Commonwealth and State Ministers have agreed to extend the existing DOH SDA until the Commonwealth is able to clearly define IOTs requirements for DOH services.

activities during 2006/07

During 2006-07 the following activities were undertaken in accordance with the SDA:

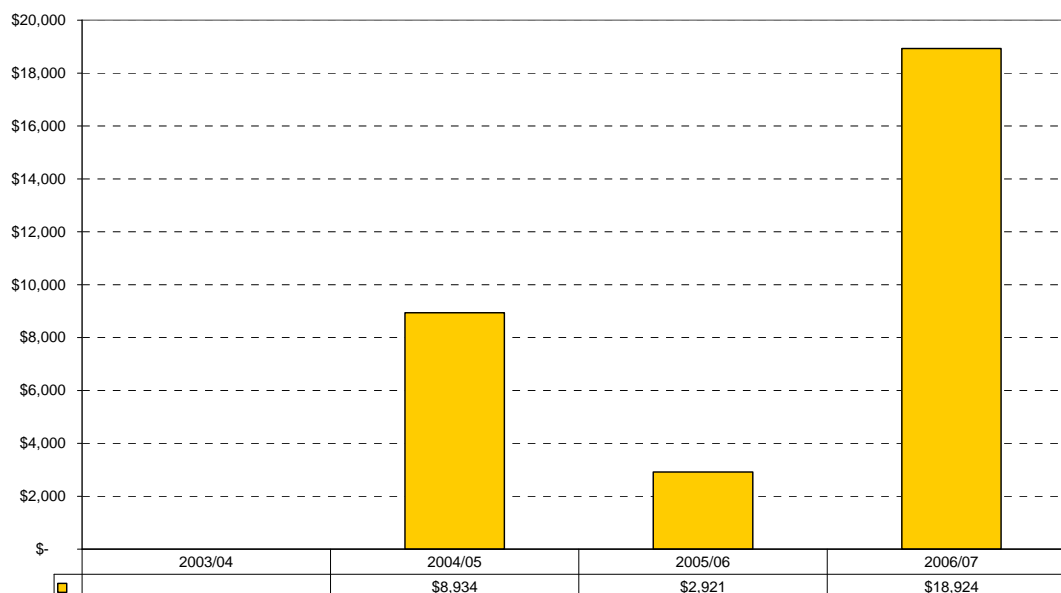
- continued negotiations for development of a renewed SDA including consideration of health service models and management options for any future SDA,
- ad hoc advice and assistance provided on issues including privatisation and contracting of health services, public and community health programs, dental services, rural and remote support services and general DOH policies and programs,
- morbidity coding review,
- planning for a mosquito survey in 2007/08, and
- inpatient treatment of IOT residents admitted to WA Government hospitals.

future issues

As a result of the recent market testing process, the Minister for Local Government, Territories and Roads has decided that AGD will continue to directly manage the IOTHS. This decision provides a greater degree of certainty about AGD's needs and should enable a new SDA with DOH to be negotiated and concluded by some time in 2007/08.

Office of Health Review

sda expenditure



2005/06 was substantially lower due to no trip taking place and a lower number of complaints.

status of services

The SDA with the Office of Health Review (OHR) was entered into in May 2004 to provide a complaints mechanism for residents of the IOTs. The services provided are in response to complaints about health or disability services from IOTs residents and can be received about services provided in the Territories, or in WA on behalf of the IOTHS.

activities during 2006/07

The Director of OHR made visits to CI and CI during the year. The purpose of the visits was to develop strategies for informing community members about the services of OHR and to look at strategies for effective prevention and management of health and disability grievances and complaints. These visits provided the opportunity to meet with health and disability professionals, local government, community based service providers and local community members.

A number of matters were raised and from this information the following became apparent.

- many of the issues relate to a need for community consultation. This has now been addressed through the establishment of community consultative committees that work with the IOTHS on both CI and CKI,
- in their small communities, people are reluctant to come forward on an individual basis to make a complaint, as they fear that this may create retribution or withdrawal of service,
- community members were more comfortable raising issues as part of a group rather than as an individual,
- the issue of confidentiality (and fear of being identified) within a small community when disclosing a complaint was a major concern to community members,
- it is important that staff from the human services agencies and local government work in close collaboration to ensure that there is effective communication in the delivery of services. This is

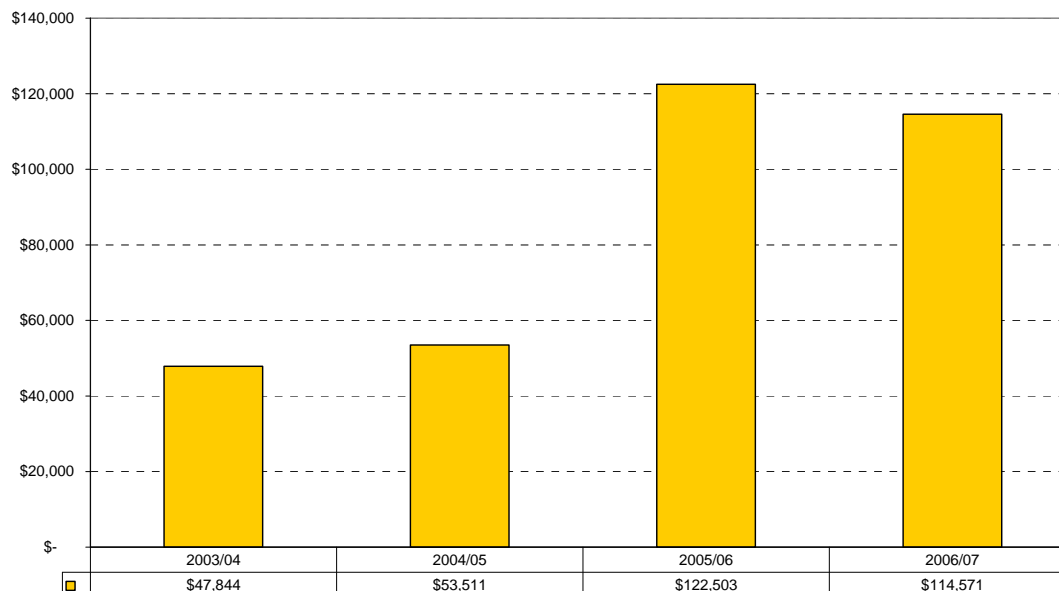
particularly important when they are moving between institutional based care and community based care, particularly with an ageing population, and

- on Cocos Island, an issue raised related to people being medevaced to Perth and the dilemmas this causes for community members in terms of language barriers and geographical isolation. It was agreed that a process would commence to look at a more continuous care process for people who are required to receive specialist services within the Perth metropolitan area, both from the medical care perspective and also from the psycho-social aspects of disorientation and language barriers.

In consultation with AGD and IOTHS management, it was agreed that a professional development program for staff and more extensive community consultation was important in preventing complaints as well as dealing with specific complaints.

Department of Housing and Works

sda expenditure



In 2005 the SDA was expanded to include the management of the AGD commercial property portfolio in the IOTs.

activities during 2006/07

- DHW Leasing Manager, Commercial Property Directorate visited Christmas Island (CI) and the Cocos (Keeling) Islands (CKI) in August 2006 in the Directorate's role of administering the management contract for commercial and community leases in the Indian Ocean Territories on behalf of AGD. He was accompanied by the Property Managers, Jones Lang LaSalle (JLL).
- DHW Portfolio and Leasing Manager, Commercial Property Directorate visited CI and CKI in November 2006 in the Directorate's role of administering the management contract for commercial and community leases in the Indian Ocean Territories on behalf of AGD, accompanied by JLL.
- DHW Portfolio and Leasing Manager, Commercial Property Directorate visited CI and CKI in March/April 2007 in the Directorate's role of administering the management contract for commercial and community leases in the Indian Ocean Territories on behalf of AGD, accompanied by JLL.
- DHW Regional Manager – Kimberley, and Manager-Property and Facilities Management, visited CI from 16 October 2006 to 20 October 2007. During the visit all key operational areas were reviewed and discussions were held with the AGD on-island Director, Property Manager and DHW Building Supervisor.
- DHW outgoing Regional Manager - Kimberley and the incoming Regional Manager - Kimberley visited Christmas Island from 8 January 2007 to 12 January 2007. During the visit all key operational areas were reviewed and discussions were held with the AGD on-island Director, Property Manager and DHW Building Supervisor.
- Departmental officers provided advice and assistance to AGD Christmas Island on housing policy and procedures in relation to eligibility, rent assessment, asset management, building regulation and other key operational areas. During the 2006/07 financial period the Department managed the refurbishment of seven

dongas including the replacement of asbestos roof sheeting, the re-roofing on the Tom Patterson School and tenders for the demolition of nine units at the Drumsite Village.

performance information

AGD Christmas Island produces a quarterly report that monitors key areas of procedure and allows benchmarking of the housing function with comparable policy and practices operating in Homeswest. The Homeswest Regional Manager for the Kimberley reviews these reports quarterly and during visits to the Island.

During 2006/07 all key performance areas have been satisfactorily managed by AGD Christmas Island.

future issues

The Department of Housing and Works will continue to assist the AGD with the administration of public and employee housing in the territories.

DHW's Western Property Branch Kimberley will continue to provide contract management services to the Administration.

DHW's Building Codes and Regulations Branch will continue to provide advice on changes to the Building Code of Australia and other regulatory matters as required.

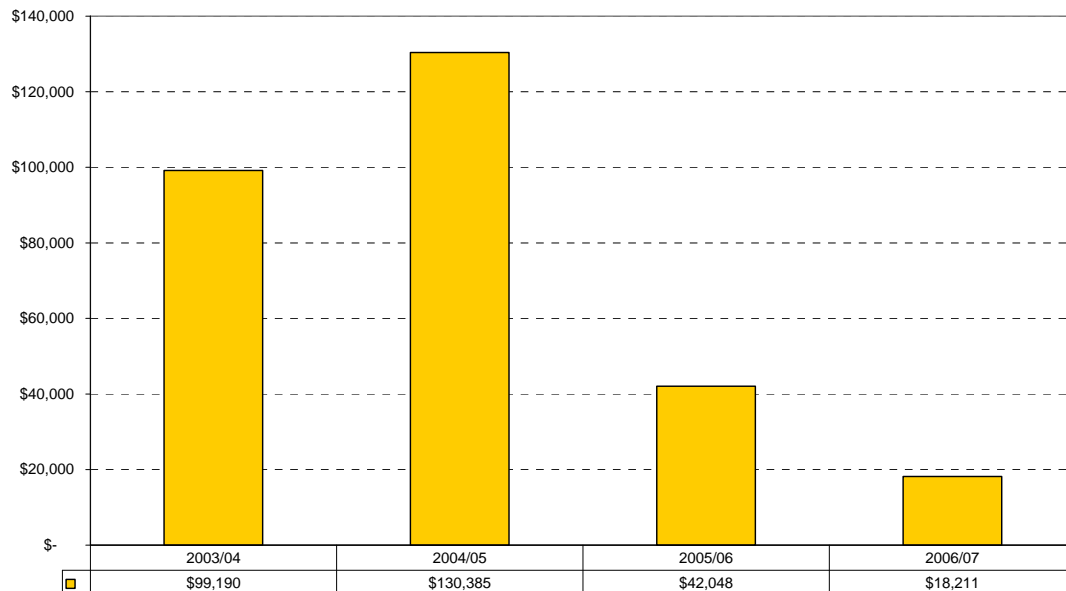
DHW's Commercial Property Branch will continue to administer the Property Manager's contract to manage commercial and community leases in the Indian Ocean Territories on behalf of the AGD.

Discussions are continuing with the Director AGD – Christmas Island and the Director, Territories Office Perth in regard to the management role of the Department of Housing and Works in the administration of public and employee housing on both CI and the CKI.

A review of the Service Delivery Arrangement was undertaken by representatives from the WA Department of Premier and Cabinet and the AGD. A new Service Delivery Arrangement between the Department of Transport and Regional Services and the Department of Housing and Works was subsequently negotiated and endorsed.

Department of Industry and Resources

sda expenditure



The Resources Safety Division was previously part of the Department of Industry and Resources. This function transferred to DOCEP in July 2005.

status of services

ROYALTIES

Under the SDA, the Royalties Branch of DOIR provides the following services:

- receives and verifies quarterly royalty returns for the sale of mined phosphate rock.
- collects appropriate royalty amounts and disburses same to the Commonwealth within 10 working days of receipt.
- conducts biennial audits, at the company's office in Singapore, of data in support of submitted royalty returns.

ENVIRONMENT DIVISION

The Environment Division provides the following services:

- assessment and evaluation of proposals.
- assessment of performance through the inspection program.

MINERAL AND TITLE SERVICES

The Mineral and Title Services Divisions ensures that the provisions of the applied Mining Act are complied with, including annual rent payments and lodgement of reports.

activities during 2006/07

ROYALTIES

During the year, the Royalties Branch of DOIR conducted quarterly 'desk audits' of information, provided by PRL in support of royalties paid to the Commonwealth for the export sales of phosphate mined from Christmas Island. The Branch verified that royalties totalling around \$1,555,000 were payable for the year.

No major audit was conducted in 2006/07. The next audit of PRL to be conducted in Singapore is scheduled for early 2008.

ENVIRONMENT DIVISION

During the year, the Division prepared tenement conditions for MCI 70/10, and completed an assessment of the CIP Airport extension EMP. The Division also provided advice to the Commonwealth on aspects of the applied Mining Act, and various approval processes for CIP.

Environmental officers attended a rehabilitation workshop on Christmas Island in October 2006, and participated in follow-up discussions by telephone. In addition a scope of works document for revising the Christmas Island rehabilitation task register was prepared, and the annual environmental review inspection of CIP was conducted.

MINERAL AND TITLE SERVICES

Currently there is only one mining lease in force. Rent and the expenditure report for it have been examined and accepted.

future issues

ROYALTIES

In 2007/08 and further, the Royalties Branch will focus on:

- ongoing desk audits of submitted quarterly royalty returns.
- management of a progressive reduction in the rate of royalty, as drafted by the Commonwealth Government, over the next two years.
- formal visit to PRL's offices in Singapore in early 2008.

ENVIRONMENT DIVISION

An on-site rehabilitation workshop on Christmas Island is planned for December 2007 to discuss weed management and rehabilitation procedures with relevant agencies. Stakeholder consultation needs to be progressed further and take into account community expectations that end land uses for CIP minesites, particularly given that CIP has forecast that mining will likely be completed in approximately five years' time.

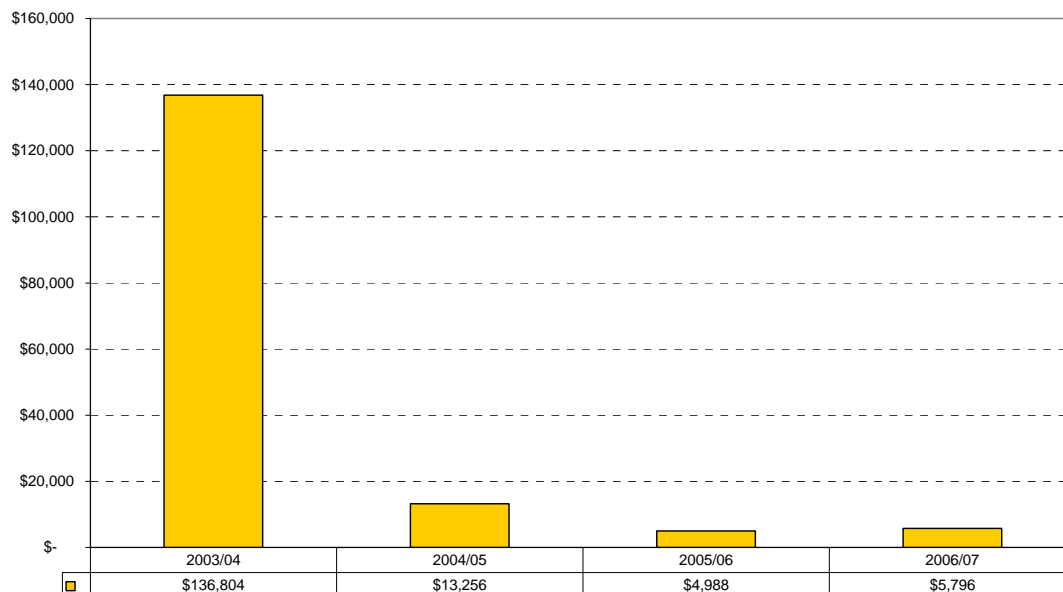
MINERAL AND TITLE SERVICES

The application for mining lease MCI 70/10 has been processed by the Warden and forwarded to the Commonwealth for its consideration. The lease is required to facilitate the extension of the airport runway. There are a number of pending tenement applications that will be processed as required.

Department of Land Information

Landgate - Land Information Division

sda expenditure



The unusually high expenditure for 2003/04 reflects the significant work undertaken to digitise the IOT's land titles Register during that year.

status of services

Landgate maintains land information for the Indian Ocean Territories (IOTs), and provides mapping products and computer access for land status and ownership. The Landgate Torrens System of Land registration, supported by the Transfer of Land Act (1893) (WA)(CI)(CKI), provides guaranteed certainty of title to land in the IOTs.

activities during 2006/07

IOT Titles as at 30 June 2007:

Type	CKI	CI
Freehold titles	74	307
Crown land titles	103	301
Strata titles	3	226
Crown leases	0	5
Total Registers	180	841
Reserves	72	205

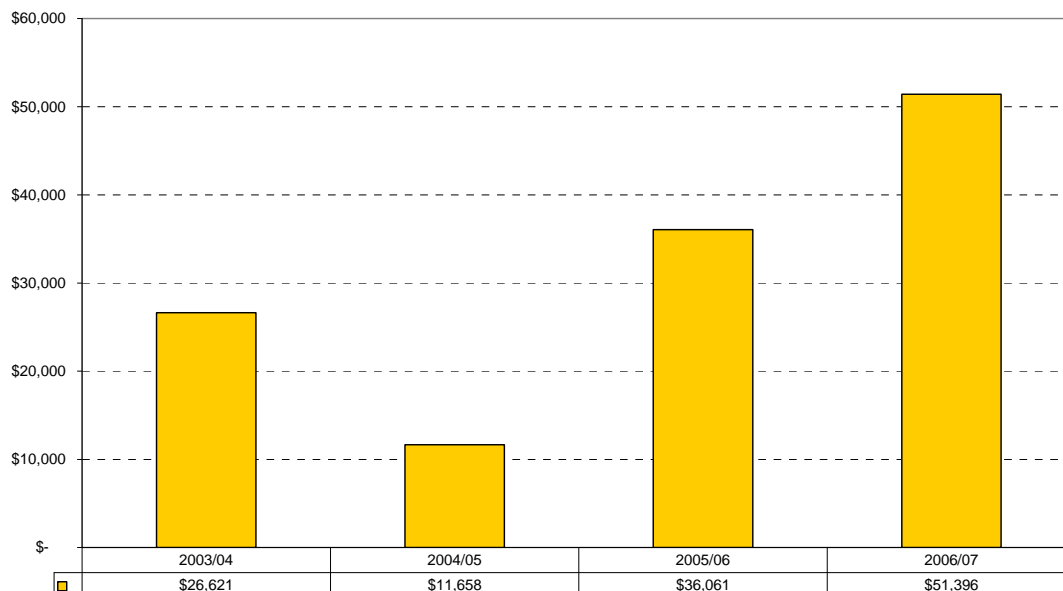
Transactions	CKI	CI
2003/2004	5	28
2004/2005	5	78
2005/2006	49	285
2006/2007	24	280

performance information

Indicator	Performance
Registration error rate	0.34%
Registration timeliness	6.5 days for 75% of documents
Meet client requirements	<p>Throughout the year there was ongoing liaison between DLI, the Commonwealth and the Islands' administration on a range of issues as circumstances required. Client enquiries were satisfied in a reasonably timely manner.</p> <p>During this period :</p> <ul style="list-style-type: none"> • incidental land information clarification advice was provided.

Valuer-General's Office

sda expenditure



status of services

The Valuer General primarily provides valuations for rateable and taxable property on Christmas and Cocos (Keeling) Islands for the respective shire councils and the Office of State Revenue. Other services include the making of market valuations associated with the sale, lease and purchase of land, and the adjudication of stamp duty.

activities during 2006/07

Valuation activity during the year included:

- general Valuations on the Unimproved Value (UV) and Gross Rental Value (GRV) basis.
- interim valuations on both the UV and GRV basis.
- market valuations and stamp duty assessments.

Valuation outcomes for 2006/07 comprised of the following:

- there were 499 UVs on the Christmas Island valuation roll and 262 UVs on the Cocos (Keeling) Islands roll.
- there were 845 GRVs on the Christmas Island valuation roll and 236 GRVs on the Cocos (Keeling) Islands roll.
- interim values for rating and taxing included the making of a total of 42 GRVs and 29 UV's on Christmas Island, and 4 GRVs and 0 UV's on Cocos (Keeling) Islands.
- there were no formal objections or appeals raised during the year against UVs or GRVs for both Christmas and Cocos (Keeling) Islands, however 1 query was received relating to 3 values.
- during the year, 2 market valuation requests were received yielded 9 valuations.
- 5 values were provided for stamp duty assessment.
- the overall total of 14 non rating and taxing valuations was well below the previous year's total of 314 values.

performance information

Accuracy and uniformity COD, MRT, – not applicable as the samples are too small.

WA Results	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual 2006/07
Benchmark against international standards for accuracy using Median Value Price Ratio Test ¹ :				
Gross Rental Value	92.75%	92.93%	>92.5%	94.00%
Unimproved Value	89.75%	92.38%	>92.5%	92.59%
Coefficient of dispersion to check uniformity of values:				
Gross Rental Value	5.74%	6.02%	<7.00%	4.39%
Unimproved Value	9.18%	8.67%	<15.00%	11.07%

No. objections allowed/No. values in force - WA -v- IOT

WA Results	Actual 2005/06	Target 2006/07	Actual 2006/07
Adjustments to rating and taxing values as a result of Objections and Appeals as a percentage of total values in force	0.02%	<0.2%	0.00008%

At 30 June 2007, there were 1,836,761 values in force in Western Australia, reflecting an increase of 52,877 over the previous year. During the year, only 146 of these were amended as a result of formal objections and appeals lodged with the Valuer General. This indicates that less than one in every 12,580 values is amended after formal review.

Key Efficiency Indicator: Average cost per valuation.

WA Results	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual 2006/07
Average cost per valuation	\$12.82	\$15.72	\$12.00	\$12.37

Notes:

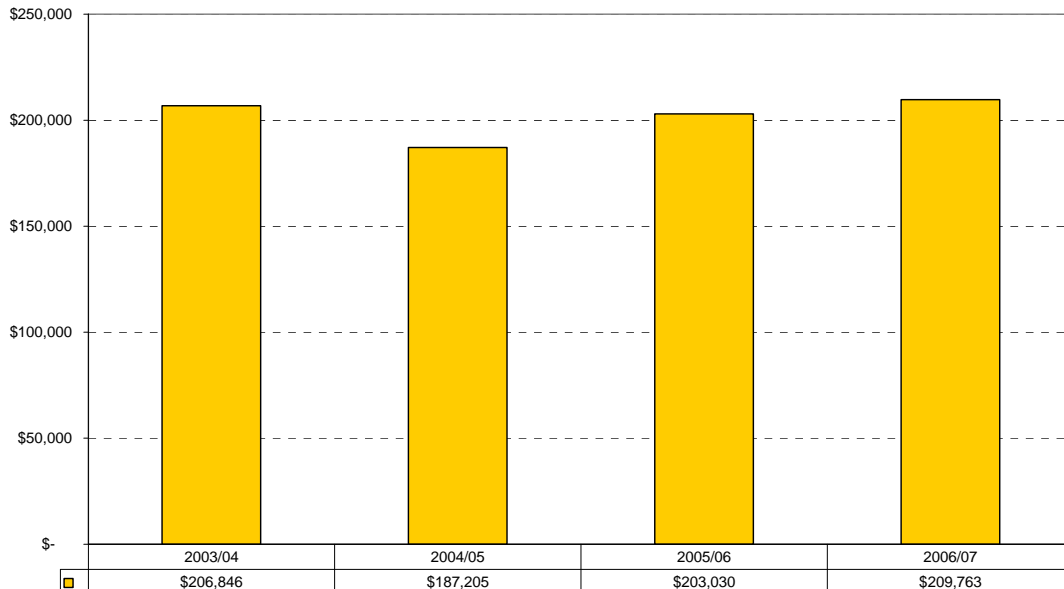
1. Comprises WA Actuals and Targets as published in the Annual Report to Parliament as well as operational plan targets and outcomes.
2. Test not conducted in the Territories due to the extremely small statistical sample.
3. Measure is within target times or timeframes agreed with clients.
4. Market values turnaround times target 85% is within agreed times set with clients.
5. For Consultancy Jobs the statistics provided are all measured in Hours to be consistent with WA Actuals and WA Targets.

future issues

Geographic Services had provided no information or services to the IOT in the last financial year.

Legal Aid Commission of WA

sda expenditure



status of services

Legal Aid WA (LAWA) provides information and resources to assist the community with their legal concerns, and offers a range of services aimed at target groups or individuals with particular legal problems.

Through its nine regional offices, its main office in Perth and its relationship with private practitioners, LAWA aims for equitable access to services, regardless of regional and time constraints.

Assistance is designed to help people resolve their problems at the earliest opportunity, to minimize practices that impede access to the law, to avoid unnecessary litigation and where legal representation is provided, to ensure it is reasonable and in keeping with community expectations for fairness.

activities during 2006/07

Legal Aid WA provided the following legal services to residents of Cocos (Keeling) and Christmas Islands during 2006/07:

- legal Advice Bureau
- minor assistance
- duty lawyer
- information and referral
- community legal education
- telephone advice
- legal representation pursuant to grants of legal aid

Christmas Island

The Legal Aid WA solicitors visit once a month for 11 months of the year for up to a week on each occasion. The solicitors provide advice and information, minor assistance, duty lawyer services, community legal education, referral and representation. When necessary, he or she is available outside of normal office hours on the Island.

The Legal Aid office is also staffed 2 days each week by a paralegal who provides information and referral services and ensures that appointments for either in-person or telephone legal advice or assistance are made where appropriate. Residents requiring legal advice or any of the other legal services referred to above outside of the monthly solicitor visit to Christmas Island are able to access the solicitor/manager in Perth.

Duty lawyer representation is provided when a Magistrate visits every three months or when a Court is convened by two Justices of the Peace and this coincides with the monthly solicitor visits.

The range of matters for which advice and minor assistance was given during the year included family, civil and criminal law. Family law issues included divorce, property settlement, child support and children's issues such as contact (now called "spending time with" and "communicating with") and residence (now called "living with").

Civil law issues included insurance law, wills, restraining orders, employment law, tenancy, mental health, real property, criminal injuries compensation, defamation, immigration, breach of loan contract, consumer/trader, debt, sale of land contract, home building contract, partnership and testator's family maintenance, among others.

A Magistrates Court was convened in September and December 2006 and in March and June 2007. A Children's Court was convened in December 2006 and March and June 2007. There were one or two matters listed before 2 Justices of the Peace in other months.

There were 2 grants of aid to Christmas Island clients in the financial year, both for family law matters.

In September 2006, the LAWA solicitor, as duty lawyer, appeared for 5 clients on criminal matters in the Magistrates Court.

In December 2006 the LAWA solicitor appeared for 14 adult clients on criminal matters in the Magistrates Court. There were some reasonably serious matters such as burglary and escaping legal custody. He also appeared for a juvenile person in Christmas Island Children's Court on a driving charge.

In March 2007 a Magistrates Court only was convened. The LAWA solicitor as duty lawyer for 9 accused persons. The charges before the court were drink-driving offences, grievous bodily harm, receiving, disorderly conduct, possession of cannabis with intent to sell/supply and obstructing police.

In June 2007, both a Magistrates Court and a Children's Court were convened. The LAWA solicitor appeared as duty lawyer for approximately 15 accused people. Quite a number of the charges arose out of one incident. The charges before the court were being armed in a way that may cause fear, disorderly conduct, wilfully destroy property, unlawful assembly, possession of goods suspected of having been stolen or unlawfully obtained, possession of cannabis with intent to sell/supply, drink-driving, refusing a breath test, no motor driver's licence, fighting in public causing fear and assault occasioning bodily harm.

On quite a number of occasions during the year, Legal Aid WA negotiated with the Director of Public Prosecutions to either withdraw charges, substitute less serious charges or reach agreement about a less serious factual situation in which the offence was committed.

Overall for Christmas Island there was a steady demand for advice and minor assistance, with 2 of the trips coinciding with Court sittings being particularly busy. Appointments for legal advice on Christmas Island were up by about one third compared (58 extra advice appointments) with last year, and also nearly double for minor assistance. Duty lawyer activity was slightly higher on Christmas Island for this financial year over last year. Duty lawyer activity last year and this year were both significantly higher than in previous years. The increased level of activity may have been due to the greater population as a result of the building of the IRPC and may fall away over this next financial year.

Cocos (Keeling) Islands

During 2006/07 there were 2 visits to Cocos (Keeling) Islands. There were more people charged with offences on Cocos (Keeling) Islands than in previous years.

The charges laid included taking bird offences under the Environmental Protection (Conservation and Biodiversity) Act (Cth), firearm offences, burglary, traffic offences and drink-driving.

The Cocos (Keeling) Islands Registry of the Magistrates Court sat in December 2006 for one matter only and in March and June 2007. Advice was given to the person charged before the December 2006 court and advice and duty lawyer representation was provided over the telephone in March and in person in June 2007. The LAWA solicitor visited Cocos (Keeling) Islands in May 2007 to take instructions for the June Court appearances.

Quite a number of telephone advice, face-to-face advice and minor assistance appointments were conducted for Cocos (Keeling) Islands residents, particularly in the latter part of the year relating to the criminal charges.

Referrals to Legal Aid WA for legal services for Cocos (Keeling) Islands residents are made through the Australian Federal Police on Cocos (Keeling) Islands, the social worker who services both Christmas and Cocos (Keeling) Islands, the community worker, or the client contacting Legal Aid WA direct.

There were a number of advice and minor assistance appointments given to Cocos residents for family, civil and criminal matters.

There were 2 grants of legal aid to Cocos (Keeling) residents, both on criminal matters.

On legal advice and duty lawyer statistics, there was an increased level of demand for services to Cocos (Keeling) Islands over last year. Appointments for legal advice on Cocos (Keeling) Islands were up by 6 appointments and were exactly the same for minor assistance. Duty lawyer activity was significantly higher on Cocos (Keeling) Islands this year. As in previous years, although the number of clients on Cocos Island was small overall, each client usually required more than one appointment.

There were more charges laid on Cocos (Keeling) Islands in this financial year than in any previous year. In March 2007 there were 7 accused persons before the court and in June 2007 there were 8 accused persons. Both solicitors spent considerable time in telephone and face-to-face interviews with several of the accused persons. Two reasonably serious charges were laid against 2 people and were dealt with in March and June 2007, although one matter will be finally dealt with by the Court sitting in Perth cloaked with Cocos (Keeling) Islands jurisdiction.

liaison work with other agencies for both Christmas and Cocos Islands

The Legal Aid WA solicitor worked closely with the Islands social worker throughout 2006/07, in particular, in assisting clients with drug or other problems and with respect to family law and criminal offence problems. The solicitor meets with the social worker on most occasions that he or she is on the Island if the social worker is on the Island as well.

The solicitors also worked with the Office of Community Based Corrections officer (who changed during the period) who travels to the Islands with the Magistrates. The officer prepares pre-sentence reports and chairs the Juvenile Justice Teams. The solicitor meets with the officer each time the officer is on-Island.

The solicitor also had a meeting with the Perth-based Manager of Court Services who visited the Island for the March 2007 sittings of the Court. There is a continuing and close relationship with the Christmas Island Court Registrar.

The solicitor also now meets with the school and community psychologist and will continue to contact him on each trip to refer clients and discuss matters of mutual interest. This has been a particularly useful and strong relationship. The solicitor also met with the Chief Executive Officer of the Shire of Christmas Island to discuss matters of mutual interest, such as community legal education for the seniors on the Island.

There was much liaison work with Cocos stakeholders during the Cocos visits, including with the Community worker, the Shire, Administration, the school and hospital staff, the Cocos Congress and the Police, among others.

community legal education

Legal Aid WA has a wide range of pamphlets, information sheets, kits and booklets about various legal issues, including issues in family, civil and criminal law, among others. These are continually being updated and improved. They are free and distributed from the Legal Aid office on Christmas Island.

From April 2001 LAWA has been publishing a series of occasional articles in “The Islander” on Christmas Island concerning common legal problems or issues. The articles are translated into Hokkien Chinese, and sometimes into Malay, as well as appearing in English. Legal Aid’s part time paralegal does the Chinese translation. It is thought that approximately half of the population read “The Islander”, so the coverage is wide.

The articles are also being provided to Darling Elat, Legal Aid’s contact officer on Cocos (Keeling) Islands. Darling translates them into Cocos Malay and places them on notice boards or in The Atoll. These are regarded as being the most suitable vehicle for their publication on Cocos (Keeling) Islands.

Public talks were also held in August 2006 and March 2007 regarding sexual relationships and the law, and family law and probate matters.

continuing family court telephone hearings

The solicitors continued to assist a number of Islands residents with divorces and other Family Court matters in the Family Court of Western Australia by way of a number of minor assistance appointments.

The Family Court has continued to agree to hear the initial part of the proceedings (or where it is a divorce, the whole matter) by way of telephone hearings in the 2006/07 financial year, which was of great assistance to the particular applicant in 2006/07.

performance information

Service Type	Christmas	Cocos	Wyndham	Kununurra
Legal Advice	173	28	10	24
Minor assistance	98	13	1	11
Duty Lawyer	53*	6	67	153
Information	559**	Not recorded	Not recorded	Not recorded
Total:	883			

* This includes the Christmas Island Registry of the Magistrates Court and Christmas Island Children’s Court.

** This includes both telephone and in-person information.

While there was significantly more legal advice and minor assistance provided to the Islands than to Wyndham/Kununurra, the level of court work in Wyndham/Kununurra was a lot higher than on the Islands. As mentioned above, the levels of legal advice and minor assistance in Wyndham/Kununurra are likely to be higher as a result of the existence of the community legal centre, whose statistics are not reported in Legal Aid WA’s statistics. Although the number of police charges laid in Wyndham/Kununurra was much higher than the Islands, the fewer charges proceeding to court on the Islands perhaps also reflects the emphasis on the preventative minor assistance program on the Islands (which is in accordance with the Service Delivery Arrangement goal of resolving problems at the earliest opportunity and avoiding unnecessary litigation).

applications for Legal Aid

Law type	Approved	Refused
Criminal	2	0
Family Law	2	0
Civil Law	0	0
Subtotal:	4	0

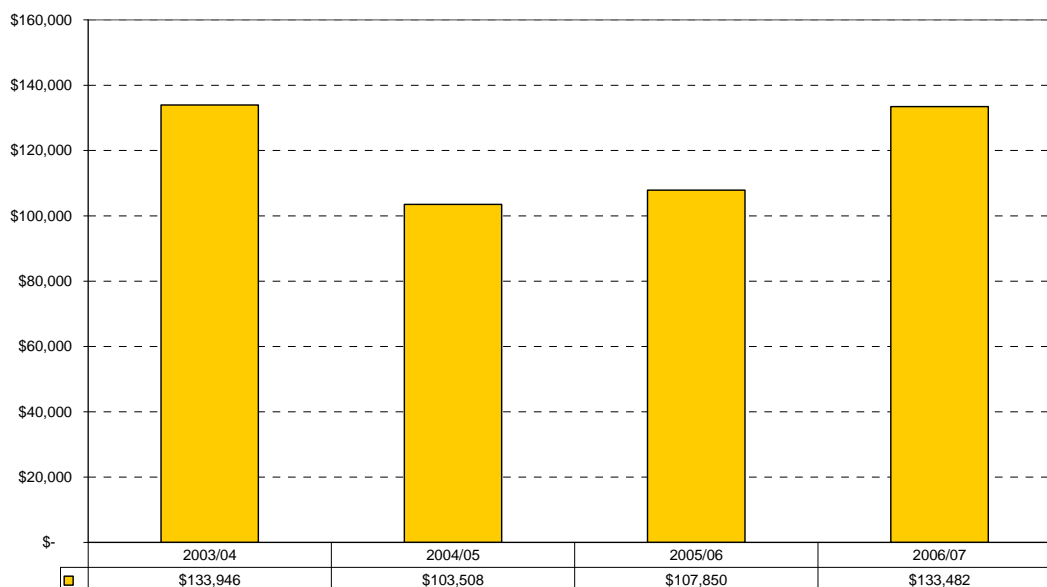
future issues

Legal Aid WA will continue to provide its full range of services to the Islands, and will also monitor the need for law reform and community legal education on Cocos (Keeling) and Christmas Islands.

During 2007/08 Legal Aid WA looks forward again to strengthening its relationships again with Court staff, Perth Court staff, Justices of the Peace, the social worker and the psychologist to ensure our service is of a high quality and is responsive to the needs of Island residents.

Department of Local Government and Regional Development

sda expenditure



performance information

	Christmas Island	Cocos (Keeling) Islands
KEY OUTCOMES	<p>The Shire continues to achieve a high level of service to its community. It has achieved accountability standards and financial and statutory compliance standards equivalent to local governments in rural and remote WA.</p> <p>At the commencement of the 2006 financial year the Shire reviewed its organisational structure and undertook some long-term workforce planning. This has seen the establishment of an informal partnership program with the City of Melville to support some of the key statutory functions of the Council</p>	<p>The Shire continues to achieve a high level of service to its community. It has achieved accountability standards and financial and statutory compliance standards equivalent to local governments in rural and remote WA.</p> <p>Good progress has been made with the implementation of projects from the Council's Strategic Plan.</p>
Advice to Commonwealth Minister	<p>Advice provided to the Minister on statutory compliance and approvals under the Act. Advice given within required timelines.</p> <p>Advice provided on the general purpose grant to be paid to the Shire.</p>	
Advice to AGD	<p>Ongoing advice as requested on the function of local government and operation of the Council. Advice provided at the time of the request.</p>	
Advice to local governments	<p>The Local Government Support and Development and Compliance and Advice Branches of the Department provided advice and support to all levels of senior management and elected members when requested.</p> <p>Copies of all Departmental Circulars and information notes, guidelines and publications supplied to both Shires.</p>	
Advice to the public	<p>Advice was given on minor matters during officer's visits to the Islands.</p>	

Local Government Development and Support		
№ and type of monitoring visits	<p>A Department officer and an HR consultant visited the Shire to undertake a series of workshop planning sessions with the executive staff and elected members. The resulting report led to a review of the Shire's organisational structure and partnership program with the City of Melville.</p> <p>The Department officer reviewed the Shire's rate book and provided advice on the exemption provisions of the legislation.</p> <p>The Shire's tender processes were reviewed and advice provided on the Shire Tender Policy.</p>	<p>A Department Officer along with an experienced officer from a mainland local government visited the Shire to undertake a CEO Support Program with the new CEO.</p> <p>During the visit the Department officer carried a full Compliance Audit and provided advice and assistance on corrective action required where issues of non-compliance were identified.</p>
Elected Member Training	<p>Councillors and staff from both Shires attended WALGA Local Government Week in August 2006 and the Department organised information workshops. The Shire President and Deputy President from the Shire of Christmas Island also took part in the Department's Mayors and Presidents seminar. The Department supported both Shires with financial assistance to attend Local Government Week.</p>	
Complaints about Local Government operations	<p>A series of complaints were received from two parties about a number of minor operational issues. Initially these issues were raised at the public question time sessions in Council meetings and when the response given was disputed, the complaints were forwarded to the Department.</p> <p>These issues continue to be examined and addressed by the Department.</p>	<p>No complaints received into operation of local government.</p>
Complaints about elected members	<p>A series of complaints were received from two parties about a number of minor operational issues. Initially these issues were raised at the public question time sessions in Council meetings and when the response given was disputed, the complaints were forwarded to the Department.</p> <p>A complaint about alleged breaches of the Financial Interest Provisions by the Deputy President has been dismissed. The other issues continue to be examined and addressed by the Department.</p>	<p>No complaints received.</p>
Compliance audit returns (calendar year)	<p>2006 Return adopted by Council at its February meeting and received by the Department on 14 March 2006. 13 issues of non-compliance identified.</p>	<p>2006 Return adopted by Council at its March meeting and received by the Department on 6 April 2006. 5 issues of non-compliance identified.</p>
Budgets	<p>2006/07 Budget adopted by Council on 29 August 2006 and received by the Department on 11 September 2006.</p>	<p>2006/07 Budget adopted at the August meeting of Council and received by the Department on 13 September 2006.</p>
Mid-year Budget Review	<p>2006/07 Mid Year Budget adopted by Council at March meeting and received by Department on 3 April 2006.</p>	<p>No report received.</p>
Annual Financial Statements	<p>2005/06 Statements received by the Department on 7 January 2007.</p>	<p>2005/06 Statements received by the Department on 18 January 2007.</p>
Audit	<p>Auditor's Report for 2005/06 received by the Department on 21 November 2006. No matters were raised in the Independent Auditor's Report, however the Management Letter did suggest improvements to the allocation of public works and plant hire overheads.</p>	<p>Auditor's Report for 2005/06 received by the Department 18 January 2007. Four matters were raised in the Independent Auditor Report and the Management Report suggested improvements to Tender and Purchasing processes, delegations and reconciliation of property values.</p>
Annual Reports	<p>The Annual Report for the 2005/06 year was received by the Department on 7 January 2007. The Report was assessed as complying with the legislative requirements.</p>	<p>The Annual Report for the 2005/06 year was received by the Department on 18 January December 2006. The Report was assessed as complying with the legislative requirements.</p>
Telecentre Support	<p>There is no Telecentre on Christmas Island.</p>	<p>Ongoing advice and assistance was provided on request. There is an increased need for a community internet access point on Home Island. This matter will be further investigated in 2007/08.</p>

status of services

The arrangement between AGD and Lotterywest provides for fee for service assessment advice on applications made by Indian Ocean Territories (IOT) organisations in line with Lotterywest grant opportunities. The previous 3 year agreement expired in May 2007, and has been extended pending the finalisation of a new SDA.

activities during 2006/07

During 2006/07 Lotterywest received 4 IOTs applications, of which all 4 were approved for funding.

performance information

The relevant Key Performance Indicator for grant assessment aims for 80% of grants to be assessed in a timely manner, namely within three months of receipt. Whilst the outcome for IOT grants is not separately measured, the measure achieved by Lotterywest during this period was 89%. It is highly probable that the response to IOT applications would be in this range.

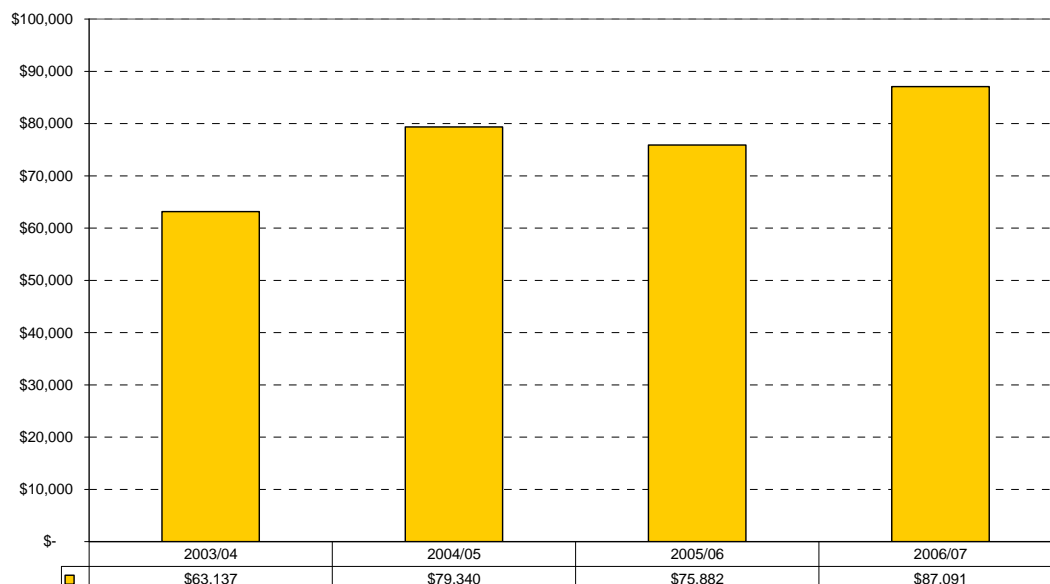
future issues

A site visit to the IOTs undertaken in September 2004 resulted in a significant increase in interest in Lotterywest grants. Subsequent to the visit, grant applications almost doubled to that of the previous year, increasing to 11 grants in the 2004/05 period. As indicated above, with only 8 applications received in this reporting period, the impact of this visit is now starting to diminish.

A second visit to the IOTs is therefore recommended, to re-establish stakeholder relationships and build on the interest described above. This is planned to occur following finalisation of the new SDA assumed to occur in early 2008. In addition, an enhancement to the Lotterywest website is also being planned to better communicate the availability of this service to IOT organisations.

Main Roads WA

sda expenditure



status of services

This SDA, the fourth involving Main Roads WA, commenced on 1 July 2004 and will operate until 30 June 2008.

The SDA provides road management services including investigating and reporting on specific road issues, in addition to the provision of advice, support and training applicable to the management of roads in the Shires of Christmas Island and Cocos (Keeling) Islands.

activities during 2006/07

Capital and Non-Capital Works were undertaken during the year with achievements and prominent issues summarised as follows:

christmas island

- Crab crossings are working satisfactorily.
- Trials by Parks Australia to reduce interference to crab migration will continue. The trials test the effectiveness of temporary bridges over roads and permanent fences along side drains.
- Works to upgrade the Gaze Road – Golf Course Road are complete.
- The Shire has completed improvements to the Gaze Road/Service Road intersection within the Settlement.
- Construction of East - West Baseline near LB4 by the Shire was completed
- Irvine hill road – sealing and drainage improvements were completed.
- Vagabond Place – construction completed by the Shire.
- North west point road – sealing of sections near the intersection of E-W Baseline will reduce maintenance
- Linkwater road – following a report prepared by Main Roads and the Shire the Commonwealth will proceed with works to upgrade and reopen the existing road. The decision is a cost effective outcome and will provide safe access for light vehicles from the Island plateau to the Resort.

- Due to the volume of IRPC construction traffic additional funding was provided to increase the maintenance of North West Point Road/Murray Road.
- Trials continued during 2006/07 for the improvement of line marking durability and guard rail corrosion
- Main roads surveyors assisted the Shire with survey work on Plant Hill Road, Quarry Road and Ethyl Beach Road.
- Central road authority – continues to operate well with good working relationship between the three organisations.
- Heavy haulage – Main Roads conducted an assessment into the implementation of Heavy Vehicle Operation Compliance arrangement in 2007/08.
- A number of training programs to improve road management and operations skills were undertaken during 2006/07. These included ROMAN (road management system), Traffic Management, Plant Supervision and Management (Main Road WA) and Basic Surveying (Main Roads WA).
- A Brochure describing road traffic rules on Christmas Island was produced and distributed during 2005/06. Following positive feedback, the Brochure will be made available to new arrivals at the Airport Terminal.
- A number of traffic management and pedestrian safety improvements were made this year.
- An investigation of a safe pedestrian access up Murray Road between the Settlement and Poon Saan/Silver City failed to locate a satisfactory route. Further investigation is required.
- Igneous sealing aggregate was used to improve skid resistance at a number of sites.
- Numerous road condition signs were installed.
- There is concern that bicycle education and road safety programs will not be continued by the Island Police due to difficulties of making time available by the School during the day. The possibility of undertaking these programs outside school hours should be investigated.
- The Island was visited twice this year to access road projects and programs; provide advice and support to Shire staff; consult with stakeholders; and to provide feedback to AGD.

cocos (keeling) islands

- Issue of cars on Home Island – due to a lack of community support, a trial to fit and monitor a speed reducing device in a vehicle on Home Island was cancelled. However, the Shire has initiated a trial of battery powered vehicles which it is hoped Island people will support as an alternative option to the purchase of cars. Main Roads supports the Shire's initiative.
- Jalan belek mem and Jalan Tannah Tinggi – access roads to the new power station, fuel depot and refuse site on Home Island are being constructed by the Shire.
- Beacon heights road – The Shire constructed a cul-de-sac and improved drainage along the roadway
- Sydney highway – the condition of Sydney Highway continues to deteriorate. Current maintenance by the Shire is only a temporary solution to reconstructing the road. A Project Proposal is to be developed in 2007/08 in addition to a trial reconstruction section to be undertaken by the Shire. The intersection with Rumah Baru access Road was constructed and improved by the Shire.
- Airforce Road – Southern Road – upgrade works, including drainage, was completed by the Shire.
- New Brick Making Machine – a new brick making machine was purchased and installed on Home Island. This machine should improve the production and quality of paving bricks.
- Improvements to traffic management and pedestrian safety were made this year.
- Training – various training programs were undertaken during 2006/07 including ROMAN, plant management and operation (Main Roads WA), construction practice, herbicide course, surveying (Main Roads WA). On the job training was conducted during works associated with Airforce Road/Southern Road; Beacon Heights cul-de-sac; and access roads to the new power station, fuel depot and refuse site on Home Island.
- Fremantle road – the Shire developed a traffic management plan to improve pedestrian safety and to alleviate parking issues outside the Airport entrance.
- Local area target enforcement signs were erected on both West and Home Islands.
- Bicycle education and road safety – successful programs including the wearing of bicycle helmets by adults, were undertaken by the Island Police.
- The Island was visited twice this year to access road projects and programs; provide advice and support to Shire staff; consult with stakeholders; and to provide feedback to AGD.
- General Comment – except for the deterioration of Sydney Highway, there are positive indicators that the road system continues to improve. This reflects highly on the Shire's road management team and practical on the job training programs. Shoreline protection along the SW section of West Island needs to be addressed to reduce the risk of shoreline encroachment and loss or damage to adjacent infrastructure.

programs and expenditure

Christmas Island	Estimates (\$)	Expenditure (\$)	Notes
Capital works*	992,000	992,000	
Non-Capital works (inc MRWA service costs)	95,000	98,000	
Proposed 2007/08 Program	345,000 42,000 140,000 53,000		Capital Non-Capital Heavy Vehicle Ops Compliance Main Roads WA Services

*Includes \$352,000 previously funded in 2004/05 for the upgrade of the Gaze Road Transport Route Stage1 and \$300,000 (additional Commonwealth funding) for the maintenance of Access Roads to the IRPC site.

Central Road Authority	Estimates (\$)	Expenditure (\$)	Notes
Maintenance of Island Roads	240,000	240,000	
Contributions (estimated): CIP		Not Available	In kind/cash
Parks Australia		Not Available	In kind/cash
Proposed 2007/08 Program	240,000		

Cocos (Keeling) Islands	Estimates (\$)	Expenditure (\$)	Notes
Capital Works*	450,000	450,000	
Non-capital works (includes Main Roads WA services costs)	58,000	59,091	
Proposed 2007/08 Program**	425,000 32,000 30,000		Capital Non-capital Main Roads WA services

* Includes \$155 000 (additional Commonwealth funding) to construct and seal access roads to power plant, fuel depot, etc on Home Island.

** Includes \$70 000 to reconstruct a 400m section of Sydney Highway; and \$40 000 to produce a Project Proposal to reconstruct and upgrade Sydney Highway.

performance information

The following Performance Indicators have been determined for period ending 30 June 2007.

Note: Christmas Island values are not available due to change in Shire staff, particularly Manager Works and Services, and lack of experience in obtaining information from the ROMAN Road Management System.

Item	Christmas Island		Cocos (Keeling) Islands	
Road Inventory			60%	To be updated 2007
Traffic Management Inventory			50%	To be updated 2007
Cost Indicators	Network Cost \$/km	\$/m²	Network Cost \$/km	\$/m²
Routine Maintenance				
Unsealed (unformed)			1,340 (4m wide)	0.34
Unsealed (formed/unsheeted)			1,845 (4m)	0.46
Unsealed (formed/sheeted)			2,330 (6m)	0.38
Unsealed road			2,920 (6m)	0.48
Sealed road			5,150 (6m)	0.85
Specific Maintenance				

Unsealed - sheeting			36,894 (6m)	6.15
Reseal			131,250 (6m) 10mm agg	21.90
Reconstruction				
Unsealed formation and sheet			62,150 (6.5m) (local material)	9.56
Sealed road			204,752 (6.5m) (two coat cold bitumen emulsion – local base material)	31.50
			290,849 (two coat hot bitumen) 10/14mm seal	37.05
			881 780 (imported road base and hot bitumen)	135.66
Sealed road (built up and non built up areas)			204,752 (6.5m) (two coat seal) 10/14mm	31.50
Brick paved road (Home Is)			607,603 (4.7m)	129.27

Network Cost = $\frac{\text{Total Cost for Specific Road Type (\$)}}{\text{Total Length of Specific Road Type (km)}}$

performance indicator trends

Christmas Island					
Item	Value	2003/04	2004/05	2005/06	2006/07
Road Management Data					
Road Inventory	%	95	100	100	-
Traffic Management Invoice	%	90	100	100	-
Cost Indicators					
Routine Maintenance					
Unsealed (unformed)	\$/Km	2648	1025	1025	-
Unsealed (formed & unsheeted)		2648	4836	3022	-
Unsealed (formed & sheeted)		2750	3191	2781	-
Unsealed Road					
Sealed Road		12208	11213	19375	-
Specific Maintenance					
Unsealed (sheeted)	\$/Km	26600	21992	33620	-
Reseal	\$/m ²				
10mm Limestone		10.91	10.91	13.41	-
14mm Limestone		11.40	11.40	14.20	-
10/14mm Limestone		-	25.00	27.61	-
14mm Basalt		-	-	-	-
Reconstruction					
Unsealed (formed & sheeted)	\$/m ²	6.64	5.78	-	-
Sealed Road (built up areas)		17.97	21.33	27.61	-
Brick Paved Road		-	-	-	-

Notes

- (1) In 2002/03 an increase in routine maintenance costs were due to an increase in traffic, particularly heavy vehicles.
- (2) In 2005/06 there was a substantial increase in bitumen costs.
- (3) In 2006/07 there was no data available from the Shire due to a change in staff.

Cocos (Keeling) Islands					
Item	Value	2003/04	2004/05	2005/06	2006/07
Road Management Data					
Road Inventory	%	100	70	60	60
Traffic Management Invoice	%	90	90	50	50
Cost Indicators					
Routine Maintenance					
Unsealed (unformed)	\$/Km	1680	1680	1340	1340
Unsealed (formed & unsheeted)		2950	2950	1845	1845
Unsealed (formed & sheeted)		3620	3620	2920	2330
Unsealed Road		3620	3620	2920	2920
Sealed Road		5950	5950	5150	5150
Specific Maintenance					
Unsealed (sheeted)	\$/Km	40800	40800	36894	36894
Reseal	\$/m ²				
10mm Imported aggregate or base		17.90	17.90	21.90	21.90
Reconstruction					
Unsealed (formed & sheeted)	\$/m ²	11.10	11.10	9.56	9.56
Sealed Road					
Hot Bit 10mm Imported aggregate or base		27.47	27.47	-	-
Cold Bit Emulsion 14/10 mm Imported aggregate or base		-	-	31.50	31.50
Hot Bit 14/10mm Imported aggregate or base		36.17	36.17	37.05	37.05
Hot Bit + Imported aggregate or base + 14/10mm		-	-	135.66	135.66
Brick Paved Road	\$/m ²	129.67	129.79	129.27	129.27

Notes

(1) In 2004/05 – 2006/07 Shire had problems with updating data in ROMAN Road Management System. Current update of data is being progressed.

future issues

The working relationship with both Local Governments (Shires), other Government Agencies/Consultants and Community Groups/Organisations on both Islands continues to be excellent. Consideration is given by Main Roads WA personnel visiting the Islands to local cultures and politics.

christmas island

- It is evident from observation and consultation that the conditions and management of roads on Christmas Island is satisfactory. However, the implementation of an effective routine maintenance operation will enhance the condition of the road system.
- The change in the Shire's Manager Works and Services will provide many challenges in the management of roads on Christmas Island.
- The operation of the Central Roads Authority continues to be very satisfactory with collaborative working relationships between the three organisations and the delivery of positive outcomes that benefit the Island Community.
- Heavy vehicle operations continues to be an important issue regarding road and traffic management. The implementation of a compliance and education arrangement, managed by Main Roads WA, will be undertaken in 2007/08.
- Ongoing training programs to enhance the road management skills of Shire personnel is very important to enable an efficient and competent workforce to be maintained. During 2006/07 various training programs were undertaken in areas of ROMAN (road management system); Traffic Management; plant Supervision and Management of Plant Fleets (Main Roads WA); and Basic Road Surveying (Main Roads WA).

cocos (keeling) islands

- The condition of roads on both West Island and Home Island, with the exception of Sydney Highway, is generally satisfactory.
- The deterioration of Sydney Highway is an ongoing concern with the number and severity of depressions increasing resulting in increased maintenance costs. There is difficulty in maintaining the road to a satisfactory standard and reconstruction of the road is strongly recommended. In 2007/08, a 400m section of the road will be reconstructed by the Shire as a trial project. Main Roads will then prepare a project proposal to upgrade and reconstruct the road.
- Ongoing training programs to enhance the road management skills of the Shire personnel were undertaken during 2006/07. Programs included ROMAN Road Management System; Plant Management and Operation (Main Roads WA); Road Construction Practice; Herbicide Course; and On-The-Job Training using Projects on Airforce Road/Southern Road, Beacon Heights Cul-de-sac and Jalan Balek Mem/Jalan Tannah Tinggi (Home Island).
- A proposal to upgrade traffic management facilities on Fremantle Road outside the Airport access and CI Club will be implemented during 2007/08 and improve road safety for pedestrians.

general

- Road management on both Christmas Island and Cocos(Keeling) Islands has been very positive during 2006/07 with the satisfactory completion of various road maintenance and road improvement projects and a commitment to further road improvement projects on both Islands.
- The success of the Central Road Authority on Christmas Island continues to be a highlight in addition to the successful development of an effective road management team by the Director Technical Services on Cocos (Keeling) Islands.
- Main Roads WA will continue to provide road management expertise and advice to both Shires and the Commonwealth in a broad range of areas including general road engineering and surveying, heavy vehicle operations, traffic management and pavement technology. To enable both Shires to achieve community expectations in their road management role, Main Roads WA will continue to provide support and the necessary road management services.

Medical Board of WA

sda expenditure

The Medical Board's IOTs activity during 2006/07 was minimal, and corresponding expenditure was less than \$1,000.

status of services

The Medical Board of WA's role under the SDA is to monitor and ensure that only appropriately qualified individuals are registered to practise medicine in the IOTs. In addition, the Board acts as an independent authority to receive and investigate complaints against medical practitioners in the Territories.

activities during 2006/07

All doctors working in the IOTs have been registered on the database within the Board's registration system. No complaints were received concerning any doctors in the Territories, nor were any formal inquiries required to be held during the period.

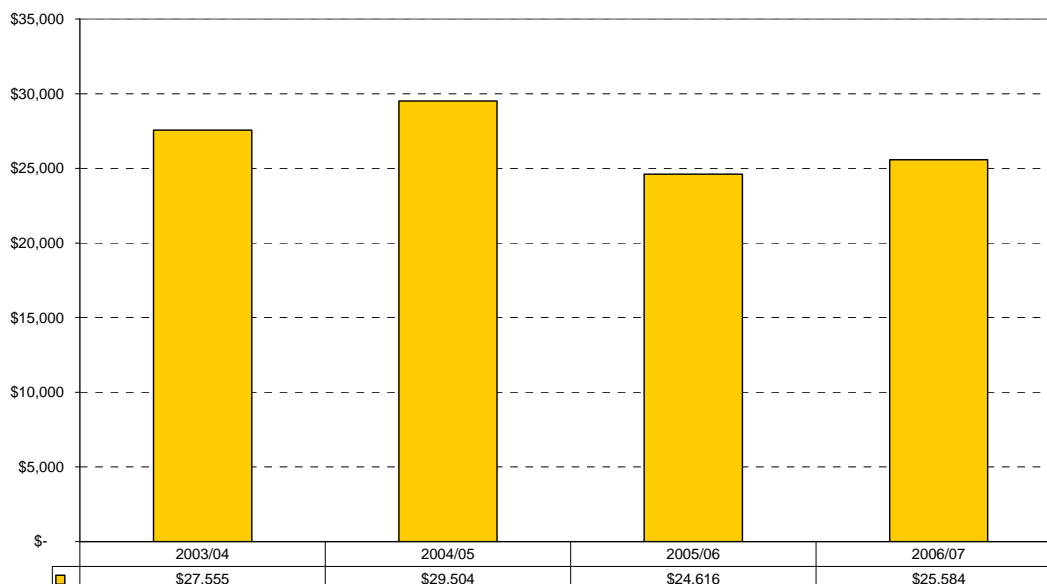
Information and material produced by the Medical Board to raise awareness of the profession's obligations was circulated to all doctors working in the IOTs.

performance information

The primary medical degree requirements for those doctors working within the IOTs are the same as in WA. No doctor is entitled to undertake the practice of medicine without meeting these requirements. The conduct of doctors in the IOTs is required to be consistent with that expected in WA. No complaints against medical practitioners were received during the year.

Nurses Board of WA

sda expenditure



status of services

christmas island

The Nurse Board Register shows 5 Enrolled Nurses and 5 Registered Nurses classified as active, who are resident on Christmas Island. Nurses on the island continue to obtain assistance from Chinese and Malay health workers on health related initiatives.

cocos (keeling) islands

The Board's Register also identifies that there is one Registered Nurse, classified as active, who is resident on either Home or West Islands.

activities during 2006/07

Throughout the year, professional advice in the areas of continuing professional competence, medications and documentation was given to nurses from the IOTs via telephone.

The annual requirement by nurses to demonstrate continuing professional competence was performed in February 2007. There was no necessity for the Board to visit either Christmas or Cocos (Keeling) Islands during the year.

performance information

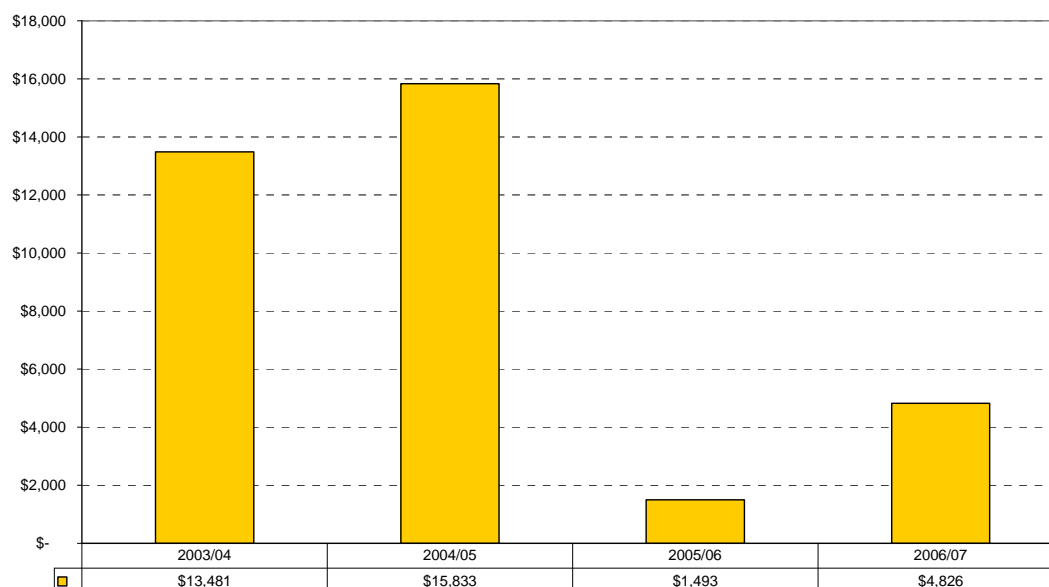
The nurses employed by the IOTHS on Christmas and Cocos Islands have been provided with similar information and advice this year to nurses employed in rural regions within WA.

future issues

The new Nurses and Midwives Act of 2006 has been prepared and is set to replace the existing Nurses Act 1992. Proclamation of the Nurses and Midwives Act of 2006 is expected in the early part of 2007/08.

Parliamentary Commissioner for Administrative Investigations (State Ombudsman)

sda expenditure



The substantial reduction in costs for 2005/06 is due to no trips being undertaken to the IOTs.

status of services

A service delivery arrangement between the State Ombudsman and the Commonwealth Government provides for my office to offer ombudsman services to residents of the Indian Ocean Territories (Christmas Island and Cocos (Keeling) Islands) covering agencies within my jurisdiction which also operate in the Territories at the request of the Commonwealth.

activities during 2006/07

During the period 1 July 2006 to 30 June 2007 the Ombudsman received two complaints from the Indian Ocean Territories which we declined to investigate in accordance with the Parliamentary Commissioner Act 1971 because in one case the allegation was unclear and in the other the complaint was not about matters of administration. In each case the complainant was provided with a written explanation as to why the complaint was not investigated.

performance information

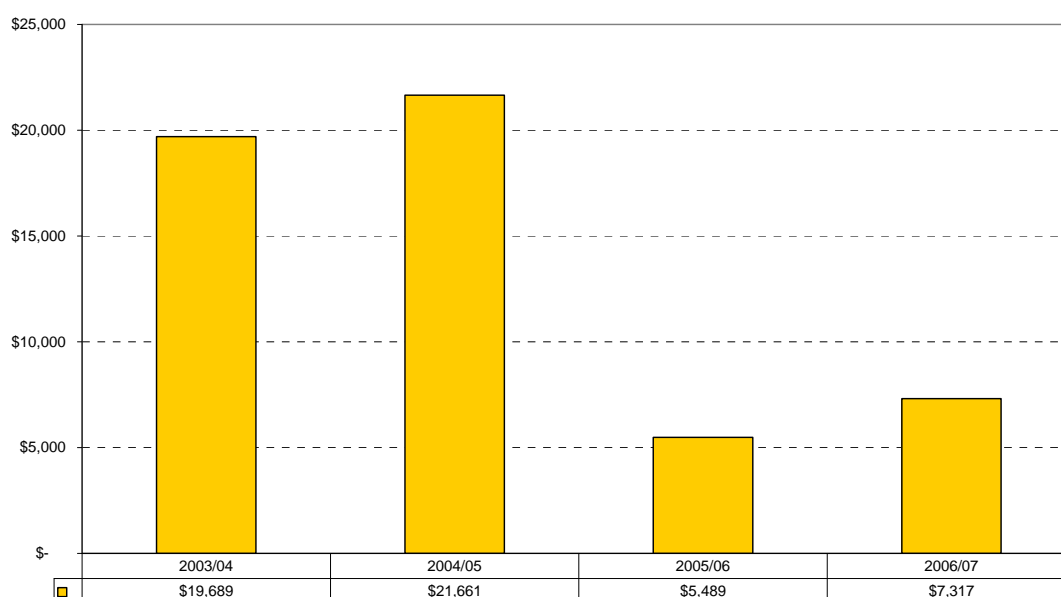
Percentage of allegations where complainants received assistance - Nil (See comments above)

Average time taken to finalise allegation - 5 weeks (33.5 days).

Department for Planning and Infrastructure

Land Asset Management Services Division

sda expenditure



status of services

Land administration services are provided to the Indian Ocean Territories (IOTs) under the SDA during this period by DPI from within the Land Asset Management Services branch (LAMS), with support from Legislative and Legal Services section.

The land administration service delivered principally via the *Land Administration Act (1997) (WA)(CI)(CKI)*, provides consistency with mainland (WA) Crown land dealings.

performance information

Crown land dealings to 30 June 2007:

	Cocos (Keeling) Islands	Christmas Island
Freehold transfers	-	-
Crown land titles created	1	28
Reserves	1	22

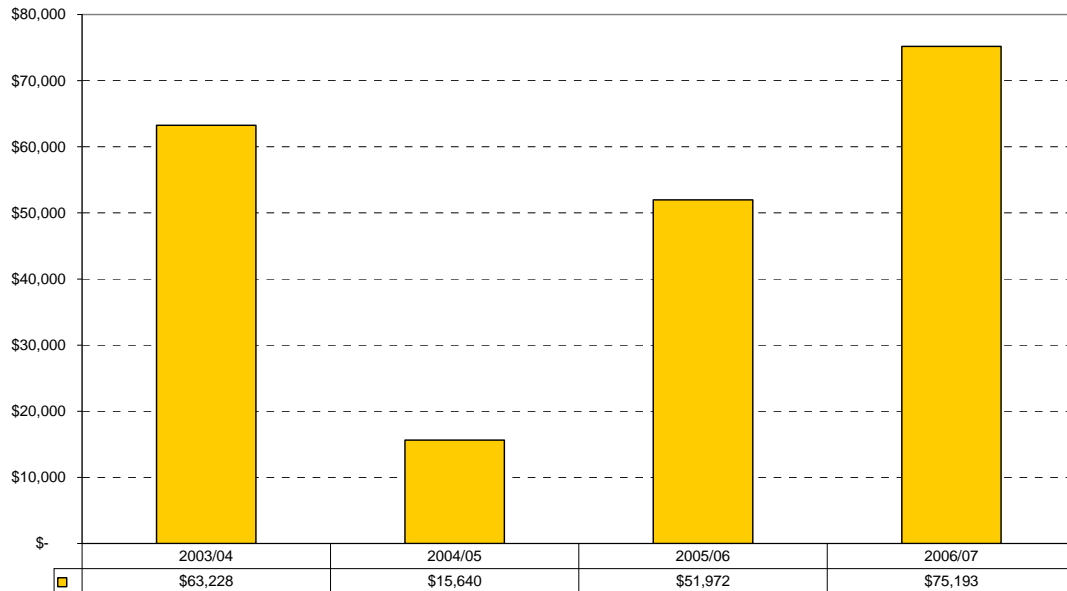
	Cocos (Keeling) Islands	Christmas Island
Land Dealings in 2003/04	116	158
Land Dealings in 2004/05	9	77
Land Dealings in 2005/06	19	84
Land Dealings in 2006/07	2	50

future issues

Assisting AGD with the training of staff in the methods and policies related to mainstream Crown management and dealings will likely be the focus of support from SLS in 2007/08.

Planning Division

sda expenditure



status of services

DPI currently provides planning services to AGD and, where appropriate, provides the respective Local Governments and landowners/developers with statutory and strategic planning assistance and advice.

activities during 2006/07

soci local planning strategy

The Shire of Christmas Island draft Local Planning Strategy is being prepared by consultants on behalf of the Shire. The DPI has provided assistance, as required, on the format and content of the strategy and the process to be followed in its preparation and implementation.

The strategy represents a strategic framework for development of the Shire over the next 10 to 15 years and is required under town planning regulations.

The Council of the Shire adopted the draft strategy on 4 July 2006 and on 2 August 2006 the Commission was requested to certify the strategy for purposes of advertising.

The DPI assessed the draft LPS and on 13 February 2007 the Commission resolved (subject to modifications) to certify the strategy for advertising. The Shire is currently undertaking the modifications prior to advertising of the draft LPS.

socki town planning scheme №1 and lps

The Minister for Local Government, Territories and Roads granted in-principle final approval to LPS No.1 (previously known as Town Planning Scheme No.1) in July 2005, subject to the Council completing and checking several modifications to the Scheme documents and maps. The Council undertook the required modifications and DPI forwarded the Scheme for the Minister's endorsement. The final Scheme was endorsed by the Minister on 29 January 2007 and gazetted by the Local Government on 30 July 2007.

performance information

The table below lists the number and type of statutory applications (subdivisions and strata titles) against statutory targets as determined by the Western Australian Planning Commission during the year:

christmas island

WAPC REF.	Type	Location	Statutory Target	Process Days
133072	Subdivision	Lot 1015 Gaze Road	90	90

cocos (keeling) islands

WAPC REF.	Type	Location	Statutory Target	Process Days
131542	Subdivision	Lots 213 & 214 Sydney Highway	90	96*

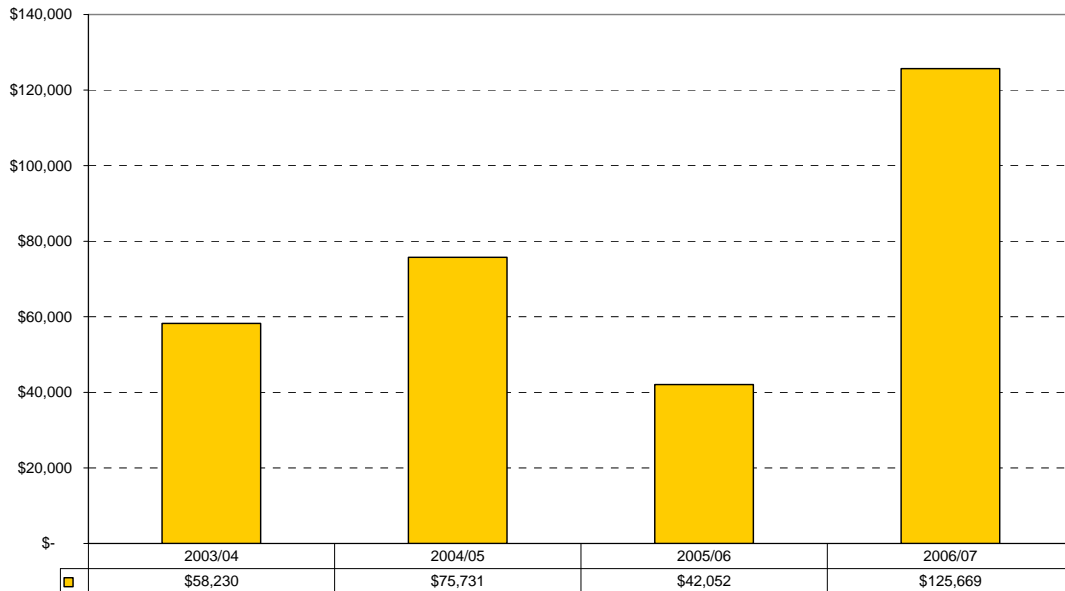
*Delay due to consultation with service agency

future issues

One application was received during the 2007/08 Coastwest grant round. The State Coastwest Coordinator provided advice and support to the proponents of the project in the development of their application. The project has been referred to the Coastal Engineers in the New Coastal Assets branch of the Department of Planning and Infrastructure for technical advice and support. The project is currently included in the 2007/08 assessment process. AGD will be informed of the outcomes when this is complete.

Transport Division

sda expenditure



status of service

In 2006/07, the Department for Planning and Infrastructure (DPI) provided services to AGD in order to achieve, consistent as far as practicable with Western Australia's transport system, an efficient, safe effective and equitable transport system in the Indian Ocean Territories, through the provision of appropriate advice, services and support, as requested by the Commonwealth.

activities during 2006/07

As requested by the Commonwealth, DPI provided advice, services and support on issues relating to:

Public Transport

- provide policy advice on public transport vehicle standards and registration and ownership of taxis.
- general advice as requested.

School Bus Services

- advice on bus standards, safety and driver registration. Inspected school buses on Christmas Island.

Regional Transport Planning

- no services requested.

Air Services

- information on Australian and international services.

Ports & Shipping

- issued Certificates of competencies.
- provided advice on the obtainment of competencies.
- advice on assessing the documentation of appointment of pilotage and harbour masters.

- advice on commercial vessel safety.
- advice on Recreational Skippers Ticket (RST)
- visit Cocos and Christmas inspect and provide advice on RST
- provided advice on port management and marine hazards management.
- advice on oil pollution management

Motor Vehicle Drivers & Vehicle Licensing

- advice and up-to-date information on driver licensing, vehicle safety standards and vehicle testing.
- advice on motor vehicle inspections and motor vehicle and drivers licence registry functions.
- provision of training and support services associated with motor vehicle inspections and the motor vehicle and driver licence registry.
- provision of updated licensing and related publications.

Assessment of Grant Applications

- advice and information on Country Pathways Planning Grants.
- advice and information of Recreational Boating Facilities Scheme.
- advice and information on Coastwest Grants Scheme.

Administration

- associated administration requirements to meet Service Delivery Arrangements.
- considerable advice was provided with regard to delegations and other legal aspects of the various Acts administered by DPI.
- visited both Christmas and Cocos Islands to:
 - provide advice on changes to Road Traffic Act Legislation and its potential impacts and advice on licensing services;
 - provide advice on Recreational Skippers Tickets; and
 - inspect school buses.

Office of the Public Trustee

sda expenditure

The Office of the Public Trustee's IOT's activities during the year 2006/07 was minimal, and corresponding expenditure was less than \$1,000.

status of services

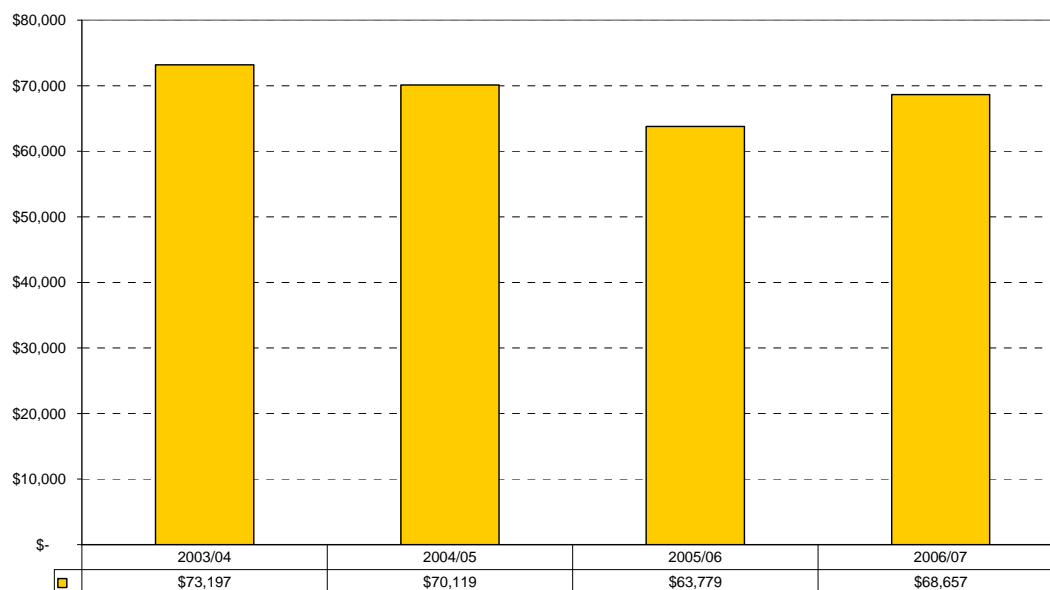
The Office of the Public Trustee has continued to make available to the residents of the IOT's those services that are available to residents in remote areas of WA. For example, IOT's residents have access to the Wills-by-Post service provided by the Public Trustee to remote WA communities.

activities during 2006/07

The Public Trustee was not required to prepare any wills, administer any trusts or deceased estates for any IOT's residents during 2006/07.

Department of Racing, Gaming and Liquor

sda expenditure



status of services

The Department of Racing, Gaming and Liquor provides licensing and compliance services to promote and maintain lawful liquor activities in the IOTs within community expectations on harm minimisation.

As at 30 June 2007, there were 20 licensed premises on CI, and three on CKI. The breakdown of licence types is shown below.

	Tavern	Liquor Store	Club	Restaurant	Special Facility	Wholesaler	Club Restricted
Christmas	3	3	2	1	7	4	0
Cocos	0	1	0	0	1	0	1

There has been no change in the number of licensed premises during the past 12 months. The level of activity on the islands involving liquor licensing issues has been stable during the past year and this is reflected in the licensing authority's regulatory activities carried out.

activities during 2006/07

licensing

No applications were received for the grant of a liquor licence during 2006/07. The Department received one application for the transfer of a licence, three applications for approval of manager and one application for a protection order.

compliance

Inspection tours of both Christmas and Cocos Island were conducted in June 2007. Further inspection tours are planned for the islands in the first half of the 2008 calendar year. Inspections on both Islands have revealed a level of compliance that is generally consistent with those on the mainland. No infringement notices or formal cautions were issued as a result of the visit.

Eight premises related work orders were issued to licensees where inspections have identified that aspects of licensed premises did not meet the required standard. These work orders and the progress on resolving the problems identified will be followed up by the issuing officer and during future inspection tours. The standard of premises, based on the number of premises related work orders issued, while not consistent with premises in Perth, is not dissimilar to the standard of premises in remote and/or regional areas of Western Australia.

The inspection tour revealed one unlicensed premises that was trading contrary to the provisions of the *Liquor Control Act 1988* (WA)(CI)(CKI). The Senior Premises Inspector met with the club treasurer and discussed what was required in order to obtain a club liquor licence.

In addition to compliance and premises inspections licensees were provided with an update on changes to the *Liquor Control Act 1988* (WA)(CI)(CKI) and the implications of these changes on their operations.

Liquor licence fees were assessed following financial audits in November 2006. Approximately \$86,673 in liquor licence fees was collected and remitted during the year under review. One licensee incurred a penalty for late payment.

No complaints were received during the year under review.

All licensees and approved managers on the mainland are required to demonstrate their knowledge of liquor licensing laws and responsible server practices. In most cases this requirement is met via an accredited training provider. IOGTA now provides a nationally accredited course in responsible service of alcohol.

performance information

	Grant of Licences			Transfer of Licences			Misc. Applic'ns
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07	2006/07
Christmas	0	0	0	4	1	1	4
Cocos	0	0	0	0	0	0	0

The average time taken to determine the applications is as follows:

- 17 days for the transfer of the licence [WA comparison not provided];
- 1 day for a protection order [WA comparison 1 day]; and
- 27 days for approval of manager [WA comparison not provided].

Western Australia's timeliness measure is based on the number of working days to determine from receipt of a complete application. A complete application is one where all documentation required to enable determination has been lodged. In the case of the IOTs the date of receipt of the application (whether complete or not) is determined as the start of the process. Outstanding documentation is then followed up, and in some cases may result in a significant delay.

efficiency

Average cost of managing each licence	IOTs	WA
2004/05	\$2,922	\$679
2005/06	\$2,657	-
2006/07	\$2,985	-

future issues

The Australian Federal Police (AFP) Officers that are based on the island are seeking to increase their level of knowledge of the *Liquor Control Act 1998 (WA)* and in this regard will be seeking more support and assistance from the Department.

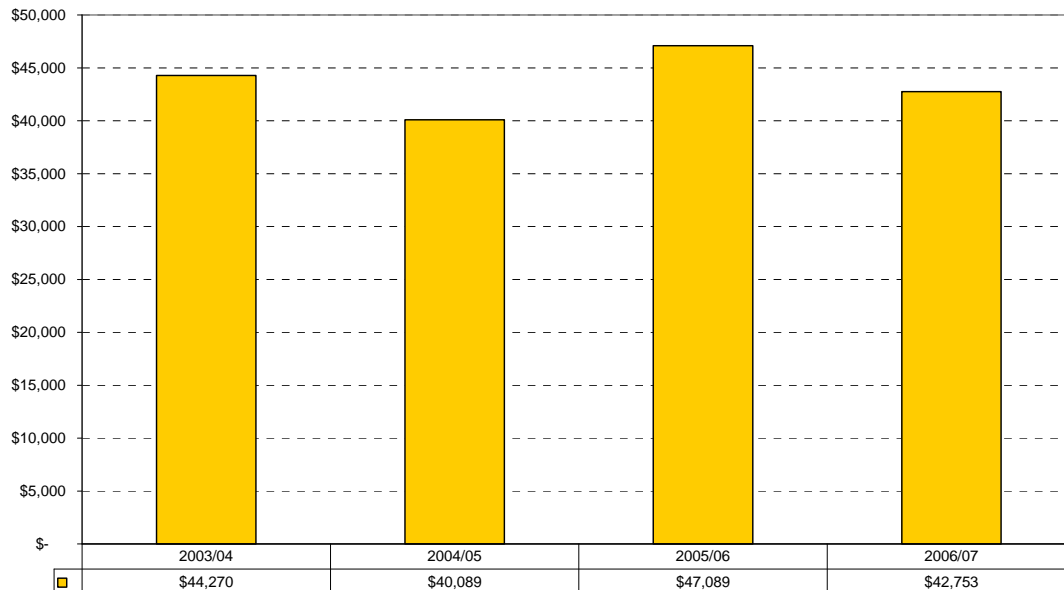
The AFP officers on the island will be authorised by the Director of Liquor Licensing to issue infringement notices and cautions, following which infringement and caution books will be provided. Future visits to the island will provide a greater focus on the AFP and their information and support requirements.

The Department will continue to work with Licensees and the AFP in relation to the changes arising from the implementation of the *Liquor Control Act 1988* and will assist in identifying solutions in relation to some of the issues raised during the recent inspection tour.

As indicated above, a tour is planned for the islands in the first half of the 2008 calendar year.

Small Business Development Corporation

sda expenditure



status of services

The Small Business Development Corporation (SBDC) is contracted by AGD to provide a small business information and guidance service to the IOTs until June 2008.

SBDC delivers services to business clients in the IOTs through its local agent, IOGTA, through an arrangement for service delivery up to June 2008. The service is managed and supported by the SBDC through telephone and email consultation, visits to the Territories and online information. SBDC officers make two scheduled visits to the islands annually to deliver SBDC services directly to the local business community, update them on new services, and participate in discussions with business groups and government on the opportunities and barriers impacting on the IOTs economies.

The SDA requires business programs and services to be delivered directly by the SBDC advisors as well as through local representatives, private consultants, professional trainers, a telephone hotline, and e-commerce facilities.

Although no statistics are kept on the number of small businesses in the IOTs, DOCEP reports that at 30 June 2007 there were 317 business names registered for CI and 83 for CKI. The significant increase in business numbers for 2005/06 cannot be explained at this time.

	2001	2002	2003	2004	2005	2006	2007
Christmas	127	151	173	175	166	344	317
Cocos	47	54	57	44	41	84	83

How many of the currently registered business names are no longer in use, and how many businesses are operating without registering a business name is not known. Ongoing challenges faced by the IOTs are operating in a relatively small market, competition from similar businesses, and the cost and availability of freight and air services.

activities during 2006/07

The core service provided in the IOTs is a one-on-one consultation to provide information and guidance on establishing, operating and developing local small businesses.

During 2006/07 SBDC officers visited Christmas Island in November 2006 and May 2007, and did not visit the Cocos (Keeling) Islands during 2006/07. A visit was made to the Cocos (Keeling) Islands by the IOGTA agent in June 2007 under the terms of the service arrangement with SBDC.

In 2006/07 the SBDC placed regular advertisements and articles in The Islander local newspaper printed in English and Chinese to raise awareness about assistance available in relation to starting a business, business planning, business based at home, young entrepreneurs, opportunities linked to technology, and exporting.

performance information

During 2006-07 the SBDC registered 265 contacts in the delivery of a range of services - 81 of these were direct contacts with clients and stakeholders during the SBDC visits. In the same period the local Agent (IOGTA) made 70 client contacts (241 hours service delivery) and 29 hours consultation with the SBDC. The cost per client contact increased to \$141.00 compared with the 2005 -2006 rate of \$86.72. The increase in cost per head can be attributed to the reduced number of client contacts and the cancellation of specialised workshops during this financial year.

Client contacts	Christmas			Cocos			IOTs total		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
One-on-one appointments	59	not specified	not specified	44	not specified	not specified	103	82	not specified
Telephone/email information	121	not specified	not specified	113	not specified	not specified	234	218	not specified
Workshops and functions	31	not specified	not specified	31	not specified	not specified	62	243	not specified
Total	211	-	-	188	-	-	399	543	265

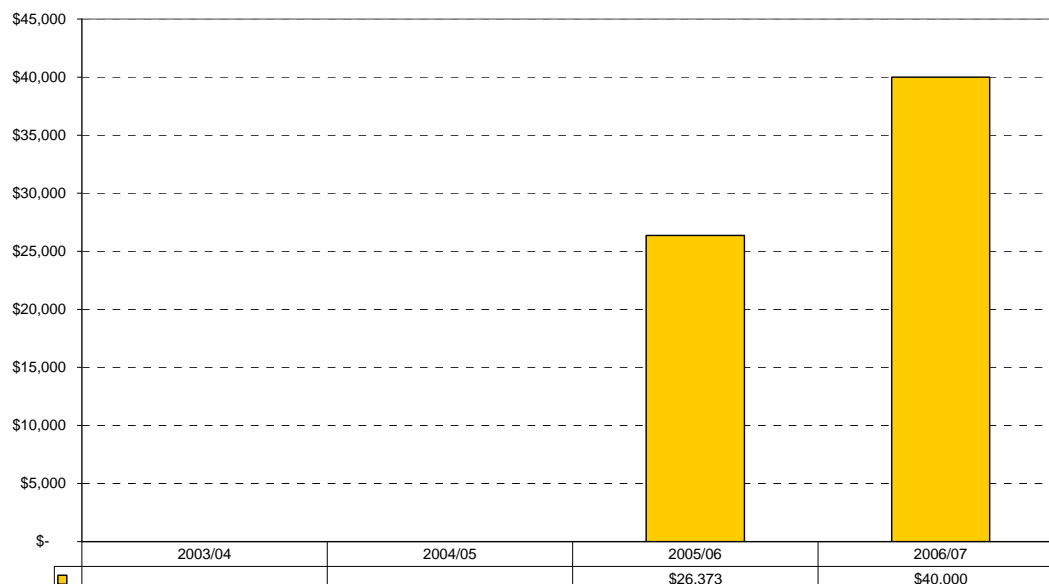
future issues

Following consultation with local business clients, the Chair of IOGTA, the Christmas Island Shire Council, the Christmas Island Chamber of Commerce and other local stake holders SBDC decided to conclude its agreement with the IOGTA as the local Agent on 20 July 2007.

SBDC is currently negotiating a new agreement with the Christmas Island Chamber of Commerce to deliver local services from July 2007.

Department of Sport and Recreation

sda expenditure



The SDA with the Department of Sport and Recreation commenced operation in December 2005.

status of services

The Service Delivery Arrangement between the Department of Sport and Recreation and the Australian Government was developed and signed in December 2005.

activities during 2006/07

In accordance with the services that the Department provides on the mainland for people in regional Western Australia, the Manager Regional Services has overseen the SDA for Christmas and Cocos (Keeling) Islands.

During this 12 month period, initial work was commenced with Christmas Island, and further progress was made following the report for Cocos (Keeling) Islands developed in the previous year.

The Manager Regional Services visited the Christmas Island during March 2007 with the Contract Manager for the SDA. Meetings were held with the Chief Executive Officer and Recreation Centre staff regarding the current and future provision of sport and recreation opportunities on the island. In addition, meetings were held with community representatives and other agencies to develop a sound understanding of sport and recreation opportunities on the island. During these meetings the opportunities for collaboration were discussed between agencies, community groups and the shire.

The CEO of the shire provided considerable time to outline the matters they were facing with respect to facilities for youth, seniors, sporting groups, and from active to passive recreation. The issues related to location of facilities, type and age of facilities.

The visit provided a valuable opportunity to outline the services, resources and grants available to the sport and recreation community. A focus on capacity building of people and organisations became a feature of the meetings.

With the support from AGD, DSR and the CEO of the Shire of Cocos (Keeling) Islands, it was possible to plan for a 3 month placement of a person on the islands to implement recommendations from the previous report. The placement could not commence in the financial year, but will occur in the coming year.

performance information

It has been pleasing to report against all performance indicators this financial year. Much of the work remains in initial phases, but this is expected to deliver tangible results in the coming financial year.

Performance Indicators:

Indicator	Christmas	Cocos
Encourage more IOT residents to be physically active (No. of consultancies)	2	3
Strengthen capacity of IOT sport and rec organisations (No. of consultancies)	1	0
Promote sound infrastructure planning and sustainable facilities (No. of consultancies)	7 trails, turf management	
Assist AGD and IOTs communities in strategic recreational planning (Development of strategic recreational plan)	Commenced	Completed
Access grants from DSR (Advice provided to groups)	2	1

DSR will conduct an annual Client Satisfaction Survey for the Territories and provide the information to AGD. Annual DSR Client Satisfaction Survey undertaken in May 2007. Results will be available in October 2007.

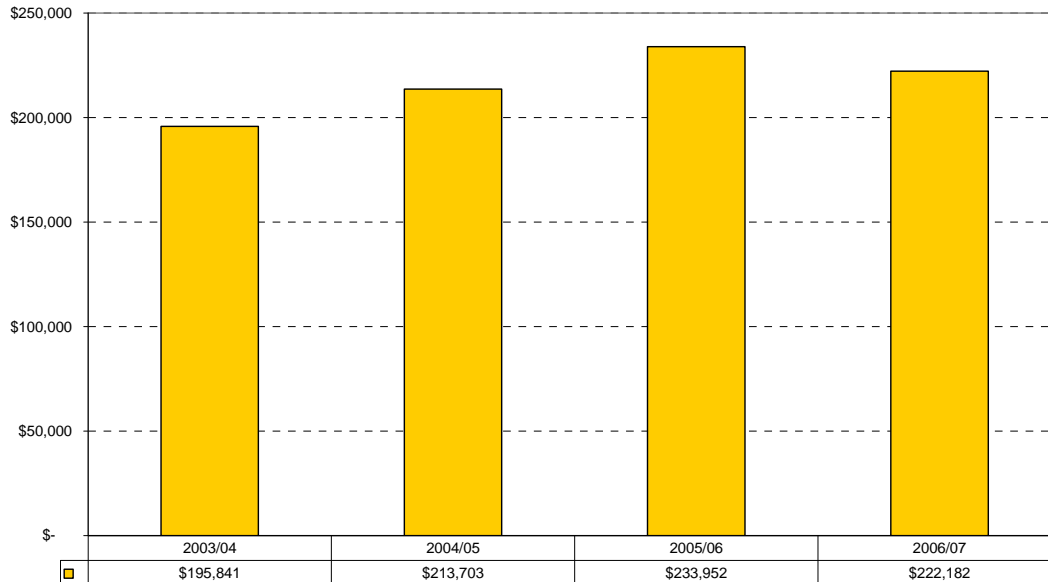
future issues

The following priorities have been identified for the next 12 months:

- Development of a sport and recreation plan for the Cocos (Keeling) Islands Shire Council,
- The secondment of a person to the Shire of Cocos (Keeling) Islands to coordinate the plan and introduce activities on the islands,
- Formulation of plan for sport and recreation programs for target populations on Christmas Island, and
- Assist sport and recreation community groups to access grants from DSR.

WA State Library

sda expenditure



status of services

The library on CI and the two libraries on CKI have been operating with WA State Library stock since October 1997. Under the SDA and agreements with the Shires of Christmas Island and the Cocos (Keeling) Islands, the Shires provide staff, library accommodation, equipment and other infrastructure and pay for half of the cost of freight for book exchange. The libraries are well-used by the communities.

The CI library is located in the George Fam Centre, the same complex as the Council offices. It occupies three adjoining rooms in the former school. Some reorganisation has improved the layout. It operates from 12noon – 4pm Mondays to Fridays, and 10am-12noon on Saturdays. Total stock is 2,500 items, of which 1,500 are in English, 700 in Chinese and 300 in Malay.

The CKI libraries are joint-use libraries situated within the school campuses, easily accessible by users. The West Island library's hours are 7pm – 9pm Mondays and Thursdays, and the Home Island library's hours are 7pm – 9pm on Mondays, and 3:30pm – 5:30pm on Thursdays. (Both are also available during school hours of 8am – 2:30pm weekdays.) The West Island stock consists of 1,000 English-language items, and the Home Island stock comprises 1,000 items, 750 in English, 140 in Indonesian, 80 in Malay and 30 in Arabic.

activities during 2006/07

Stock is exchanged regularly between WA Public Libraries and the State Library. This ensures that material in any Public Library is constantly refreshed and not read out.

christmas island

Stock is exchanged on CI every two months and comprises 290 items and includes; 140 English items, 90 Chinese items and 50 Malay or Indonesian items, and 10 French or Vietnamese items. Altogether 1,740 items were exchanged.

cocos (keeling) islands

The exchanges to the CKI libraries are bi-monthly. A total of 600 English, Indonesian, Malay and Arabic items were exchanged at Home Island. A West Island exchange comprises 150 items in English. A total of 900 items were exchanged.

visits

Two officers from both CKI libraries attended the Library Conference hosted by the Town of Port Hedland on 10 – 11 August. The two-day program was interesting and varied, not only a learning experience for the library officers, but a good opportunity for networking with officers from 12 libraries in the Pilbara. A session on a Christmas and Cocos Islander oral history project was of particular relevance. The officers benefited from training, solving of common problems and discussion of ways to improve services. Feedback was that it was a worthwhile trip, including the training provided at the State Library prior to the Conference at Port Hedland. It is pleasing to see that this issue of regional affiliation, highlighted in previous reports, has been addressed.

An officer from the State Library visited both CKI and Christmas Island in November. Conducting stocktakes at the three libraries was the focus of these visits. Stocktakes ensure that assets are properly managed. It also ensures that both the State Library's and public libraries' databases accurately reflect holdings and records are aligned. Stocktaking in the IOTs took more time due to the higher numbers of resources in languages other than English (LOTE). The IOT officers were left to complete the stocktake and the shires paid for lost items which were subsequently replaced by the State Library to bring their stock numbers back up to the required number.

Rural Remote Medium (RTM) Shires	Population	Loans per member	Loans per hour open	Members per population	State Lib. stock per capita	Library exp. per member
Christmas Island	1,800	17.96	9.20	32.00	1.39	\$53.56
Exmouth	2,500	8.56	7.42	57.16	1.49	\$29.60
Leonora	3,298	information not provided			0.40	\$21.18
Meekatharra	2,301	8.52	1.15	1.17	1.12	info not provided

Rural Remote Small (RTS) Shires	Population	Loans per member	Loans per hour open	Members per population	State Lib. stock per capita	Library exp. per member
Cocos (K) Islands	634	information not provided			3.15	info not provided
Cue	603	information not provided			2.63	info not provided
Shark Bay	1,100	info not provided	0.48	info not provided	1.00	info not provided
Wiluna	1,199	information not provided			0.90	info not provided

future issues

Inadequate information and communication technology infrastructure: conducting the stocktake highlighted the slowness of the speed of the Internet, particularly on Cocos. Just checking records on the State Library catalogue that would normally take seconds on the mainland took minutes on Cocos. As so much is now available via the Internet, eg online reference resources for the community, interlibrary loan requests are placed online, the communities on both islands are disadvantaged when compared to their mainland counterparts. Occasionally the State Library's extranet was inaccessible.

Training – Amlib Library Management System (LMS): Onsite training on the LMS is recommended. The system has been in operation for a few years, however it is not utilised to its full capacity. Officers have attended training in Perth but targeted training, specifically to the set-ups on Cocos and Christmas, is now necessary.

Department of Treasury and Finance

Office of State Revenue

sda expenditure



activities during 2006/07

All revenue was assessed and collected on behalf of the Commonwealth in accordance with applied taxation laws in the IOTs, in the same manner as that currently used for administering WA tax legislation.

For the 2006/07 period, collections were:

Tax	Collections
Land Tax	14,610.13
Stamp Duty	144,244.21
Pay-roll Tax	1,361,014.74
Tobacco	230,761.07
Financial Institutions Duty	0.00
Debits Tax	0.00
Total	1,750,630.15

This compared with revenue collected in previous years:

Collections	Cocos	Christmas	IOTs total
2003/04	\$400,805	\$1,123,500	\$1,524,306
2004/05	\$142,912	\$1,214,563	\$1,357,476
2005/06	\$110,942	\$1,271,987	\$1,382,929
2006/07	\$139,149	\$1,611,481	\$1,750,630

For the 2006/07 period, assessments/returns/licences issued were:

Tax	Assessments/Returns/Licences		
	Cocos	Christmas	IOTs total
Land Tax	12 notices	20 notices	32 notices
Stamp Duty (document based)	Nil assessments	36 assessments	36 assessments
Stamp Duty (returns-based)	Nil Returns	59 returns	59 returns
Pay-roll Tax	38 returns	154 returns	192 returns
Tobacco	24 licences	59 licences	83 licences

Revenue Transfer

All collections were reconciled and credited to a trust account established for this purpose. All revenue collected has been accounted for and transferred to the Commonwealth with a statement detailing for each territory, collections by revenue head.

Refunds

Two refunds in relation to land tax collections occurred during the period, one from an exemption being granted and one due to an overpayment. There was 1 refund in relation to pay-roll tax collections arising from a reconciliation credit following cancellation as client ceased to pay wages.

Budget

The Department of Treasury and Finance (DTF) provides the Commonwealth with a budget estimate and also a statement of actual expenditure in respect of its operations in the Territories for each year. The actual cost of administering the collection of taxes in the Indian Ocean Territories on behalf of the Commonwealth for 2006/07 amounted to \$45,966. The total expenditure was less than the revised budget estimate of \$82,000. This was mainly due to the budget estimate including an amount to travel to the Territories by Compliance officers, which did not occur due to other work priorities in the financial year.

Visits to the Territories

Compliance Officers did not travel to the Territories in the 2006/07 financial year. However, they will travel to the Territories in July 2007 to conduct various audits in relation to tobacco, stamp duty rental and pay-roll tax.

Taxpayer Awareness Programme

The Territories are included in DTF's Customer Education Programme. The programme advises taxpayers of their rights and obligations in respect of the administered tax laws. Residents of the Territories may be liable to taxes and/or other duties under legislation administered by DTF, and as such a sample of the various information brochures have in the past been distributed to the Territories' Administrations. The Administrations have been asked to participate in distributing the information brochures from their centres and were advised that further supplies could be ordered from DTF. The Office of State Revenue (OSR) website has been further updated to include information for the territories in both Malay and Chinese for Stamp Duty and Land Tax. Fact sheets written in English, Chinese and Malay are also available.

Enquiries

DTF provides an enquiry service for taxpayers located in the IOT's regarding pay-roll tax, land tax, debits tax, tobacco franchise fees and stamp duties. The service involves either telephoning DTF enquiry numbers or calling in personally to the office in Perth. A free call number is available to all Office of State Revenue customers from the Territories. Taxpayers are also able to make preliminary enquiries regarding our services with the Managing Registrar in each Territory.

Advisory Service

Section 20(1)(b) of the Service Delivery Arrangement requires the State to advise the Commonwealth Minister from time to time of any modifications or amendments to State Legislation, or any repeals or enactments of State Legislation relating to the Services. The Department implemented a system some time ago, whereby any changes to administered tax legislation results in written advice of the change and a copy of the legislation being forwarded to the Commonwealth. Throughout this financial year, on three occasions the State advised the Commonwealth of a total of 70 modifications or amendments to State Legislation that related to the Services.

Internal Audit

The Internal Audit function provides a service to the Commonwealth by auditing the Department's systems and controls, which also process the Indian Ocean Collections.

performance information

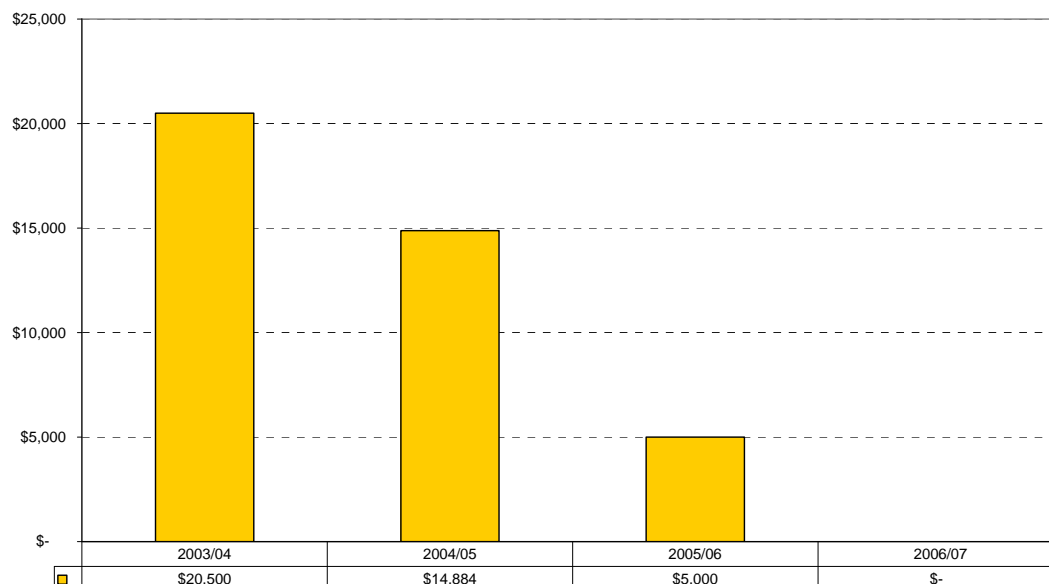
These measures are identical with those that apply to the Office of State Revenue (OSR) for annual report and audit purposes. The measures themselves were reviewed and revised for 2006/07, and reflect the measures now adopted for reporting purposes on revenue collection matters performed by the OSR. For comparison purposes the Western Australian performance indicators provided.

Collection effectiveness indicators	WA	IOTs
Number of land tax assessment notices issued	115,543	32
Number of pay-roll tax returns issued	96,086	192
Number of stamp duty returns issued	10,871	59
Number of stamp duty instruments assessed	988,524	36
Collection efficiency indicators	WA	IOTs
Cost per determination	not provided	\$114.34

Not all of the Western Australian indicators are relevant to the Indian Ocean Territories. Some of the effectiveness indicators reported for Western Australia are excluded for the Indian Ocean Territories. This is due to the Territories' small population of taxpayers, which means that the indicators rely on the results of sampling techniques making them statistically invalid. The "cost per determination" for the Western Australian annual report is calculated based on each output, whereas as a comparison here it is calculated as one indicator, based on the total of all determinations.

WorkCover WA

sda expenditure



Over the 2006/07 financial year no specific activities were provided for the Island Territories, hence no costs were raised against the Arrangement.

However, over the 2007/08 financial year, targeted activities are planned, such as the preparation of brochures in Malay. This expenditure will be reconciled in the end of financial year report 2007/08.

status of services

Services provided by WorkCover fall into two categories:

- Services delivered directly to customers, such as, the provision of information to workers and employers, and inspections of employers to ensure compliance; and
- The regulation of the workers' compensation scheme to ensure appropriate levels of service delivery by scheme service providers and appropriate workers' compensation scheme outcomes.

Performance is measured in relation to the direct services provided by WorkCover as well as scheme outcomes and the extent to which service providers deliver an appropriate standard of service.

activities during 2006/07

compliance activities

A total of ten business owners on Christmas Island and two business owners on Cocos Islands were contacted during this financial year in the course of carrying out lapsed policy report investigation. No uninsured businesses were detected.

education and training activities

WorkCover does not maintain detailed data on the specific regional origin of general contacts and inquiries. However, at least four enquiries made to the Advisory Service Unit came from Christmas and Cocos (Keeling) Islands.

Information is provided to workers' compensation scheme participants and the general community to increase their knowledge of their rights and responsibilities in relation to the scheme and workers' compensation and injury management matters generally. Pamphlets explaining various aspects of the workers' compensation system in Chinese and Malay are available on WorkCover's website. There are two pamphlets providing a general outline of the scheme for employers and workers and a third explaining the dispute resolution process.

noise induced hearing loss (NIHL) activities

As there is an Approved Audiometric Officer resident on Christmas Island there has been no need to send a WorkCover WA tester for this purpose, as originally budgeted.

performance information

The table below shows a summary of activities and outcomes for Christmas and Cocos islands. Outcomes are provided for the town of Denham for comparison purposes.

It should be noted that this performance report is based on a small number of events recorded for each remote community. Comparisons between different remote communities should be viewed accordingly.

COMPLIANCE	CHRISTMAS	COCOS	DENHAM
Number of insurers/self insurers writing policies of total available ⁽¹⁾	6 out of 10	3 out of 10	8 out of 10
Number of employers covered ⁽²⁾	80	13	55
Compliance contacts	10	2	13
% of targeted employers with workers' compensation insurance cover at the time of inspection	100%	100%	100%
Number of prosecutions initiated	0	0	0
NOISE INDUCED HEARING LOSS			
Number of people tested ⁽³⁾	11	-	16
Number of hearing loss claims	-	-	-
INJURY MANAGEMENT AND VOCATIONAL REHABILITATION			
Number of rehabilitation cases commenced, finalised and ongoing ⁽⁵⁾	6	-	2
Average number of days taken to access vocational rehabilitation services ⁽⁴⁾	195	N/A	336
% of workers (injured in IOTs) with disabilities in receipt of AVRVP services ⁽⁶⁾	7.3%	-	-
% of workers (injured in IOTs) with disabilities in receipt of AVRVP services who successfully return to work ⁽⁶⁾	-	N/A	N/A
DISPUTE RESOLUTION AND AGREEMENT PROCESSING			
No of disputes	0	4	1
% of disputes resolved at conciliation	0	0	0
% of disputes resolved within 12 weeks of lodgement	0	67%	0
Number of Memorandum of Agreements registered	2	0	0

Notes

1. All are approved insurers.
2. Based on unique WorkCover Numbers with at least one policy that was current for at least some time in the reference year.
3. Based on address of the employer.
4. Difference between Date Referred to Insurer and Date of Referral to Vocational Rehabilitation (if Date of Recurrence supplied, use this instead of Date Referred to Insurer; and if neither of these dates are supplied, use Date of Occurrence)
5. Includes cases for which claim received in a previous period.
6. 'Workers with disabilities' are counted as workers with a claim received within the reference period for which AVRVP services were received at any time (not just within the reference period).
7. N/A = not applicable.

The IOTs State-type Grant Funding Programme

about the programme

The Australian Government has implemented a programme enabling IOTs Shires, residents, and community groups to apply for funding similar to that available to Western Australians under grant programmes operated by WA Government agencies. The Programme brings State-type grant funding for the IOTs communities into line with that provided for comparable communities in WA.

Grant applications from the IOTs need to meet the same eligibility requirements (except for being based in WA) and competitive standards as WA applications before being recommended for funding. Applications need also be completed in accordance with the relevant WA guidelines, and be assessed against the same funding criteria.

Information on the full range of grants available can be found in the WA Grants Directory compiled by the WA Department of Local Government and Regional Development and is available from the IOT Shire Councils. Further information and application forms are available from individual WA agencies.

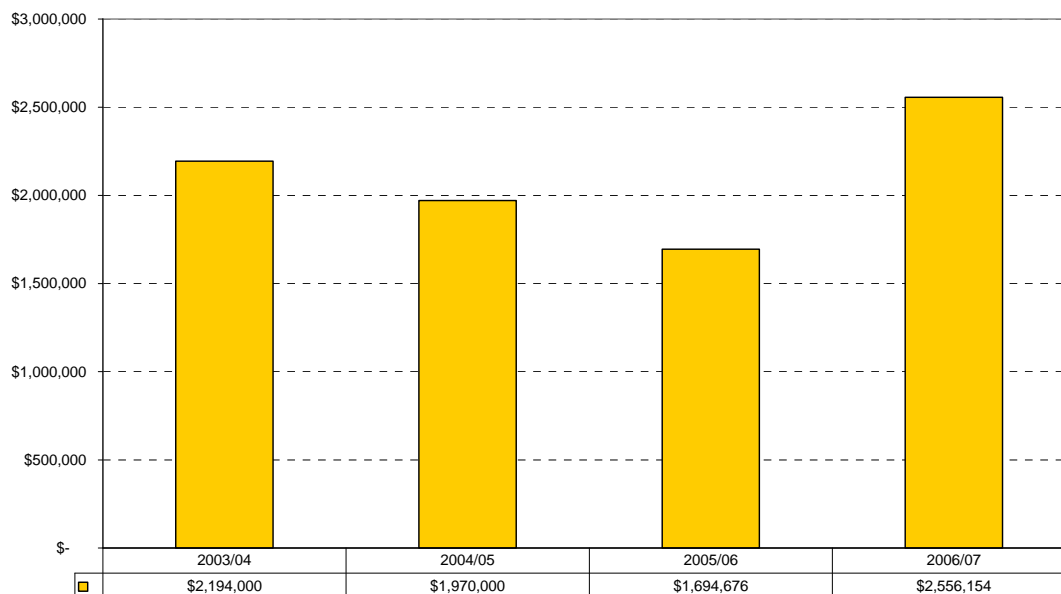
activities during 2006/07

In 2006/07, the Minister for Local Government, Territories and Roads approved the following projects for funding under the State-type grants programme:

Recipient	Project	Assessing WA State Agency	Funding
Arts & Culture CI	Pacific Edge Conference	Country Arts WA	\$10,820
Arts & Culture CI	Annual Funding 2007	Country Arts WA	\$10,000
Arts & Culture CI	Island Puppet & Environmental Art	Country Arts WA	\$23,730
CI Cricket & Sporting Club	Community Sporting Facilities Upgrade	Department of Local Government & Regional Development	\$23,900
CI Cricket & Sporting Club	Playground Equipment	Lotterywest	\$10,000
CI Daycare Centre	Coordinator 2007	Department of Community Development	\$50,000
CI Neighbourhood Centre	Territory Week Community Festival 2007	Lotterywest	\$8,285
CI Neighbourhood Centre	Family Centre Services 2007	Department of Community Development	\$68,825
CI Neighbourhood Centre	Community Circus 2007	Department for Culture & the Arts	\$79,810
CI Tourism Association	Visitor Centre Funding 2007	Attorney-General's Department	\$10,000
CI Tourism Association	Indian Ocean Seabird Conference 2007	Attorney-General's Department	\$22,300
CI Tourism Association	Bird Week 2007	Country Arts WA	\$7,958
Cocos (Keeling) Islands Shire Council	Cultural Interpretation Plan	Lotterywest	\$69,000
Cocos (Keeling) Islands Shire Council	Youth Development Holiday Program April 2007	Department of Community Development	\$1,120
Indian Ocean Group Training	Batu Bulat Rehabilitation Project	Department for Planning & Infrastructure – Coastwest	\$38,373
The Shire of Christmas Island	Ethel Beach Boat Ramp	Department for Planning & Infrastructure – Recreation Boating Facilities Scheme	\$50,000

Australian Federal Police

expenditure



status of services

christmas island

The Australian Federal Police (AFP) staffing on Christmas Island consists of one sergeant, three constables, one locally engaged full-time AFP staff member and four locally engaged part-time special members. The police team is fully funded by AGD to provide community policing to the island community. The AFP is also responsible for regulatory functions, such as the service of court documents and civil process, marine compliance, boat registration and vehicle licence testing.

cocos (keeling) islands

AFP staffing on Cocos (Keeling) Islands consists of one sergeant, one constable and two locally engaged part-time special members. The AFP provides community policing, fully funded under its arrangements with AGD. The AFP also provides customs and immigration services under arrangements with Australian Commonwealth Government agencies.

activities during 2006/07

christmas island

During the financial year the police team successfully prosecuted illicit drug offenders, criminal offences against the person, property offences and traffic offences. The police team were actively involved in traffic law enforcement throughout the island due to increased traffic in relation to the construction of the permanent Immigration Reception and Processing Centre on the island.

cocos (keeling) island

During the financial year the police team undertook several prosecutions against local residents for offences of killing listed migratory species (Booby birds), possession of unlicensed firearms, possessing a firearm whilst unlicensed, trespass, stealing, receiving stolen property, possession of cannabis and driving under the influence of intoxicating liquor. In February 2007 whilst performing Customs searches on incoming freight police located two boxes of twelve gauge shotgun ammunition concealed within two consignments. Four male persons were subsequently charged with Customs and firearms offences.

Abbreviations and Acronyms

AFP	Australian Federal Police
AGD	Attorney-General's Department
CI	Christmas Island
CIDHS	Christmas Island District High School
CIP	Christmas Island Phosphate
CKI	Cocos (Keeling) Islands
CKIDHS	Cocos (Keeling) Islands District High School
CP	Consumer Protection Division
DCA	Department of Culture and the Arts
DCD	Department for Community Development
DGP	Department for Child Protection
DET	Department of Education and Training
DfC	Department for Communities
DHW	Department of Housing and Works
DIMIA	Department of Immigration and Multicultural and Indigenous Affairs
DLGRD	Department of Local Government and Regional Development
DLI	Department of Land Information
DOCEP	Department of Consumer and Employment Protection
DOCS	Department of Corrective Services
DOE	Department of Environment
DOF	Department of Fisheries
DOH	Department of Health
DOIR	Department of Industry and Resources
DOJ	Department of Justice
DOTAG	Department of the Attorney General
DOTARS	Department of Transport and Regional Services
DPI	Department for Planning and Infrastructure
DRGL	Department of Racing, Gaming and Liquor
DSC	Disability Services Commission
DTF	Department of Treasury and Finance
ERA	Economic Regulation Authority
FESA	Fire and Emergency Services Authority of WA
IOGTA	Indian Ocean Group Training Association
IOT	Indian Ocean Territory
IOTHS	Indian Ocean Territories Health Service
OSH	Occupational Safety and Health
OSR	Office of State Revenue
PLB	Plumbers Licensing Board
RTO	Registered Training Organisation
SBDC	Small Business Development Corporation
SDA	Service Delivery Arrangement
SOCI	Shire of Christmas Island
SOCKI	Shire of the Cocos (Keeling) Islands
WA	Western Australia
WALGA	Western Australian Local Government Association
WWCSU	Working with Children Screening Unit