



**Australian Government**  
**Department of Transport  
and Regional Services**



**Service Delivery Arrangements (SDA)**  
Performance Reports 2004 - 05

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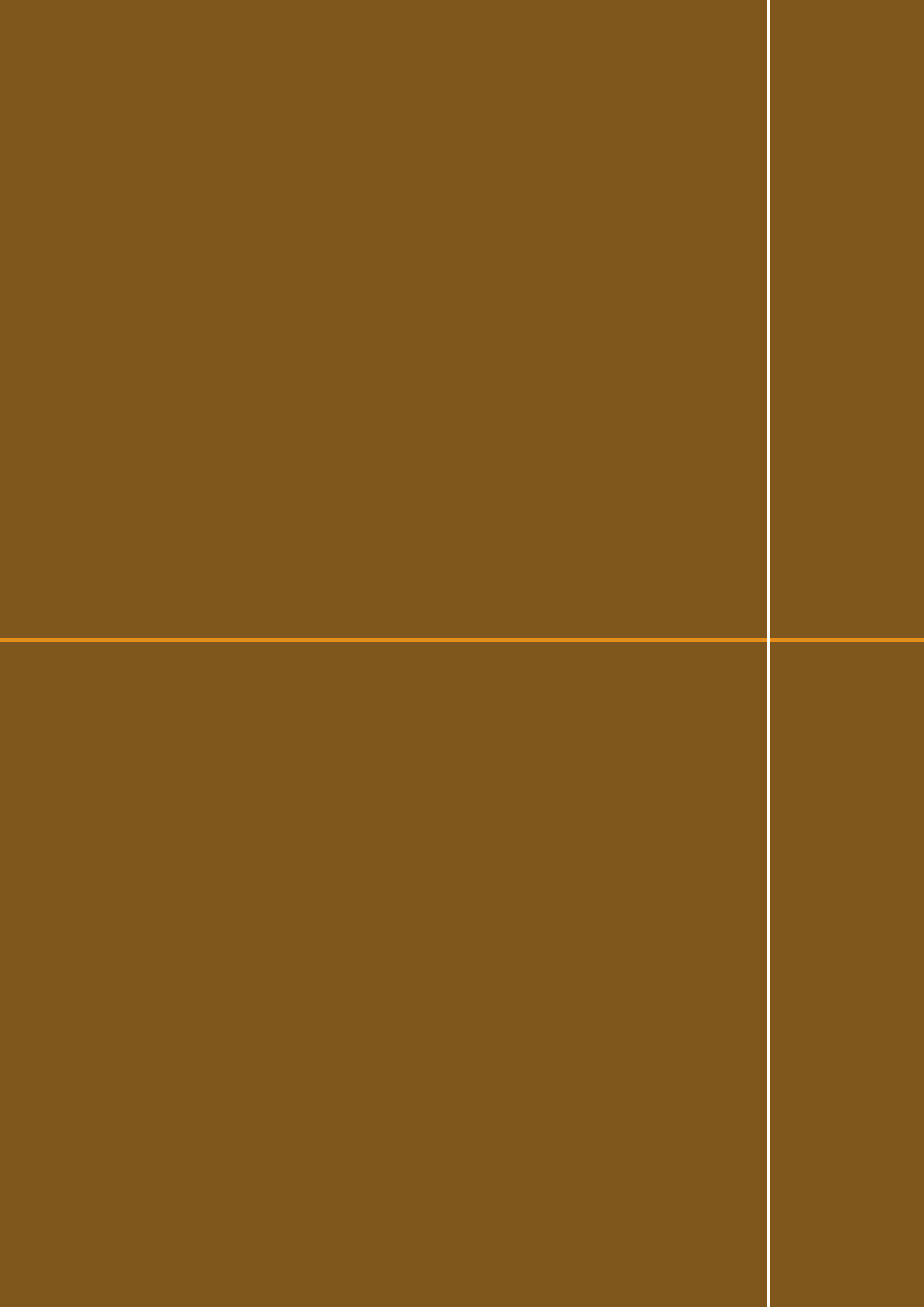
For further information about this report and the responsibilities of the DOTARS Perth Office, contact:

Regional Manager  
Indian Ocean Territories  
Department of Transport and Regional Services  
PO Box Z5048  
PERTH WA 6831  
Phone: (08) 9225 1400  
Fax: (08) 9225 1419

# Service Delivery Arrangements (SDA)

## Performance Reports 2004 - 05

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# PREFACE

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## Purpose of this report

The Department of Transport and Regional Services is responsible for the provision of all State and, through the local councils, local government type services to the non-self governing Indian Ocean Territories.

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 2004 - 05. In addition, for the first time, a brief report on community policing services provided by the Australian Federal Police (AFP) and a list of State-type assistance grants provided by the Australian Government to the IOT communities in 2004 - 05 has also been 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, DOTARS, and IOTs community representatives;
- to enable WA agencies and DOTARS 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 DOTARS drawn from visit reports, SDA reviews and discussions with WA agency representatives.

This is the sixth 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 DOTARS Perth office.

## Overview of SDA management during 2004 - 05

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

In 2004 - 05 DOTARS entered into a new SDA with the Disability Services Commission for the provision of services to support people living with disabilities in the IOTs.

During 2004 - 05, the Department for Community Development finalised a district planning exercise to guide the further development of that SDA.

DOTARS also negotiated a new arrangement with the Department for the Environment for the provision of State-type environmental protection services. These services were formerly provided by EcOz under contract to DOTARS but, from 2005 - 06, DOE will be providing the full range of government services provided to a comparable mainland community. This new arrangement will be reviewed after its first twelve months of operation

## Priorities for 2005 - 06

### SDA DEVELOPMENT

While the current SDA regime provides services through 29 WA agencies, there are a number of further services needs that have been identified. DOTARS Perth office will continue to aim to fill these gaps with priority on:

- formalising arrangements with the 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.

Other SDA needs that have been identified and are in the process of being negotiated include:

- the WA Tourism Commission for advice and support to the IOTs tourism associations;
- the Department of Sport and Recreation for expert advisory services on the sporting and recreational needs of the IOTs, and to provide IOTs sporting associations and groups with support and services;
- The Electoral Commission for oversight of local government electoral matters; and
- the Energy Safety Division of the Department of Consumer and Employment Protection for energy safety regulatory services.

### SDA REVIEWS AND RENEWALS

There are three SDAs due to expire in 2005 - 06. 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 DOTARS 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 2005 - 06 are:

- Department of Culture and the Arts;
- Office of Energy; and
- Legal Aid Commission.

## State agency compliance with SDA reporting requirements

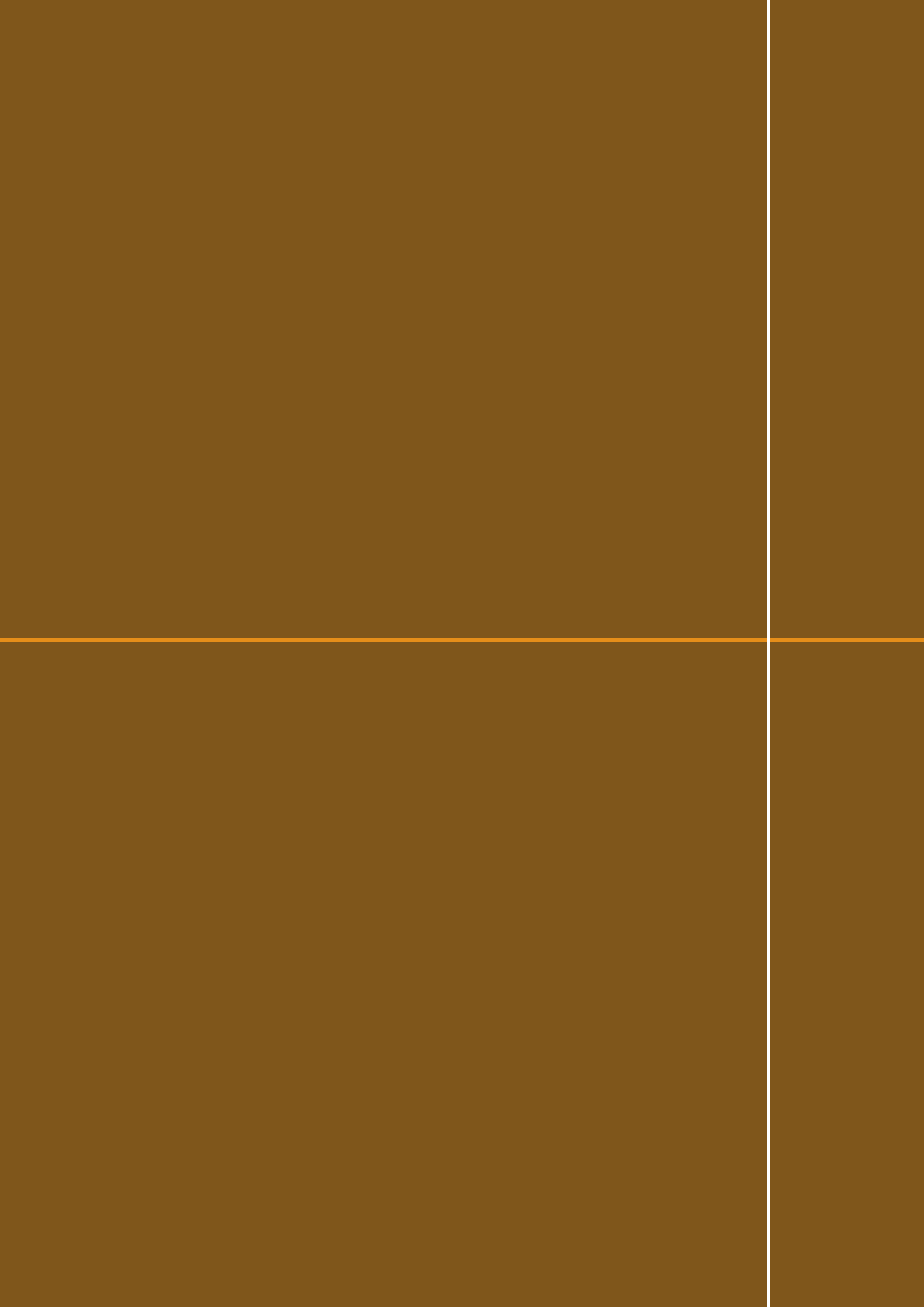
The Table below indicates whether each agency met relevant reporting deadlines.

AGENCY	EXPENDITURE REPORT (DUE 15 SEPTEMBER 2005)	PERFORMANCE REPORT (DUE 30 SEPTEMBER 2005)
Department for Community Development	●	○
Department of Consumer and Employment Protection		
Consumer and Employment Division	●	○
WorkSafe Division	●	○
Department of Culture and the Arts	○	○
Disability Services Commission	○	○
Department of Education and Training		
School-based Education	○	●
Training and Adult Education	●	○
Office of Energy	Not required	Not required
Department of Environment	○	○
Equal Opportunity Commission	○	●
Fire and Emergency Services Authority	○	○
Department of Fisheries	○	○
Department of Health	○	Not required
Office of Health Review	●	●
Department of Housing and Works	●	○
Department of Industry and Resources	○	○
Department of Justice	○	○
Department of Land Information		
Land Information Division	●	○
Valuer-General's Office	●	○
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)	●	●



AGENCY	EXPENDITURE REPORT (DUE 15 SEPTEMBER 2005)	PERFORMANCE REPORT (DUE 30 SEPTEMBER 2005)
Department of Planning and Infrastructure		
Land Asset Management Services Division	○	○
Planning Division	○	●
Transport Division	○	○
Office of Public Trustee	●	●
Department of Racing, Gaming and Liquor	○	●
Small Business Development Corporation	○	●
WA State Library	●	●
Department of Treasury and Finance		
Government Procurement Division	Not required	Not required
Office of State Revenue	●	●
Workcover WA	●	●

KEY	MET	NOT MET
	●	○



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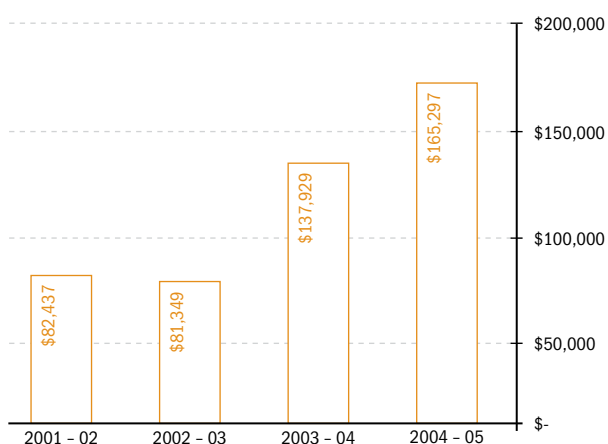
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# DEPARTMENT FOR COMMUNITY DEVELOPMENT

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## SDA expenditure



Expenditure for 2003 - 04 was significantly higher than in previous years due to support and monitoring services for the Christmas Island Childcare Centre being provided for the first time. Expenditure in 2004 - 05 was higher again due to district planning being undertaken for the IOTs for the first time.

## 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; and
- advice and assistance to the Administrator in respect of legislation administered under delegation.

DCD also provides support for the Volunteer Resource Centre on CI within the parameters of the SDA, and grant funding application assessment and support.

## Activities during 2004 - 05

### SOCIAL WORK SERVICE

Under the SDA, a DCD staff member is being seconded to fill the vacant IOTs social worker position and will commence in July 2005. Staffing the position in this way has the advantage of ensuring the social worker has knowledge of and experience with the relevant legislative requirements, work practices and professional networks to carry out the complex range of tasks as required by Western Australia's professional standards. The secondment is on a 12 month basis with the option to extend for a further 12 months subject to the agreement of all parties.

This officer whilst seconded from DCD will be employed by DOTARS and in terms of line management responsibilities report directly to the Director of DOTARS Perth Office, with the Department providing the professional supervision and support.

As with previous reporting periods demand for individual clinical and family support casework has remained consistent throughout the IOTs. This demand is also reflected in the work of the Community Services Officer based on Home Island, Cocos (Keeling) Islands, supervised by the Social Worker. The key areas for services continue to be:

- mental health issues;
- family relationship issues;
- child management issues;
- child concern reports; and
- disability services.

In 2004 - 05 there was also demand for support in relation to:

- income and accommodation issues;
- alcohol and substance abuse issues;
- youth services; and
- services for seniors.

Feedback from the participants of a Triple P parenting program delivered in early 2005 at Christmas Island confirmed the need for specific parenting information to be delivered. Ngala (a Perth based non-government agency) is being contracted to deliver three days of parenting programmes in September 2005. A crèche service will be available to enable parents to attend.

All the service's activities are conducted from a 'strengths based' perspective seeking to empower and build capacity for individuals, families and communities of interest. Particular emphasis is placed on early intervention and proactive strategies for long term sustainable change. Positive relationships exist with key service delivery agencies including the Australian Federal Police, the Indian Ocean Territories Health Service, the Department of Education and Training, the Department of Justice and the local Shire Councils, and future consideration will be given to working in more innovative, collaborative ways, particularly with communities of interest.

#### CHILDCARE SERVICES

A Department for Community Development Children's Services Officer (CSO) will be visiting Christmas Island in September 2005 to assist the management committee with the budgeting, future planning and recruitment issues.

The Christmas Island Child Care Service has been in operation since October 2003 and is due for licence renewal. The service has been operating at almost full capacity (19 children aged between 0 and 6 years in each session).

During 2004 - 05 the service provider received financial support from DOTARS to assist with recruiting a qualified child care coordinator from the mainland. The recruitment has been very successful and the coordinator took on the training of staff as part of their role. Two caregivers are now enrolled and working through completion of a Certificate III in Children's

Studies and the recruitment and training of existing staff is part of succession planning for the service.

It is hoped that permanent residents currently employed by the service will eventually complete a level of study that will enable them to manage the service.

The current coordinator will cease employment with the service in early 2006, and a new recruitment process will commence to fill this vacancy. In addition, a new Responsible Officer will be appointed and the service will need to complete its licence renewal. For the licensing process to be completed a new Licensing Officer will also need to be appointed, and the appointment process for this position is currently taking place. The IOTs Administrator will appoint this officer, on the advice of the Child Care Licensing Unit within DCD. The licence renewal process is currently underway and will be completed in early 2006.

Utilisation of the service is high, however, as previously stated this can fluctuate according to the island population.

In addition to site visits the CSO provides ongoing weekly telephone and email support to both the child care coordinator and management committee. The service also has access to advice from the Child Care Licensing Unit and other resources on a needs basis.

The provision of child care has become an integral part of community life on Christmas Island. It assists employers such as Government agencies to attract highly qualified professionals to Christmas Island. It is also one of the key services that has a direct impact on the quality of family life and a valuable family support service in an isolated community.

#### VOLUNTEER RESOURCE CENTRE GRANT

During 2004 - 05 the Department's Volunteering Secretariat continued to support the Christmas Island Volunteer Resource Centre to work with community groups in relation to volunteering. Christmas Island Neighbourhood Centre, which administers the Volunteer Resource Centre in the IOTs, receives a total of \$17,500 per annum from DOTARS for promotion of volunteering services.

During the period 1 July 2004 to 31 December 2004 the Centre experienced an 11% increase in inquiries from the previous period and a 6.5% increase in the total number of volunteers.

The Christmas Island Volunteer Resource Centre is operating more as a community organisation resource/support service rather than the more traditional volunteer referral service that operate on the mainland. Nevertheless, DCD's Volunteering Secretariat considers that the service provides an effective program which is a relevant model for such a small community. In late 2004 the centre coordinator resigned and a significant amount of effort has been directed to recruiting a new coordinator, training new staff and conducting a handover.

#### INFORMATION, SUPPORT AND OTHER ASSISTANCE

With respect to the range of community services on the IOT, in June 2004 the Department of Community Development's Senior Community Development and Funding Officer undertook a district planning exercise on behalf of DOTARS. The aim of this exercise was to assess the current state of community services on the IOT and to determine whether there are any areas that may benefit from further development.

As a result of the June 2004 district planning process, 13 recommendations were made to DOTARS resulting in the implementation of a number of initiatives during 2004 - 05. This includes the provision of operational funding by DOTARS to the Christmas Island Neighbourhood Centre (CINC). The DCD assisted DOTARS in assessing the CINC funding application and has provided ongoing support and assistance to the service.

The planning report also recommended that information regarding the Youth Development Holiday Program be provided to a number of key agencies on the IOTs. Processes are now in place to ensure that the information is forwarded as a matter of course for each funding round.

### Future issues

With the Children and Community Services Act 2004 (WA) being introduced in March 2006 and the Working with Children (Criminal Record Checking) Act 2004 (WA) being phased in from January 2006, DOTARS will consider how these requirements will be included in territory legislation and operationalised through appropriate delegations.

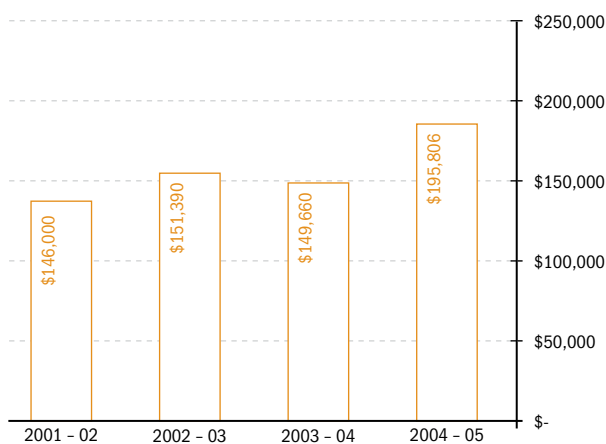


# DEPARTMENT OF CONSUMER AND EMPLOYMENT PROTECTION

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## CONSUMER PROTECTION DIVISION

### SDA expenditure



### Status of services

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

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

### Activities during 2004 - 05

#### VISITS TO THE IOTS

Two visits to the islands were made by Consumer Protection (CP) staff in 2004 - 05 as follows:

- a Weights and Measures Inspector from Trading Standards Branch visited CKI in November 2004 to carry out inspections under the Weights and Measures Act (1915); and
- a Plumbers Licensing Board Inspector visited both CI and CKI in May 2005 to carry out inspection of plumbing work. It was confirmed that persons performing plumbing work at the Immigration Reception Processing Centre are to be licensed under Part 5A of the applied Water Services Coordination Act 1995 and are to comply with the applied Water Services Licensing (Plumbers Licensing and Plumbing Standards) Regulations. During the Centre's construction, compliance visits will be required.

#### COMMUNITY ASSISTANCE AND INFORMATION

Consumer Protection Division provides advice and assistance to Island clients in response to telephone, email or mail enquiries and has assisted clients to resolve disputes with traders through conciliation. During 2004 - 05, telephone advice services were provided on 693 occasions, 2 disputes were conciliated and a number of email requests were responded to.

Services to the IOTs communities during 2004 - 05 included the following:

- Free publications were provided or on-line information accessed at CP's web site.
- Media releases to alert consumers to potential risks were issued to SOCI's Community Information Manager, the Shire of CKI's Information Officer, Radio 6RCI and Radio 6CKI.
- Radio topics were circulated to each of the community radio stations.
- Education articles were published in The Islander on CI and the CKI Shire Newsletter.
- Copies of the industry and consumer publication promoting the Fitness Industry Code of Practice, which took effect from January 2005, were provided to the Manager of the new Christmas Island Recreation Centre and the Shire of Christmas Island.

- An education project to confirm the status of associations and ensure active groups are properly incorporated was undertaken in November 2004.
- Two copies of a publication titled 'Inc—A Guide to Incorporated Associations' were purchased and donated to the public libraries at each IOTs Shire Council.

## REGULATORY FRAMEWORK

Consumer Protection Division manages and implements 55 Acts of Parliament that are applied in the IOTs. There were 43 amendments to written laws during 2004 - 05.

## CONSULTATION

Consumer Protection has a strong commitment to consultation with the community and stakeholders. CP released issue papers for Regulation of Holiday Accommodation Managers and Regulation of Motor Vehicle Repairers during 2004 - 05 which were advertised and circulated in the IOTs.

## New Legislation

Development and implementation of legislation in the following areas is at various stages:

- Holiday accommodation management
- Motor Vehicle Repairers
- Trade measurement
- Public collections
- State Administrative Tribunal
- Reporting requirements under Section 10A of the Employment Agents Act 1976
- Regulation of the plumbing industry

## REGULATION ENFORCEMENT

Regulation enforcement involves providing occupational licensing and registration services; investigating complaints about consumer protection matters; monitoring compliance with legislation; where necessary applying sanctions to protect consumers and traders; enforcing legal obligations; and responding to emerging issues.

## Travel Agents

The Commonwealth Travel Agents Order 2004 was gazetted in July 2004. Travel agents in the IOTs are exempt from the requirement under the Travel Agents Act 1985 (WA)(CI)(CKI) to become members of the Travel Compensation Fund (TCF). On 1 January 2005 responsibility for the licensing of travel agents was transferred from the Commercial Tribunal to the Commissioner for Fair Trading. In addition to conciliation of civil disputes, Consumer Protection conducts compliance investigations into alleged breaches of the Travel Agents Act 1985 (WA)(CI)(CKI). CP took action in the IOTs to ensure compliance with the Travel Agents Order. Services provided to the IOTs during 2004 - 05 included:

- investigation of 4 complaints;
- licensing of 1 travel agent and 1 employed agent;
- lodgement or disposal of 52 tenancy bonds;
- registration of 24 business names and 4 incorporated associations;
- one prosecution action on CI;
- 6 weights and measures inspections; and
- 10 plumbing inspections.

## Performance information

	2003 - 04 IOTs actual	2003 - 04 WA actual	2004 - 05 IOTs actual	2004 - 05 WA actual
<b># OF UNITS OF SERVICE</b>				
<b>COMMUNITY INFORMATION AND ASSISTANCE</b>				
Responses to customer enquiries	347	803,108	693	863,720
Information and Education Services		1,899,854		1,460,064
Advice and assistance services	2	5,010	2	5,985
<b>REGULATORY FRAMEWORK</b>				
Major policy projects		9		6
Policy projects		59		22
Policy tasks		1,292		1,196
<b>REGULATION ENFORCEMENT</b>				
Registration services	56	821,693	80	812,707
Licensing services	8	25,804	2	29,624
Inspections and Audits			16	39,245
Investigations			4	3,808
Prosecutions, Legal Actions			1	320
Rectifications (Plumbers)			2	138

## Future issues

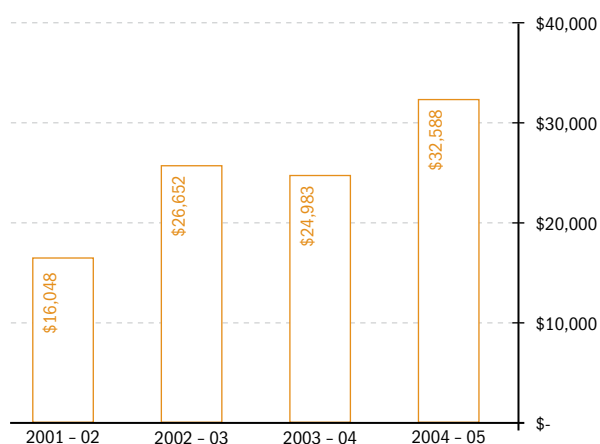
Consumer Protection Division will continue to provide IOTs residents and businesses with a full range of services.

New initiatives planned include:

- developing an appropriate licensing framework and undertaking an information and education campaign following introduction of regulations made under the Motor Vehicles Repairers Act 2003;
- implementing new procedures and processes to support the administration of new public collections legislation expected to be passed in 2005 - 06;
- implementing a new weights and measures licensing and instrument monitoring framework in association with the expected passage of uniform trade measurement legislation in 2005 - 06;
- implementing the Review of Consumer Protection Boards and Committees;
- establishing a new service that allows the public and industry to enquire about licensed plumbers, in order to allow enquirers to check that a plumber has valid credentials to perform the required service;
- introducing a proactive compliance program for travel agents and ensuring that all licensed travel agents have better access to information affecting the licensing of their industry;
- completing a new divisional website for CP which is expected by late 2005, and will include an introduction page to explain how Western Australian laws are applied in the IOTs and information about the services CP provides to the IOTs;
- facilitating the application of new business names on-line, which is planned to commence early in 2006;
- maintaining a focus on misleading and deceptive advertising to improve the level of compliance and to implement an awareness campaign for consumers about misleading and deceptive advertising promotions; and
- circulating a Government Position paper outlining the proposed new self-regulatory regime for the holiday accommodation management industry due to be published in 2005 - 06.

## WORKSAFE DIVISION

### SDA expenditure



### Status of services

Levels of work activity, including construction work, have increased slightly on the previous year due to work being conducted on the infrastructure of the Immigration Reception and Processing Centre on Christmas Island. WorkSafe inspectors again experienced a good level of cooperation and interest in their visits by the businesses and organisations in the IOTs.

### Activities during 2004 - 05

WorkSafe inspectors visited the IOTs in September 2004 and June 2005. The scope of work was to follow up on previous enforcement notices issued, undertake proactive inspections and discuss safety and health issues with employers and employees during workplace visits and inspections.

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'.

#### REGULATORY SERVICES

The objective was to ensure compliance with occupational safety and health legislation through firm and fair enforcement.

- Investigations—there were 28 investigations on CI and 39 investigations on CKI.
- Improvement notices—23 issued on CI, 17 issued on CKI.

- Prohibition notices—none issued on CI, 2 issued on CKI.
- No licences, registrations or certificates of competency were issued during the visits and investigations in the IOTs.
- No work fatalities were recorded by WorkSafe for the IOTs during the year.
- No work related reportable injuries or 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 distributed OSH information at meetings in the IOTs.
- OSH information is provided to the IOTs on an ongoing basis via WorkSafe's website.

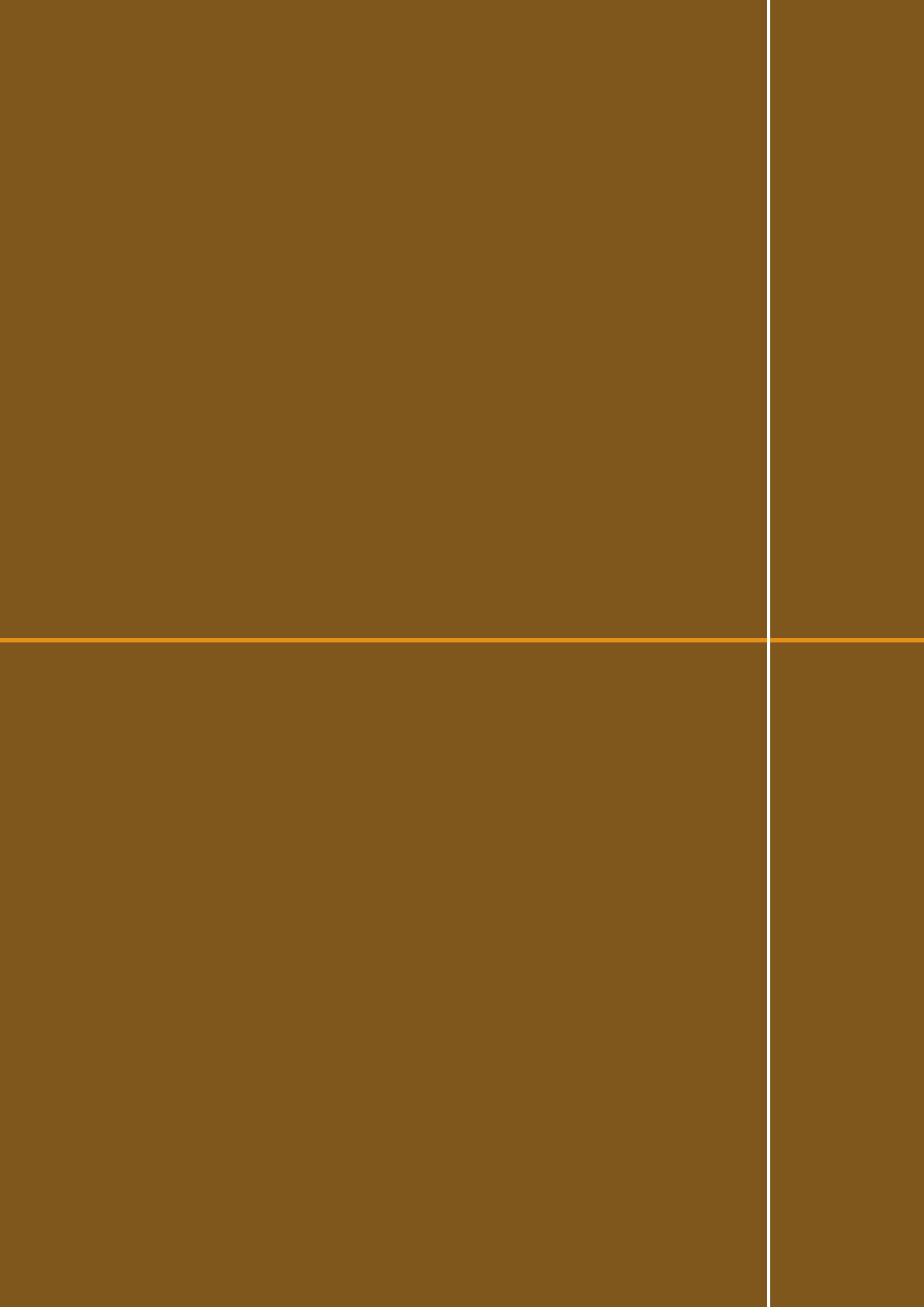
### Performance information

- 28 investigations were carried out for CI and 39 for CKI.
- 2004 - 05 output expenditure was \$18,772.34 for CI and \$13,815.95 for CKI.
- No licences, registrations or certificates of competency were issued, although a number of investigations and inspections relating to licensing and certification were conducted.

Estimated average cost per investigation for the IOTs was \$525. The corresponding cost for 2003 - 04 was \$842. A significant number of priority area investigations were undertaken on CKI and this reduced the cost per investigation to that below the WorkSafe average.

### Future issues

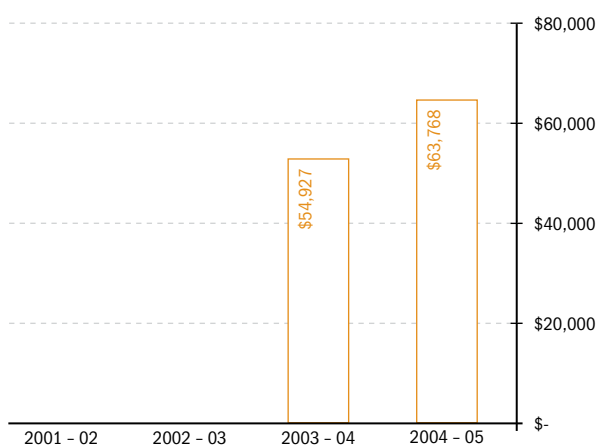
WorkSafe will continue to provide an inspection and information service to the IOTs in line with previous years. WorkSafe is aware of the growing concern by the IOTs over the level and deteriorating condition of asbestos cement sheeting in a number of locations on both islands. This may necessitate a slight increase in WorkSafe's normal activity on the IOTs in the coming year if the need arises.



# DEPARTMENT OF CULTURE AND THE ARTS

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## SDA expenditure



2003 - 04 was the first full year of operation of the SDA with the Department of Culture and the Arts.

## Status of services

The Commonwealth entered into an SDA with the Department of Culture and the Arts (DCA) in May 2003 to develop the arts and culture sector of the IOTs by working with the Territories' communities to enhance local skills and capacities.

The SDA encompasses arts development services (including grant funding administration), museum services, film and television services, art gallery services and broad policy and planning services. DCA works with a number of service providers to fulfil its SDA commitments. These include Arts WA, Country Arts WA, Community Arts Network WA and Art On The Move. The Western Australian Museum provides museum services, whilst the Art Gallery of WA and ScreenWest provide services on a reactive basis and have not been called on to date.

2004 - 05 was the second year of operation under the SDA and all key providers have now visited the IOTs to introduce their services. Advice and assistance is offered in 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 about appropriate support to DOTARS.

## Activities during 2004 - 05

### PLANNING AND POLICY

In light of the complex nature of this SDA, wherein external agencies provide services on behalf of the Department of Culture and the Arts, DCA's Planning and Policy division requested an internal audit of IOTs procedures and accounts during the first year of SDA operation. The audit resulted in minor adjustments to some of the SDA processes, and clarification for external providers on record keeping requirements.

### ARTS DEVELOPMENT

#### Arts WA—Department of Culture and the Arts

Throughout 2004 - 05 ArtsWA maintained regular contact with Christmas Island Neighbourhood Centre and Arts and Culture Christmas Island. The Director of ArtsWA and the Community and Regional Arts Development Project Officer travelled to Christmas and Cocos (Keeling) Islands for the Territory week festival in September 2004. Two applications were submitted to ArtsWA during the year. One of these was supported by the Arts Development Panel for the production of a major community circus/theatre event telling local stories.



The other was received outside the normal funding rounds and assessed by Arts WA at DOTARS request, but not recommended.

#### **Art On The Move—External Provider**

Art On The Move provided ongoing technical support to groups from both Christmas Island and the Cocos (Keeling) Islands during the year. A successful two-day training program was held on Christmas Island in March 2005, involving 10 participants and covering planning of exhibitions, and handling, installing and exhibiting artworks. Prior to the workshops, Art On The Move supplied a set of exhibition screens and hanging equipment.

During the visit it was ascertained that primary among the many barriers to sending touring exhibitions to the Territories, are the climate and freighting difficulties due to the length of time artworks would be at sea. However, Arts and Culture Christmas Island has advised that it has held three exhibitions since the workshops, utilising the equipment and training provided to support local artists and groups. This is a very successful outcome from provision of equipment and training.

The services and support given by Art On The Move are similar to that provided recently in other remote communities such as Newman. The major difference is the difficulty in freighting artworks to the IOTs by sea.

#### **Community Arts Network WA—External Provider**

In 2004 - 05 Community Arts Network Western Australia (CANWA) provided cultural planning and training services to the Christmas Island community under a separate contract with the Shire of Christmas Island (supported financially by DOTARS). Within WA, CANWA similarly contracts with five different local governments each year, on a fee for service basis. Whilst this contract with SOCI was in operation, CANWA provided a reduced level of service under the SDA. This is also commensurate with what would happen within WA. CANWA's final report has been forwarded to DOTARS and SOCI.

#### **Country Arts WA—External Provider**

Country Arts WA received two grant funding applications from Christmas Island during 2004 - 05, which were both recommended for support. One application was to support attendance at the national regional arts conference in Horsham. The other was for annual program funding for Arts and Culture Christmas Island, in line with the Category B funding provided to similar sized organisations in regional WA. The first performing arts tour to the Indian Ocean Territories is planned for September 2005. A significant amount of time was dedicated to this event in 2004 - 05 to prepare funding, logistics and freight.

#### **MUSEUM SERVICES**

The advisory service provided through the WA Museum's Museum Assistance Program (MAP) responded to a range of requests from IOTs residents during the year including advising and assisting with project development. Advice was also provided to DOTARS Perth Office on issues related to implementation of plans provided in previous years.

An advisory visit was carried out to Christmas Island in November 2004 focusing on planning a sustainable heritage and museum service. A visit was made to the Cocos (Keeling) Islands in April 2005, largely focusing on the Shire of Cocos (Keeling) Islands' proposal for development of heritage precincts on Home Island. MAP staff also encouraged the Shire CEO to discuss cultural planning with colleagues at the Shire of Christmas Island to facilitate a start to cultural planning at the Cocos (Keeling) Islands.

MAP services were made available to the IOTs in the same way as they are available to regional, rural and remote communities on the mainland. Services provided to the IOTs represented approximately 3% of total services provided, which is considered equitable to that provided to remote regions of the State with similar population bases.

#### **ARTS EDUCATION SERVICES**

The Department's ArtsEdge program provided arts education support materials to IOTs schools in conjunction with mailouts to all WA schools.

#### **ART GALLERY AND FILM AND TELEVISION SERVICES**

Art gallery services and film and television services are provided on a reactive basis and there was no demand for these services in 2004 - 05.

## Performance information

DCA will coordinate customer satisfaction surveys in 2005 - 06, linking in with other customer satisfaction surveys taking place within WA.

Performance indicator	Target	Actual	Comments
<b>PLANNING AND POLICY SERVICES</b>			
Total staff time	10–15 days	14 days	<p>Providing advice and assistance to service providers and IOTs residents about the operation of the SDA.</p> <p>Management of DOTARS invoicing and payment to service providers.</p> <p>Preparation and submission of budgets and reports, requiring ongoing liaison with all service providers.</p> <p>Internal audit undertaken of procedures and payments during the first year of the SDA.</p>
Timeliness of response to enquiries	0–3 days	Met	Enquiries received from IOTs residents, SDA service providers and other organisations in WA.
<b>ARTS EDUCATION SERVICES</b>			
Total staff time	3 days	0.33 days	IOTs schools were included in mailouts to WA schools, providing arts education support materials.
Distribution of ArtsEdge info to all IOTs schools	2	2	There are two schools, 1 on CKI and 1 on CI.
Total # of IOTs contacts in the ArtsEdge database	6	4	2 contacts in each school.
<b>ARTS DEVELOPMENT SERVICES</b>			
Total off-Island staff time	30–35 days	21 days	
Total # of fieldtrips	5	3	(ArtsWA–2, Art On The Move–1)
Total # of grant applications processed	Reactive	4	(ArtsWA–2, Country Arts WA–2)
Total # of grant applications recommended for support	Reactive	3	(ArtsWA–1, Country Arts WA–2)
Total \$ value of grant applications recommended for support	Reactive	\$68,803	
Total # of IOTs contacts on distribution list	15	Max of 27	There is crossover of contacts as service providers communicate to share information.
# of exhibitions toured to the IOTs	1	0	Arts on the Move: has delivered training and is working with the groups on CI and CKI to determine the viability of touring exhibitions.
# of performances toured to the IOTs	1	0	Country Arts WA: Drum Drum tour to the IOTs commences 19 September 2005.
% clients satisfied with services	80%	N/A	Planning and Policy will coordinate customer satisfaction surveys in 2005 - 06, linking in with other surveys taking place in WA.

Performance indicator	Target	Actual	Comments
<b>MUSEUM SERVICES</b>			
Total off-Island staff time	20 days	9 days	
Total # of fieldtrips	3	3	1 Officer CI for 8 days. 2 Officers CKI for 4 days.
Total # of IOTs contacts on distribution lists	10	15	
Total # of services delivered to DOTARS and IOTs organisations	Reactive	163	Comprises meetings, advice via telephone, email and correspondence as well as training and advisory services on-Island.
% clients satisfied with services	90%	N/A	Planning and Policy will coordinate customer satisfaction surveys in 2005 - 06, linking in with other surveys taking place in WA.

## Future issues

### Arts Development Services

In September 2005, Country Arts WA will tour 'Drum Drum' to both Christmas and the Cocos (Keeling) Islands to give performances and workshops. This performing group features indigenous music and dance from the Northern Territory, Papua New Guinea and the Pacific. Development of the tour has raised issues related to freighting large amounts of equipment to the Territories.

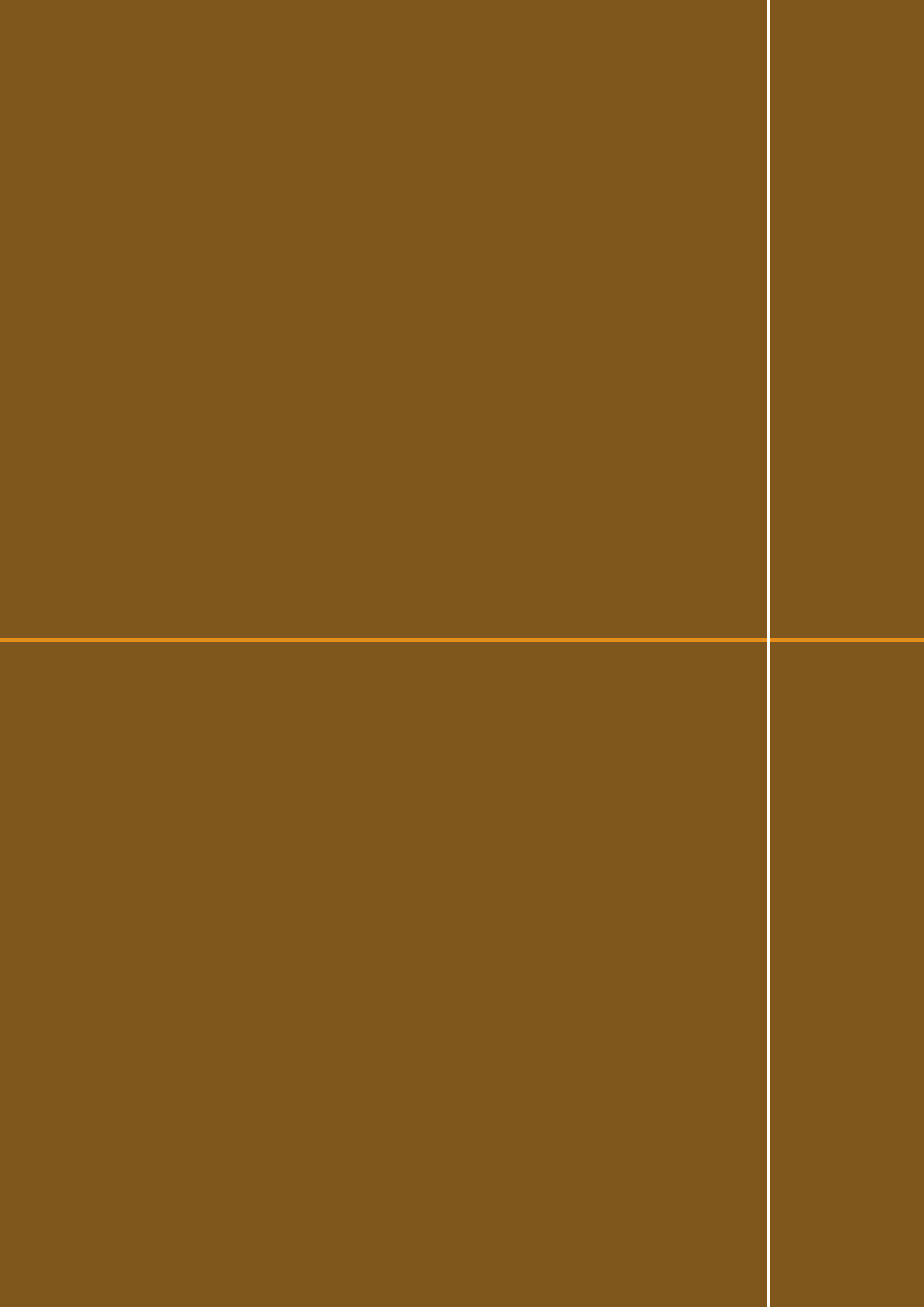
Art On The Move's work on Christmas Island in 2004 - 05 identified major barriers to sending touring exhibitions to the islands due to climatic considerations and the need to freight artworks by sea. Art On The Move does not have an exhibition available that could deal with these extremities at this time. This will continue to be a major barrier unless suitable alternatives or specific exhibitions are created for this purpose.

It is anticipated that 2005 - 06 will see additional travel due to follow up related to the Country Arts WA tour and the Art On The Move workshops.

### Museum Services

The priority for museums services in 2005 - 06 for Christmas Island will be progressing planning for suitable heritage and museum services and progressing planning for a communication and interpretation strategy to guide the ongoing operation of the heritage and museums service. Once the Shire of the Cocos (Keeling) engages in a partnership with Community Arts Network WA to develop a cultural plan for their community, work can begin to be discussed on planning a similar services there. In the interim, advice will continue to be provided regarding developments in the proposed heritage precinct.

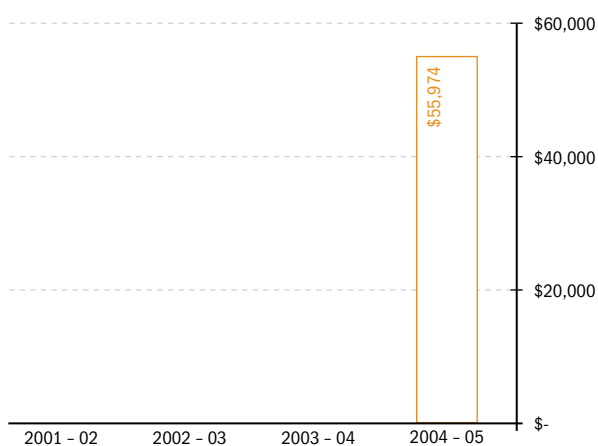
The possibility of DOTARS appointing a Curator to focus on the Oceania House collection and implementation of grounds plans may also provide an opportunity for planning to be advanced at the Cocos (Keeling) Islands.



# DISABILITY SERVICES COMMISSION

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## SDA expenditure



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

## Status of services

Following an initial visit to the IOTs by a Commission representative in June 2004, the Service Delivery Arrangement between the WA Disability Services Commission and the Australian Government was developed and formally signed in December 2004. This report relates to the first 6 months of the SDA during which time community consultations and initial contact with people with disabilities, services providers and government services on both the Christmas and Cocos (Keeling) Islands was the core activity.

## Activities during 2004 - 05

In accordance with services the Commission provides to people with disabilities living on the mainland, an IOTs Local Area Coordinator (LAC) was appointed in January 2005. Initially, the role of the LAC has been to develop an understanding of the communities on both Christmas and the Cocos (Keeling) Islands and make connections with people with disabilities, their families and key community members. The next stage will be to work with families and individuals to identify their needs and in collaboration with the local community, families and generic services providers, determine how these needs can best be met.

The LAC is the initial point of contact for people with disabilities and services providers on the islands. The first 6 months of the SDA has involved mapping existing services, developing relationships with established providers, and identifying eligible consumers. The LAC also liaises with other Commission staff (psychologist, eligibility coordinator, therapists and program support officer) to ensure appropriate supports and services are provided.

In the first 6 months, the Manager responsible for the implementation of the SDA, and the LAC have met with a number of individuals and organisations, including both IOTs schools and school psychologist, IOTHS staff in both Territories, social and community development workers, both IOT Shires, the IOTs Administrator, IOGTA, and the Christmas Island Neighbourhood Centre.

The LAC has also met with a number of individuals and families who have been referred for services by the School, Health service, Social worker and/or Psychologist. Appropriate eligibility assessments which reflect those on the mainland are still in the development stage, however needs analysis has been commenced with 5 individuals/families in Christmas Island and 2 in the Cocos (Keeling) Islands. Information and advocacy has been provided and future planning has commenced.

One visit to the IOT by the Manager and LAC was undertaken in February 2005 with a second to Christmas only, to be undertaken in August 2005.

On the initial visit, contact was made with all relevant services providers and government departments as outlined above. Information on the role of the Commission was provided and opportunities for future collaboration identified. Meetings were also held with individuals and families who had been identified by the social worker and psychologist as requiring information and support.

A partnership with the Christmas Island Neighbourhood Centre (CINC) for the provision of direct services and supports to people with disabilities and their families living on Christmas Island has been explored with the Board of the organisation. A Community Support Program schedule has been developed for DOTARS' consideration.

Information on a range of issues has been provided to the individuals and families, and to service providers. This has included information relating to specific disabilities, the Commission's Community Aids and Equipment Program, Post School Options Program and the Combined Applications Process.

Advocacy for and with families has also occurred in relation to access issues, therapy services, equipment provision and employment.

## Performance information

As the SDA has only been in operation for 6 months it is difficult to apply performance measures at this early stage.

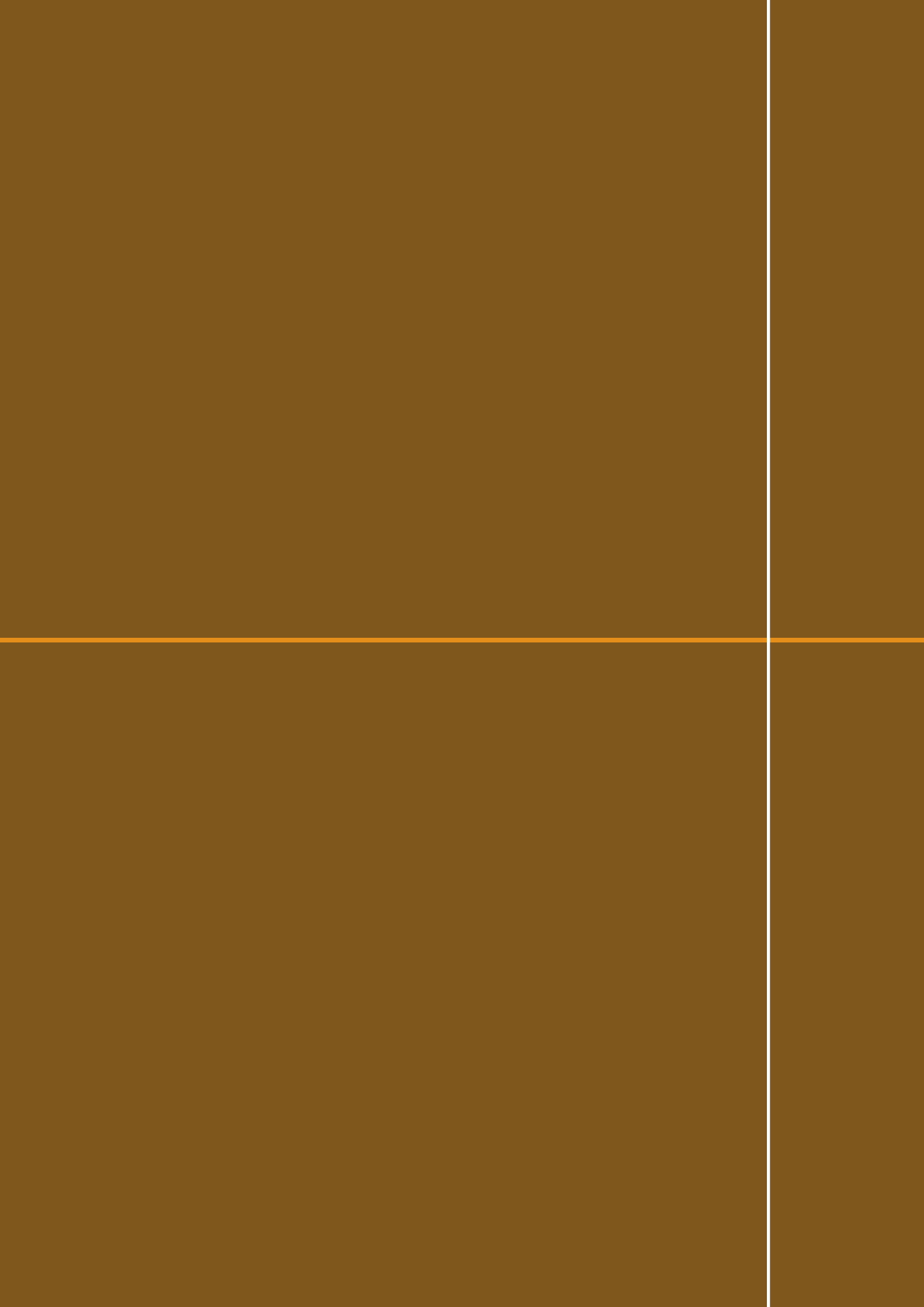
Qualitative evidence based on feedback from individuals and families and service providers has been favourable and a cooperative, collaborative approach with other government agencies has been established.

A culturally appropriate eligibility assessment tool is currently being explored with the community Psychologist and over the next 12 months it will be possible to collect more definitive statistics in relation to Level 1, 2 & 3 consumers.

## Future issues

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

- Development of the Community Support Program with the CINC;
- In collaboration with the community Psychologist, development of a culturally appropriate eligibility tool and eligibility process;
- Needs analysis and futures planning with all eligible people;
- Provision of awareness/education to families and the broader community on contemporary disability practices and attitudes; and
- Assistance in the establishment of an effective, sustainable therapy program for people with disabilities and children with learning difficulties.



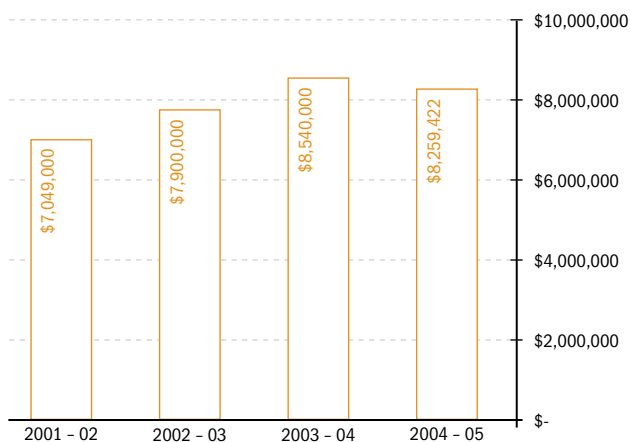


# DEPARTMENT OF EDUCATION AND TRAINING

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## SCHOOL-BASED EDUCATION

### SDA expenditure



The total expenditure by DET for IOTs schools for 2004 - 05 was \$8.26m. The budgeting strategy is consistent with funding for WA State Schools and makes appropriate funding available for the IOT schools to achieve educational outcomes, provide adequate financial and physical resources and a safe and healthy environment in which to achieve this.

The schools are provided general funding which is formula-driven in the same way as the WA State Schools grant process. The WA formula is applied to develop and refine a funding base for the IOTs schools that can be modified according to the student and staff numbers. Special funding is also provided in consideration of specific WA and Australian Government initiatives or programs applying in the same process, conditions and reporting as other WA schools.

### Christmas Island District High School

#### STATUS OF SERVICES

DET has provided school-based education services in CI since the early 1990s. A draft SDA provides the basis for the provision of education services to the IOTs schools. The schools are managed by the School of Isolated and Distance Education and are fully aligned with DET processes and standards.

In 2005 Christmas Island District High School provided education to 380 students in Kindergarten through to Year 12. A majority of students come from backgrounds where English is a second language: approximately 15% of students have Malay as their first language; 70% of students have Chinese as their first language and 15% English. An increase in the number of itinerant

students associated with the construction of the IRPC has added a further complexity to the provision of educational services.

The School's four priority areas have been:

- 1. Multi-literate and Engaged Students and Staff**— Providing the school with a management structure and staffing profile dedicated to developing multi-literate and engaged students and staff.
- 2. Resiliency**—Further developing structures to promote social and emotional health and wellbeing of school community.
- 3. Honouring Our Community Through a Culturally Inclusive Curriculum**—Students interacting with people and cultures other than their own and being equipped to contribute to the global community.
- 4. Youth Advantage**—Maintaining and further developing a high quality post compulsory programme responsive to students needs.

#### ACTIVITIES DURING 2004 - 05

Upgrading of the school canteens to bring them into line with Shire Health regulation and the installation of a satellite dish allowing reception of Government educational broadcasts are among the minor works projects completed this year.

The second of our locally engaged staff-members has completed a Bachelor of Education Degree under our Trainee Teacher Program. This completes the DOTARS sponsored program with fully qualified teachers now presenting our Cultural Language Program in both Chinese Mandarin and Bahasa Malay.

The school produced 'High Spirits', a community circus involving the various cultural and religious groups of Christmas Island. Assistance from DOTARS through an Arts WA programme ensured a very professional production and resulted in nearly 1000 people attending over two nights. A crew from Westone filmed the process and a documentary on its creation is being produced. Additional footage was taken for later use in the school promotion.

The 'Getting it Right' program has been very successful with many parents participating in workshops during the evening. Teachers have participated in five two-hour, after-school workshops, increasing their understanding of language acquisition and developing new pedagogy.

## 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.

In respect of literacy and numeracy, data on speaking, listening, reading and writing was collected twice during the year on students in Years K-10. For all year groups and for all modes, improvement was demonstrated on the second test of the year. Students in Years 3, 5, and 7 were tested as part of the WA State-wide WALNA testing program. Detailed information on results will be available in the full School Report 2005.

Each year the Educational Testing Centre of the UNSW conducts an Australasian mathematics competition. This year some 335,000 students from Australia, New Zealand and the Pacific region participated. Analysis of the combined strand data indicates that Christmas Island DHS students participating achieved results in all year levels within 1% of the state mean.

Average attendance is well over 95%.

## Cocos (Keeling) Islands District High School

### STATUS OF SERVICES

DET has provided school-based education services in CKI since the late 1970s. A draft SDA provides the basis for the provision of education services to the IOTs schools. The schools are managed by the School of Isolated and Distance Education and are fully aligned with DET processes and standards.

In 2005 CKIDHS provided education for 138 students in Kindergarten through to Year 10. CKIDHS caters for two distinct groups of students. Local Cocos Malay children who for the most part live on Home Island, and the children of expatriate mainland Australians who live on West Island for periods averaging three years. Students from Home Island speak English as a second language 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 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.

A number of special purpose programs operate within the school to address the specific literacy and numeracy needs of the students and issues arising from the school's remoteness. 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 WA schools.

### ACTIVITIES DURING 2004 - 05

Some highlights from the school year were:

- Year 10s—Top in State Maths Competition;
- Tim Andrews achieved 'Distinction' (Top 5% in the country) in the UNSW Annual Mathematics Competition;
- Andrew Vermeeren (Year 4) Top in the country, gold medal winner in Australasian Science Competition;
- Four other students received 'Distinctions' (Top 10%), and 7 students received 'Credits' (Top 20%);
- WI Kindergarten—Year 2, Winners in 2005 WA EngQuest Competition;
- Two teachers nominated for 2005 National Excellence in Teaching Awards and through to the penultimate stage;
- Tour Kebudayaan Kokos (Cocos Cultural Tour) Winner 2005 Australian Rural Education Awards, judged best rural education program in the country;
- 100% retention rate of Year 11 and 12s in Perth 2004 and 2005.

### 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.

In respect of literacy and numeracy, data on speaking, listening, reading and writing was collected twice during the year on students in Years K-10. For all year groups and for all modes, improvement was demonstrated on the second test of the year. Students in Years 3, 5, and 7 were tested as part of the WA State-wide WALNA testing program. Detailed information on results will be available in the full School Report 2005.

Average attendance was over 97%.

## Indian Ocean territories psychological service

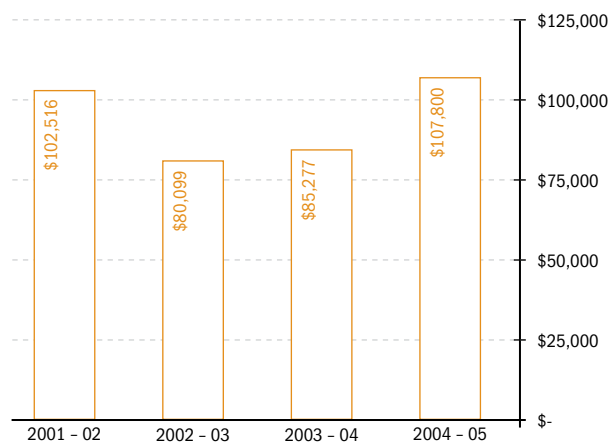
The School Psychology Service to the IOTs is generally provided across the domains of behaviour, health and wellbeing and learning difficulties and disabilities. Intervention may be targeted at the individual, group or system levels, and the client may be a student, teacher, or community member (parent etc) and other agencies. The placement of the psychologist on-Island has enhanced the role, embracing prevention rather than simply intervention. A number of training courses have been held on-Island for the schools and community in general and included subject's related to early detection and prevention of substance abuse, and youth suicide prevention.

The role has successfully developed to provide a holistic approach through key organisations of the schools and the IOTHS. The psychologist also works closely with other agencies in the Territories including the AFP, Legal Aid WA, and the DIMIA-managed Immigration Reception and Processing Centre. The psychologist also provides a critical role in liaison between local on-Island services and service providers on the mainland.

The services provided range from individual clinical work through to professional development and whole community development. All feedback on the role thus far has been very positive and it is felt to be essential that the role continues in the future.

## TRAINING AND ADULT EDUCATION

### SDA expenditure



### Status of services

For the purpose of the SDA, DET's objective is to maximise employment related opportunities for apprentices and trainees of IOGTA. This includes monitoring and providing support and advice relating to the IOGTA group training 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 includes the provision of any VET (vocational education and training) policy changes, advice and support as required for RTO and group training services.

### Activities during 2004 - 05

#### GROUP TRAINING

DET's group training officer has met with IOGTA staff on several occasions, particularly when staff are visiting Perth. In addition, there has been telephone support and discussions as required. Discussions have included the re-negotiation of targets to be achieved under the Joint Group Training Program funding arrangements.

DET has monitored and administered approximately 35 apprentices and trainees employed by IOGTA. This has included administration of training contracts, provision of cancellations and suspensions if required. The apprenticeship and traineeship support office has contact with IOGTA staff on a regular basis.

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

The apprenticeship and trainee policy and delivery guidelines were reviewed with the Manager with particular attention to components of the guidelines update in the last twelve months.

IOGTA were supported in preparing and finalising self assessment schedules against the national standards for group training organisations in preparation for an audit due to be conducted by the department's auditor in 2006. Analysis of the self assessment reports has not identified any significant issues. The Department is satisfied with the management and staff in their fulfilment of the group training obligations through the application of the standards.

#### REGISTERED TRAINING ORGANISATION

The IOGTA is an 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); and
- Training and Assessment Services.

As an RTO, IOGTA continues to provide essential VET services to the people of the IOTs. It also offers informal community education.

There has been regular liaison between the Department and the Agency and there have been informal meetings with the IOGTA Manager in Perth on a variety of issues to do with the quality assurance of IOGTA's products and services. The Department has continued to provide advice to IOGTA on matters relating to its RTO operations, including delivery strategies and assessment, literacy and language, given the diverse cultural base of clients accessing training through IOGTA.

DET has had a range of email and telephone contacts with IOGTA's VET Manager on delivery and assessment of qualifications and/or units of competence from training packages on IOGTA's scope of delivery. In addition, discussions and advice on the development of quality assurance systems and processes to demonstrate compliance with the AQTF have taken place. This support contributes to ensuring that IOGTA meets AQTF requirements.

DET has also ensured that IOGTA staff have had the opportunity to attend a number of professional development forums in Perth, ensuring staff are exposed to best practice models, networking opportunities and current policy and delivery arrangements.

Two officers from IOGTA attended the training forum coordinated by DET in May 2005. The officers were mentored during the two-day forum to ensure that they networked with other RTOs and were exposed to resources and information of relevance to their scope of delivery.

Earlier in 2005, the IOGTA training manager attended the two-day workshop conducted for RTOs moving to the new Training and Assessment training package TAA04.

All staff at IOGTA now receive the national publication Training Packages @ Work which is the definitive newsletter with case studies and good practice example on the implementation of training packages and provides specific information on the VET system to support new staff.

#### DET OCTOBER 2004 VISIT

Following the 2003 AQTF audit, it was recommended by the auditor and DET representatives that a professional development strategy should be developed. A professional development program was developed by the Department which addressed the needs identified by the Training Manager/Coordinator at both Cocos and Christmas Islands. A two day professional development workshop was held on Christmas Island in October 2004.

The purpose was to foster the skills needed by IOGTA staff (from both Christmas and Cocos) to develop learning and assessment strategies and deliver high quality training and assessment. The professional development program consisted of the following topics:

- Getting the best of training packages;
- Learning and assessment strategies;
- Delivering high quality training and assessment; and an
- Open forum for discussion.

Feedback from IOGTA has indicated that staff gained immensely from the professional development. The AQTF exercises allowed staff to gain a much greater awareness of how AQTF standards add value and quality to the final product. IOGTA has expressed gratitude for having had the opportunity to be part of this customised training experience which will provide the tools for continuous improvement.

## Future issues

There continues to be a good working relationship between IOGTA and the Department with communication, information and resource sharing effective in arresting some of the genuine isolation experienced by both administrative and training staff.

Staff from the Apprenticeship and Traineeship Directorate and VET Teaching and Learning continue to provide advice on request and as required.

The ongoing communication between Department and IOGTA staff is essential in the ongoing success of Island operations.

Continuous improvement of group training, teaching, learning and assessment strategies on Christmas and Cocos Island is a key component for a successful business in the provision of employment and training services.

# OFFICE OF ENERGY

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## SDA expenditure

As the Office of Energy was not required to provide any services during 2004 - 05, no expenditure was incurred.

## Status of services

Under the SDA, the Office of Energy is able to provide advice on request to DOTARS on energy policy and regulatory matters in the IOTs.

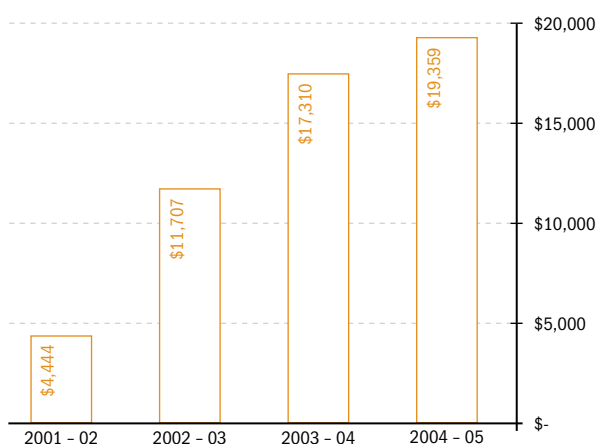
DOTARS did not draw on these services during the reporting year.



# DEPARTMENT OF ENVIRONMENT

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## SDA expenditure



The cost of the services this year reflects a slight increase, primarily associated with the development of the new SDA.

## Status of services

The focus of the SDA during the reporting year was to provide assistance and advice to the IOT Environmental Officer (contracted to DOTARS) in environmental protection and the operation of the applied environmental legislation.

However, the existing SDA was renegotiated during 2004 - 05, and under the new arrangement to come into place following the expiry of the current contractual arrangements in August 2005, DOE will provide environmental protection services to the IOTs directly.

## Activities during 2004 - 05

No on-island visits were undertaken during the year. Such visits are normally undertaken to provide technical advices in relation to licensing matters, conduction inspections, licence compliance audits, follow up actions with industry and advice on matters of environmental concern.

The State Agency provided approximately 100 hours of consultant services as provided for under the SDA. This number of hours has increased considerably from the previous years primarily due to the level of experience of the on-island officer and discussions with DOTARS relating to the development of the new SDA.

The range of issues and enquiries addressed through the year included:

- discussions with DOTARS on the new SDA;
- treatment and disposal options for a wide range of waste chemicals;
- sewerage facilities for the IRPC facility;
- disposal of liquid wastes;
- controlled waste regulations;
- Tidy Towns program;
- disposal of scrap cars;
- green waste management including storage;
- legislation relative to the Territories;
- advertising statutory applications and approvals;
- contaminated sites and legislation;
- licensing issues policies and processes;
- dust management issues;
- importation of wastes from the IOTs into WA;
- monitoring of phosphate ship loading;
- waste water treatment plants;
- landfill and waste issues including asbestos removal;
- disposal of biosolids; and
- decommissioning of a power station and contaminated site issue.

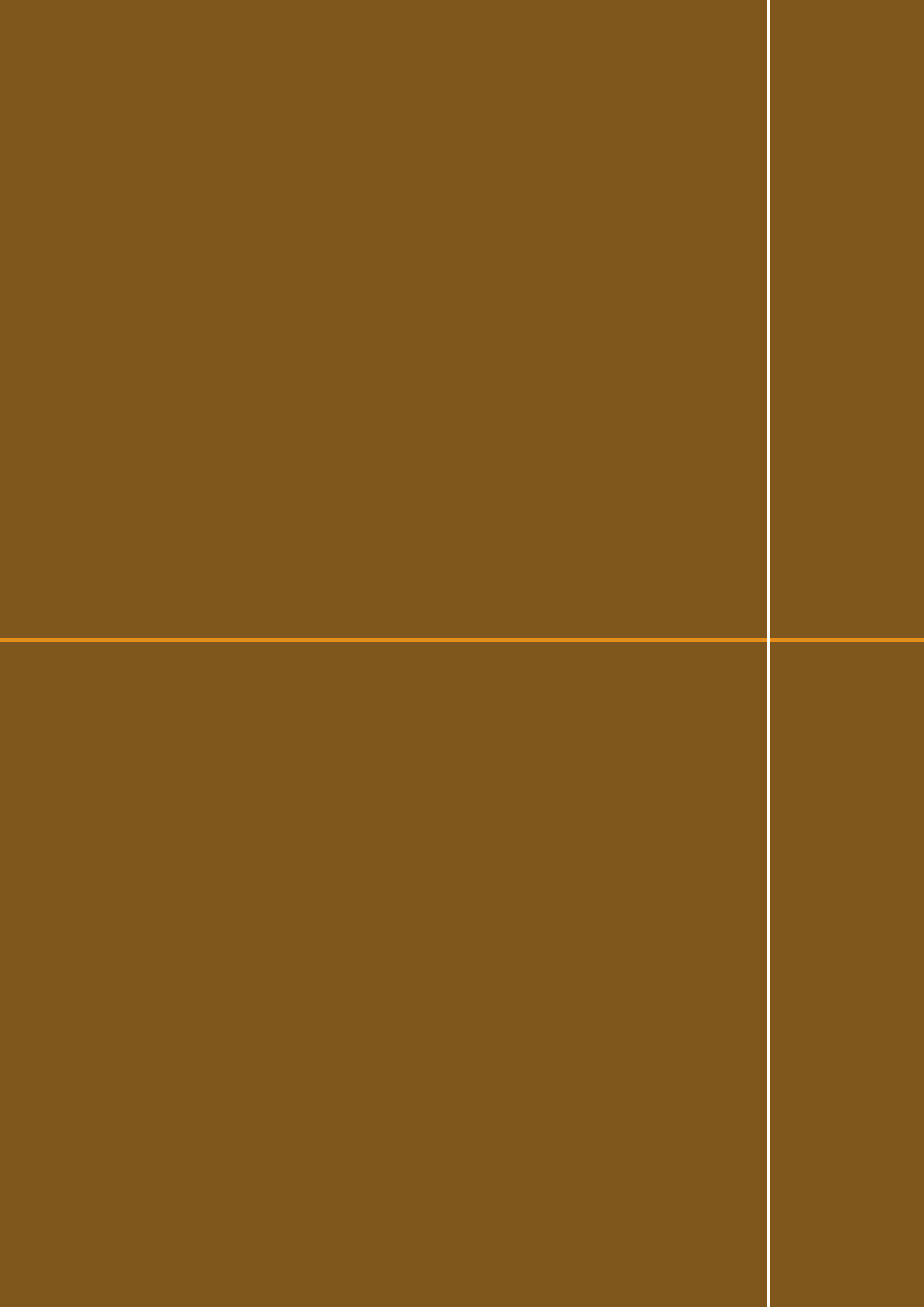
## Performance information

Prior to the end of the EcOz contract, it was not possible to assess the level of satisfaction with services for 2005 provided by DOE, via the normal annual Customer Service Review. This review will now be undertaken in July 2006 and will include DOTARS and other key stakeholders in the IOTs, including the Shire Councils, major licensees and community groups.

## Future issues

With the new SDA and the appointment of a new IOT Environment officer, there will be a transition period during which offices on both Territories will be set up, meetings with key stakeholders held, review of past work and issues undertaken and the development of a new work program completed. Site inspection, licence reviews and update will be progressively undertaken. Quarterly reporting to DOTARS will continue and Annual Environmental Reviews will be completed.

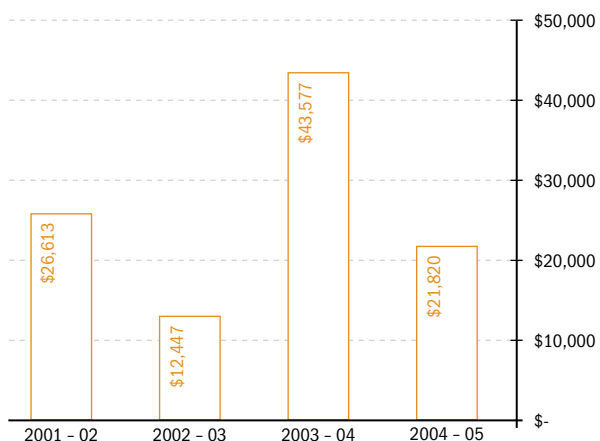
Environmental services on both Indian Ocean Territories but particularly Christmas Island, will require delivery of a wide range of services from DOE, all via the Environmental Officer. Essentially, the same level of service will be available to the IOTs as would be applied to an equivalent community in WA. Specialist training will be provided to the officer to assist in the delivery of these services. Where necessary, specialist advice will be obtained or DOE specialists will visit the Islands. Changing legislative requirements will be a major new issue, in particular, the Contaminated Sites Legislation should be finalised by early 2006. The application of the Controlled Waste Regulations also requires further discussion and roll-out on the Islands.



# EQUAL OPPORTUNITY COMMISSION

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## SDA expenditure



The unusually high expenditure for 2003 - 04 is due primarily to one visit planned for 2002 - 03 not actually being undertaken until 2003 - 04.

## 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 2004 - 05

Commission officers visited the IOTs once during the 2004 - 05 financial year. During the visits:

- 1 customised training session was provided to staff from the IOTHS, SOCI, DOTARS, and IOGTA on Equal Opportunity Law and Grievance Officer Training;
- 3 enquiries were handled, and a number of requests for advice on rights;
- 2 presentations were delivered to community groups, employers and unions; and
- 320 publications were distributed.

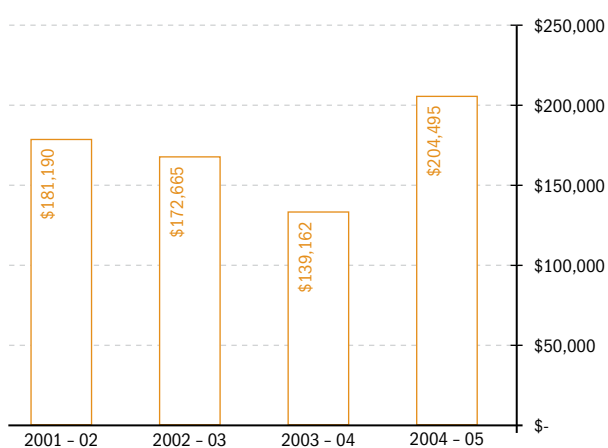
## Future issues

- Visit Christmas Island November 2005 and the Cocos (Keeling) Islands in March 2006;
- Provide Chinese and Malay translations of the Racial Harassment, Sexual Harassment and Religious Conviction Brochures;
- Provide translations of current EOC Unlawful Discrimination brochure;
- Deliver customised refresher training to existing Contract/Grievance Officers.
- Deliver information sessions to community groups and wider community of their rights and obligations, and means of redress afforded under the Act; and
- Develop and deliver customised training for CIP employees, CIDHS teaching staff and the Shire of Christmas Island.

# FIRE AND EMERGENCY SERVICES AUTHORITY

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## SDA expenditure



The increased expenditure in 2004 - 05 was due mainly to volunteer training in Perth occurring in 2004 - 05 not in 2003 - 04 and communications tower work scheduled for 2003 - 04 only able to be done in 2004 - 05.

## Status of services

The Fire and Emergency Service Authority (FESA) provides training and support services to the combined volunteer fire brigades and SES units, as well as support for safety programs for the IOTs communities. The current SDA came into operation on 1 July 2003.

FESA's services to the IOTs developed from previous arrangements with the Western Australian Fire Brigades Board. The fire districts of Christmas and Cocos (Keeling) Islands were gazetted in October 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 (Christmas Island only). Community safety activities are also supported.

The current arrangement also makes provision for support to Volunteer Marine Rescue services, which have not been developed to date, though further investigations related to the establishment of marine rescue capabilities have been undertaken in the past year at the Cocos (Keeling) Islands.

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

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

## Highlights for 2004 - 05

The 2004 - 05 financial year saw a number of major achievements for FESA, many of which have implications in the IOTs.

- Emergency management legislation for Western Australia was introduced to Parliament. This lapsed due to the calling of a State General Election. However, a revised bill was nearing completion at year end and was due to be introduced during the Spring session.
- A Parliamentary review of all of Western Australia's emergency services Acts was initiated. This also lapsed as a result of the dissolution of Parliament, but this also has been re-instated.
- Over the past four years the SES Training section has designed, developed, piloted, finalised and implemented all of the key role training resource kits and the majority of the key operational training resource kits have now also been completed and implemented. During 2004 - 05 the Training Pathway was reviewed to confirm that it still met the operational requirements and needs of volunteers and was updated as required.
- The implementation plan of the Fire Service Volunteer Training Program and the operational role requirements have been endorsed. This has allowed development of training resources to suit the needs of volunteers. Pilot courses have been delivered.
- FESA recommended that due to the cost of implementation and comparatively low return expected the Emergency Services Levy should not be introduced to the IOTs.
- Insurance protection was arranged for the volunteers at the Federal level.
- Coordination for mainland services, while still overseen by the FESA Manager Office of the CEO (formerly the FESA manager Policy and Strategic Planning) is now being undertaken by the Manager Volunteer Emergency Services. This officer also oversees the activities of 12 multi-skilled Volunteer Emergency Services units on the mainland. These units were established through the combining of two or more emergency services groups in regional



and remote centres where physical and volunteer resources were limited. The model is now being applied to the volunteer groups in the IOTs.

- A distinctive new badge was introduced to give the IOT volunteers their own identification. The volunteers participated in the development of the design.
- A new instructor for Fire Services made an orientation visit to the IOTs in October/November 2004.
- In April 2005, a FESA Volunteer Marine Rescue Services officer visited the Cocos (Keeling) Islands with a view to advance plans to develop a VMRS capability.
- The new swing-pole telecommunications aerial has been installed at Christmas Island.
- There were no major incidents recorded for the year.

## Activities during 2004 - 05

In 2004 - 05, FESA continued to work with the volunteers on each island, providing training in a variety of skills in areas of prevention, preparedness and response to hazards. The volunteer captains are responsible for ensuring the volunteers maintain their skill levels. Training in relation to recovery is limited, as the IOT volunteers do not have a major role in this sphere of emergency management.

Training was conducted in fire-related and other emergency response skills during the year, with a committed approach by the volunteers. Three training visits were made to the IOTs during the year—two by Fire Services and one by SES. Further training was undertaken in a trip scheduled for 2003 - 04, which ran into July 2005.

The Christmas Island volunteers participated in the annual airport emergency exercise. Training was provided in the use of air compressors for refilling breathing apparatus.

While new members have joined the three brigades, Cocos West Island brigade is still affected adversely by the short term contractual nature of employment on island. However, there is a competent core within this brigade.

The Cocos Home Island volunteers have shown a reluctance in the past year to undertake training in SES related skills. It is hoped that this will be rectified in 2005 - 06, as there are core skills required to be maintained in the event of searches or response to a cyclone.

The IOT units function in a similar manner to equivalent brigades on the mainland and each has a capable captain. The leadership course run at FESA Training Centre in Perth is the cornerstone of the fire response capability of the islands. A group of six volunteers undertook the training in 2004 - 05.

During the year work began on the modelling of the brigades in the islands on a new multi-skilled, multi-service concept developed within Western Australia, which allows the brigades to adopt a local identity, and base services on local needs.

A FESA telecommunications team visited the islands in May 2005. The major tasks undertaken were the installation of the wiring for the new swing-pole aerial and maintenance of the Christmas Island Fire Station radio communications equipment and direct brigade alarms telemetry network. In addition a new direct brigade alarm was installed at the islands new recreation centre.

The FESA Volunteer Marine Rescue Officer who visited the Cocos (Keeling) Islands undertook broad consultations in order to develop and recommend an appropriate Marine Search and Rescue Services Model with implementation plan including a budget projection for the next three years.

Regular contact is maintained with the IOTs Shire Councils and the Australian Federal Police, to discuss issues and to facilitate training programs.

## Issues requiring action

- Further input is still required from Emergency Management Australia relating to emergency planning and coordination on the islands in the event of major disasters. There are still no formal arrangements with the Department of Immigration and Multicultural and Indigenous Affairs in relation to the mobilisation of the volunteers for emergency response to the Immigration Reception and Processing Centre at Christmas Island.
- Recruitment and retention of volunteers at Cocos West Island continues to be of concern. However, the situation has been more satisfactory in the past year.
- The old Country Communications System (CCS) used in the IOTs is at the end of its economic life and will need to be replaced with a new system. This coincides with similar replacements on the mainland.
- The fire fighting appliances on the island are due for replacement in 2008 and a close watch will need to be kept on their condition and maintenance.

- A building maintenance plan is required for the Fire Stations.
- Completion of planning for the establishment of marine rescue services in the IOTs.

## Performance information

### COORDINATION OF MAINLAND FESA SERVICES

FESA has continued to provide services within the allocated budget. Accountability for planned services is confirmed in the audit of the accounts by the Western Australian Auditor General. Planned programs have been completed during the year or arranged for a subsequent visit. These are timed according to seasonal conditions and to meet local requirements. Effectiveness is reflected in the ability of the volunteers to respond to emergency incidents and to take appropriate action.

### COMMUNITY SAFETY/PREVENTION

- Brigades/units were provided with community safety materials for dissemination in the community.
- Fire hydrant inspections were undertaken at Christmas Island and Cocos West Island.
- New smoke alarms are provided to the brigades for installation as required.
- Hospital evacuation drill and awareness conducted at Christmas and Home Islands.
- Each of the schools was visited by FESA personnel during the year. An outline of FESA's schools community safety educational program was provided to each principal. The volunteers are encouraged to undertake their own safety programs with the schools.
- Two sets of building plans inspected for CI, two (new subdivision) for CKI West Island and one (hydrant) for CKI Home Island.
- Three inspections conducted for CI, five for CKI West and two for CKI Home Island.
- On CI, all backpacker-style accommodation was inspected, as were the hospital, power station, Christmas Island Recreation Centre, Malay Club, the fuel tank storage areas, and fuel decanting area. At Cocos Home Island, inspected the new power station, hospital and all other major buildings on the Island. Inspected major facilities at Cocos West Island, included the fuel 'farm', school and hospital.

## Emergency preparedness—volunteers

### Number of volunteers trained and competent at leadership level:

	Total members		# trained to leadership level		Proportion	
	2005	2004	2005	2004	2005	2004
Christmas	32	17	13	13	41%	76%
CKI West Is	7	16	0	2	0%	13%
CKI Home Is	22	36	5	19	23%	53%

### Number of volunteers qualified to basic firefighter level:

	Total members		Basic firefighters		Proportion	
	2005	2004	2005	2004	2005	2004
Christmas	32	17	22	17	69%	100%
CKI West Is	7	16	5	3	71%	19%
CKI Home Is	22	36	15	29	68%	81%

### Number of volunteers competent to deal with hazardous materials incidents:

	Total members		# trained for HazMat		Proportion	
	2005	2004	2005	2004	2005	2004
Christmas	32	17	18	13	56%	76%
CKI West Is	7	16	5	3	71%	19%
CKI Home Is	22	36	15	24	68%	67%

### Volunteer training targets for various competencies and achievement:

Each of the Islands has an appropriate number of volunteers trained for storm damage, land search and road rescue. Cocos Home Island volunteers require further maintenance training. Air and marine search was not undertaken during the year.

### Volunteers currently trained to assist with airport emergencies:

An airport emergency exercise was undertaken at Christmas Island. Intensive training was provided on West Island to increase the number of qualified firefighters and support provided to Cocos West airport manager in development of an exercise for that island. Intensive training was provided on West Island to increase the number of qualified firefighters.

### Number of volunteers currently competent to conduct vertical rescue operations (Christmas Island Brigade only):

Seven members were requalified in cliff rescue and four newly qualified.

## EMERGENCY PREPAREDNESS— COMMUNITY PREPAREDNESS

### Number and nature of community emergency response plans in place:

There is a 'preplan' in place for all major building on each island. FESA staff assisted the Police at Christmas Island and Cocos West Island with reviews of their disaster plans.

### Number of community emergency response plans exercised during the year:

In addition to participation in an airport emergency exercise at Christmas Island, assistance was provided with development of an evacuation plan for the island's hospital. A hospital evacuation exercise and training was undertaken at Cocos West Island and a medical centre evacuation drill and fire safety training was undertaken at Cocos Home Island.

## EMERGENCY RESPONSE—VOLUNTEERS

There were no responses required for hazardous materials incidents, cyclones, land and air searches, vertical/cliff rescues, road accidents, marine searches and rescues or storm damage.

### Callouts in relation to fire:

The two minor incidents recorded at Christmas Island were both responded to within the WA target of 15 minutes (The WA target is for 75% of fire emergencies to be responded to within 15 minutes). There were no major structure fires.

## EMERGENCY RESPONSE—FESA

There were six call outs recorded through the Communications Centre in 2004 - 05.

A comprehensive maintenance program was undertaken in 2004 - 05. Equipment was replaced by the Administration in some cases. The number of false alarms appears to have decreased dramatically in the past 12 months.

## Future issues

### COORDINATION

Efforts will continue to re-develop the brigades into multi-skilled groups that:

- have their own identity to replace the current WA Fire and Rescue Services and State Emergency Service identity; and
- operate in a similar manner to the Volunteer Emergency Service Units on the mainland.

### PERFORMANCE REPORTING

There is a need to revise the performance indicators for annual reporting. The current indicators include detail at a low level and which is difficult to collect as volunteers are not compelled to keep such detailed records.

### BRIGADE MEMBERSHIP AND TRAINING

FESA will continue to encourage the volunteers to more accurately record call outs, including false alarms as well as incident information.

### VOLUNTEER MARINE RESCUE

FESA awaits further direction from the DOTARS Perth Office and the IOTs communities in relation to the development of these services.

### COMMUNITY SAFETY

FESA will endeavour to increase the involvement of schools and the local governments in programs.

### NEW CAPITAL EQUIPMENT

A new Country Communication System is required.

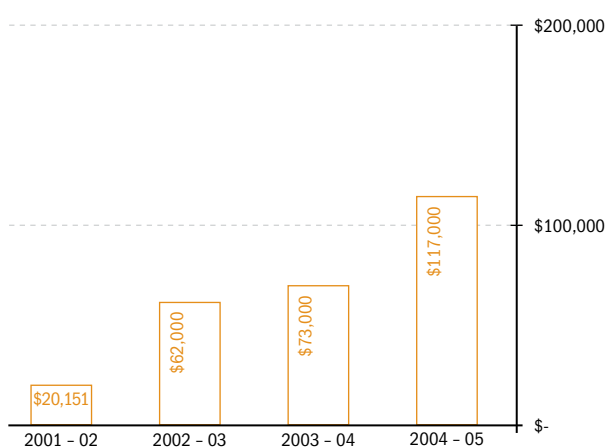
A new replacement schedule has been prepared for fire fighting appliances. Formal arrangements will be made on island for the servicing of appliances.

New breathing apparatus is being introduced and appropriate training provided.

# DEPARTMENT OF FISHERIES

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## SDA expenditure



During 2004 - 05 the Department of Fisheries developed an aquaculture plan for the Cocos (Keeling) Islands which resulted in an increase in expenditure from the previous year.

## Status of services

In December 2002, the territorial waters around both Cocos (Keeling) and Christmas Islands were declared 'excepted waters' under the Fisheries Management Act 1991 (Cth). All fishing activity undertaken within a 12nm radius of each Territory is now managed under the applied Fish Resources Management Act 1994 (WA)(CI)(CKI). This has meant that responsibilities for fisheries management moved from the Australian Fisheries Management Authority (AFMA) to the DOTARS, with the Western Australian Department of Fisheries providing fisheries management services under an SDA.

## Activities during 2004 - 05

### COMMERCIAL FISHING

#### Developing New Fisheries

The major task undertaken in 2004 - 05 was the evaluation and decision-making on applications under the Developing New Fisheries guidelines. Applications were originally called in early May 2004, with a closing date of 30 July 2004.

Separate Developing Fisheries Assessment Committees (DFACs) were established for the Cocos (Keeling) and Christmas Islands to ensure relevant 'on-island' expertise on each committee. The assessment of applications internally by the Department of Fisheries and then by the two DFACs took place in the latter half of 2004, with applicants being advised of the outcomes in January 2005.

There were a total of 11 applications submitted: four for line fishing, two for aquarium fish and coral collecting, four for beche-de-mer and one for coral and red crabs. One of the beche-de-mer applications was subsequently withdrawn.

After full consideration of the applications by the two committees only one of the beche-de-mer applications (for Cocos) was supported. Consideration of a coral collecting application for Cocos was on-going at June 2005, pending the provision of further information by the applicant.

The DFAC committees' views regarding the line fishing applications were such that they did not support any applications for line fishing. The reasons for their views included:

- the current existence of a 'quasi-commercial' finfish fishery by local recreational fishers who supply the local market (on both Cocos and Christmas Islands),
- evidence that some territorial reef fish and demersal species appear to be fully exploited (or, alternatively, locally depleted), particularly in the accessible areas of Christmas Island, and
- an unwillingness to potentially jeopardise the seabird-pelagic fish interactions (again, particularly around Christmas Island) by targeting the latter at a higher level than current licensing arrangements would permit.

The committees suggested that other alternatives to new fisheries be investigated including, particularly at Christmas Island, the reactivation or transfer of existing inactive licenses for finfish. The need to focus more on harnessing the existing 'quasi-commercial' activities under a more formal management regime was also noted.

The DFACs did not support the applications for aquarium fish collection at either Cocos or Christmas Island due to their concerns that such activities may be detrimental to diving and eco-tourism businesses. However, the Christmas Island DFAC supported the concept of a marine aquarium fish aquaculture project.

The red crab application was not supported by the Christmas Island DFAC at this time. The committee indicated that it would not support such an application until a policy on the long-term management of red crabs was developed by Parks Australia.

### Other commercial fishing matters

An Ecological Sustainability Report on the Marine Aquarium Fish fishery in the Cocos (Keeling) Islands was prepared and submitted (in July 2005) to the Department of Environment and Heritage for assessment under the Environment Protection and Biodiversity Conservation Act 2000(Cth).

A paper on community ownership of commercial fishing licences was developed and circulated for internal comment within the Department of Fisheries. The paper was being finalised for DOTARS comment at the end of the reporting period. During development of the community ownership paper the need for better "tailoring" of the applied legislation to the biogeography of the IOTs became apparent and it is planned that this issue will be progressed in 2005 - 06.

Other commercial functions were the routine renewal of Commercial Fishing Licences and Fishing Boat Licences for the IOTs and dealing with enquiries regarding transfers and other licensing matters.

## AQUACULTURE DEVELOPMENT AND MANAGEMENT

Aquaculture development and management activities included the preliminary investigations of the aquaculture potential in the IOTs through field and desktop evaluations, assisting the existing aquaculture operator on Cocos with licensing matters, and providing advice on production and supply chain constraints.

The IOTs Aquaculture Policy Officer conducted a field trip to both Territories in April 2005. The purpose of this visit was to consult with the community and staff of the relevant Government agencies regarding their objectives and expectations and to use this information for future aquaculture planning and policy development. In addition, the social environment was observed and stakeholder needs and constraints identified. The unusual natural environment (from a Western Australian context) was observed first hand and potential land and sea-based sites that were considered during a desk top study were evaluated.

Following the IOT visit and preliminary consultation, the relevant social and environmental data has been used in drafting an Indian Ocean Territories Aquaculture Plan outlining opportunities and management arrangements. This document is yet to be finalised.

## FISH AND FISH HABITAT

The main advice provided has been in relation to an enquiry regarding bio-prospecting and the requirements of a bio-prospecting Reg 179 Authority.

Work in relation to introduced species and fish kill events for both Territories is about to proceed with a new part time Project Officer, to commence on 1 September 2005. This project will address preparedness, response and management issues in relation to these areas.



## RECREATIONAL FISHING

Staff from the Department of Fisheries conducted one visit to the Cocos (Keeling) Islands in the reporting period (following an earlier visit in the previous reporting period) to develop a questionnaire seeking to measure community support for individual proposals. During these visits they have met with residents on Home Island and West Island, SOCKI, the charter operator on West Island, Parks, and members of the local fishing club.

Following these visits a draft strategy was released for a three-month public comment period in March 2005. The strategy was sent to all Island residents along with a questionnaire seeking to measure community support for individual proposals. A translation of the questionnaire was also produced to help assist with community feedback.

The Department of Fisheries has reviewed the submissions and is now in the process of providing advice to DOTARS on the submissions and recommendations for management.

It is intended that when a recommended management strategy has been finalised, a third visit will be undertaken to the Cocos Island to promote awareness of the strategy ahead of its implementation in legislation. In conjunction with this visit Recreational Fishing staff will also visit Christmas Island, where a series of meetings are planned to launch the development of a recreational fishing strategy for Christmas Island.

## Performance information

With regard to the specific performance indicators, the Department of Fisheries has:

- maintained a system of commercial fishing licensing and regulation;
- commenced development of a paper discussing community ownership of commercial fishing licences;
- implemented a Developing New Fisheries policy, assessed applications against ecological, social and economic outcomes and progressed the commencement of developing fishery for beche-de-mer;
- developed and publicised a draft recreational fishing strategy for Cocos, and reviewed the strategy in light of responses;
- provided advice on aquaculture development and other aquaculture matters; and
- provided advice on a bioprospecting issue.

## Future issues

These Include:

- assessment of risks from introduced species and development of a response plan;
- provision of advice on aquaculture issues as required;
- implementation of detailed arrangements for developmental fishing for beche-de-mer in Cocos and commencement of the developmental fishery;
- finalisation of consideration of the coral collecting Developing New Fisheries application for Cocos by the Cocos DFAC;
- a visit to both Territories to promote awareness of the Recreational Fishing Strategy (Cocos) and to commence the development of a strategy for Christmas Island;
- examination of the merits of a community-ownership scheme of commercial fishing licences in the IOTs;
- development and implementation of arrangements to provide a formal fisheries compliance presence in the IOTs to underpin the recreational fishing strategy and licensed commercial fishery arrangements; and
- development and implementation of arrangements to provide for a more 'tailored' legislative scheme under the applied legislation, which both reflects the biogeography of the IOTs, and underpins the detail of the management arrangements for recreational and commercial fishing.



# DEPARTMENT OF HEALTH

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## Status of services

The current SDA with the DOH represents a retainer fee for general advice and assistance as requested by DOTARS, and reimbursement for the treatment of IOTs patients in WA public 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 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 2004 – 05

During 2004 – 05 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; and
- 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.

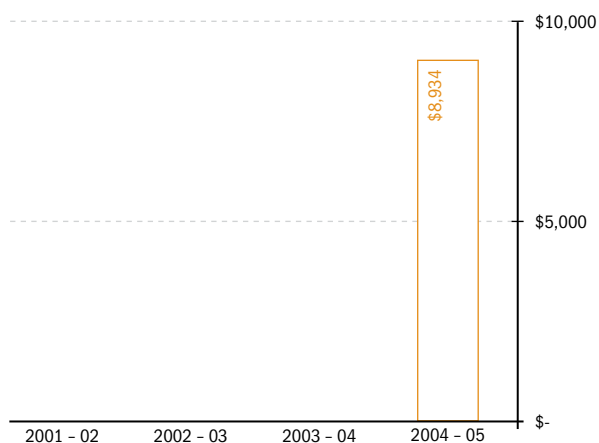
## Future issues

DOH and DOTARS have developed an expression of interest document that will facilitate gauging the interest of the private sector in managing health service provision in the IOTs. The scope and impact of any developments with respect to market testing will need to be clarified before any negotiations to renew a long term SDA can proceed.

# OFFICE OF HEALTH REVIEW

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## SDA expenditure



2004 - 05 was the first full year of operation for the SDA with the Office of Health Review.

## Status of services

A Service Delivery Arrangement between the WA Office of Health Review and the Commonwealth Government was formalised 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 residents on CI or CKI. Complaints can be received about services provided on CI or CKI and also services provided in Western Australia on behalf of the Indian Ocean Territories Health Service.

## Activities during 2004 - 05

### OUTREACH

During the year the Director undertook an outreach visit to CI and CKI together with the State Ombudsman, and the Commonwealth Ombudsman. The Director met with community representatives, local government officers, Australian Government officers, IOTHS staff and individual residents. During these meetings time was scheduled to meet with residents and accept complaints if necessary.

The visit was worthwhile and proved to be an excellent opportunity to raise awareness with the residents of CI and CKI about the role and functions of the Office of Health Review.

Over the next few months brochures will be specifically developed to cater for the different community groups on both CI and CKI.

From these visits it appears that there were few complaints about the health and disability services that are currently being delivered on CI and CKI. However, there were concerns raised about access to some services, such as breast screening for women and also assistance for travel to Western Australia for medical treatment. These community concerns were relayed onto the Health Services Manager, who advised that steps to address these concerns were being taken.

### COMPLAINTS

During the year Office of Health Review received two complaints about health services on CI. One complaint raised concerns about how the health service had responded to the complainants health issues and the other was about an issue with treatment. Both complaints were reviewed and were not upheld. A detailed explanation setting out the reasons for this outcome was provided to the complainant and health service provider. We are currently conducting an internal review of one of these cases following a request from the complainant.

## Performance information

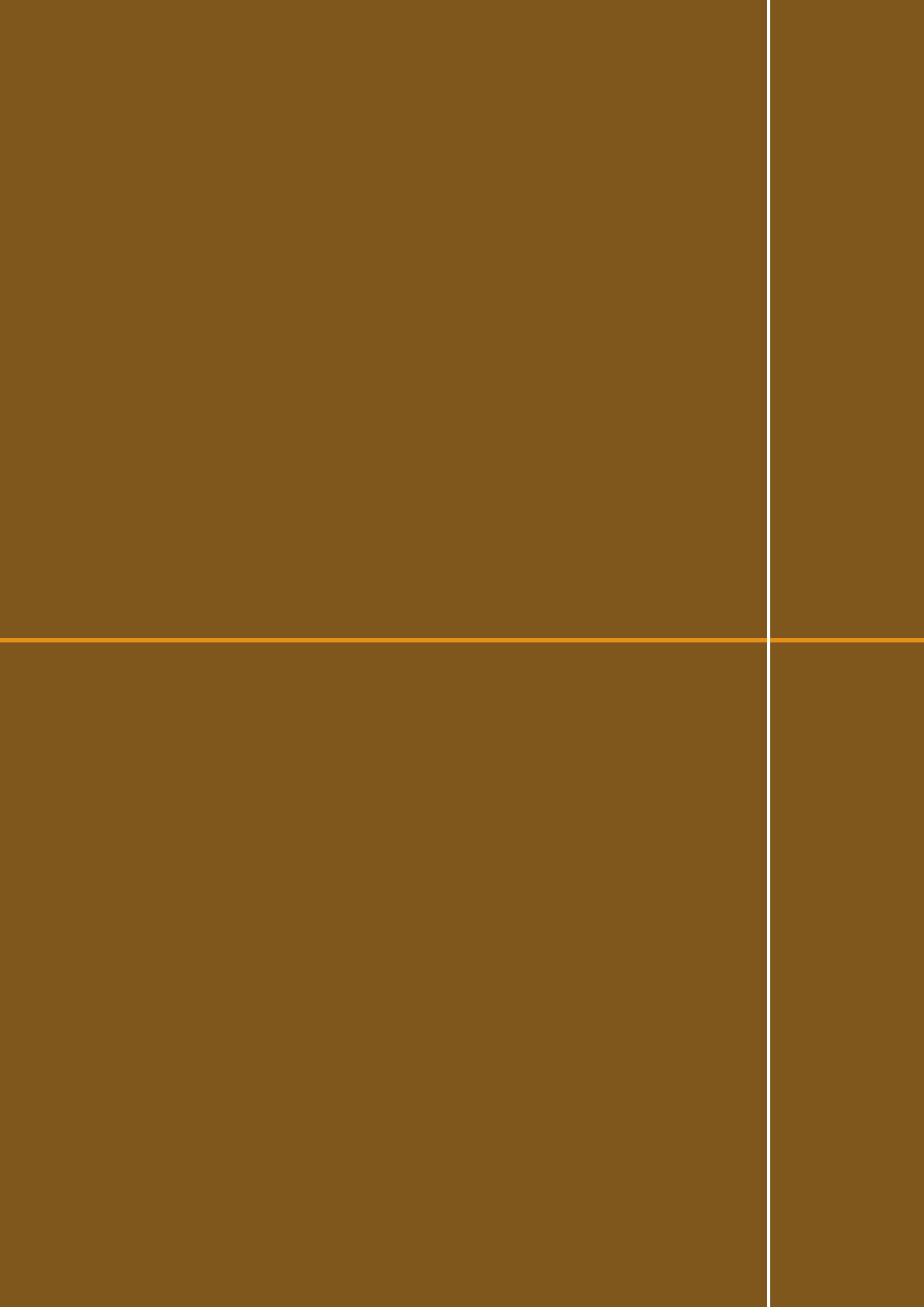
SERVICE COSTS	
Case 1	\$622
Case 2	\$460
Awareness visit	\$7,671
Administration	\$182
Total cost of services	\$8,935

PERFORMANCE INDICATORS	
Cost per finalised complaint*	\$631
Average no. of days to close	488
Recommendations for improvement	Nil
Percentage of complaints finalised	100%

\* Note—does not include cost of awareness visits

## Future issues

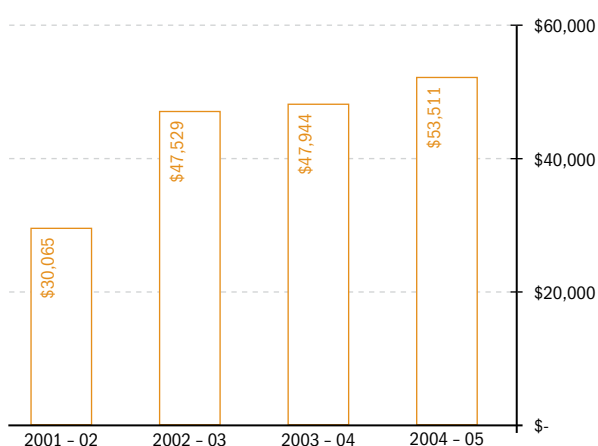
The Office of Health Review propose to continue with outreach activities for residents of CI and CKI by providing brochures which, once developed, will be distributed widely within the community and to community groups and the health services.



# DEPARTMENT OF HOUSING AND WORKS

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## SDA expenditure



## Activities during 2004 - 05

- The Department of Housing and Works (DHW) Manager Building Codes and Regulations visited the Cocos (Keeling) Islands from 8 to 12 July 2004 to update building practitioners on changes to the Building Code of Australia and other regulatory matters.
- The Policy and Technical Officer Building Codes and Regulations also visited Christmas Island in July to update building practitioners on changes to the Building Code of Australia and other regulatory matters.

During October senior staff, including the State Manager Rental Services, visited Christmas Island to review the work requirements of the Department's Western Property Branch Kimberley in regard to the preparation of specifications and calling of tenders for renovations to houses at Silver City and the replacement of roofing at the Tom Patterson School, the married quarters at Drumsite and the dongas and carports at Settlement. During the visit all key operational areas were reviewed, as required under the SDA.

- In January 2005 DHW negotiated the secondment of a Technical and Training Officer, to DOTARS for three years to work as a Building Supervisor overseeing maintenance and upgrade works on both Islands.
- The Manager, Commercial Property Branch visited both Territories in February 2005 and met with DOTARS staff to discuss the proposal for DHW to procure, appoint and administer a private sector Property Manager to manage commercial and community leases in the Indian Ocean Territories on behalf of DOTARS.
- In May 2005 the SDA was reviewed and a number of variations were included to facilitate the requirements for the DHW to administer Property Management and to include the requirements for the Building Codes and Regulations Branch to visit the IOTs to update building practitioners on regulatory changes and to allow for any expanded management role by DHW in the administration of public and employee housing in the Territories.
- In June 2005 the Regional Manager Kimberley and the State Manager Rental Services, visited both Territories and met with senior DOTARS staff to review operational requirements and discuss the variations to the SDA. During the visit all key operational areas were reviewed, the upgrade works to housing on CKI were inspected and interviews were conducted with tenants on CKI in regard to their continued eligibility for public housing and to discuss any other concerns they wished to raise.
- Throughout the reporting year, DHW officers provided advice and assistance to the DOTARS on housing policy and procedures in relation to eligibility, rent assessment and other key operational areas.

## Performance information

DOTARS' Christmas Island office produces a quarterly report which 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 IOTs. During 2004 - 05 all key performance areas have been satisfactorily managed by the Christmas Island Housing Administration.



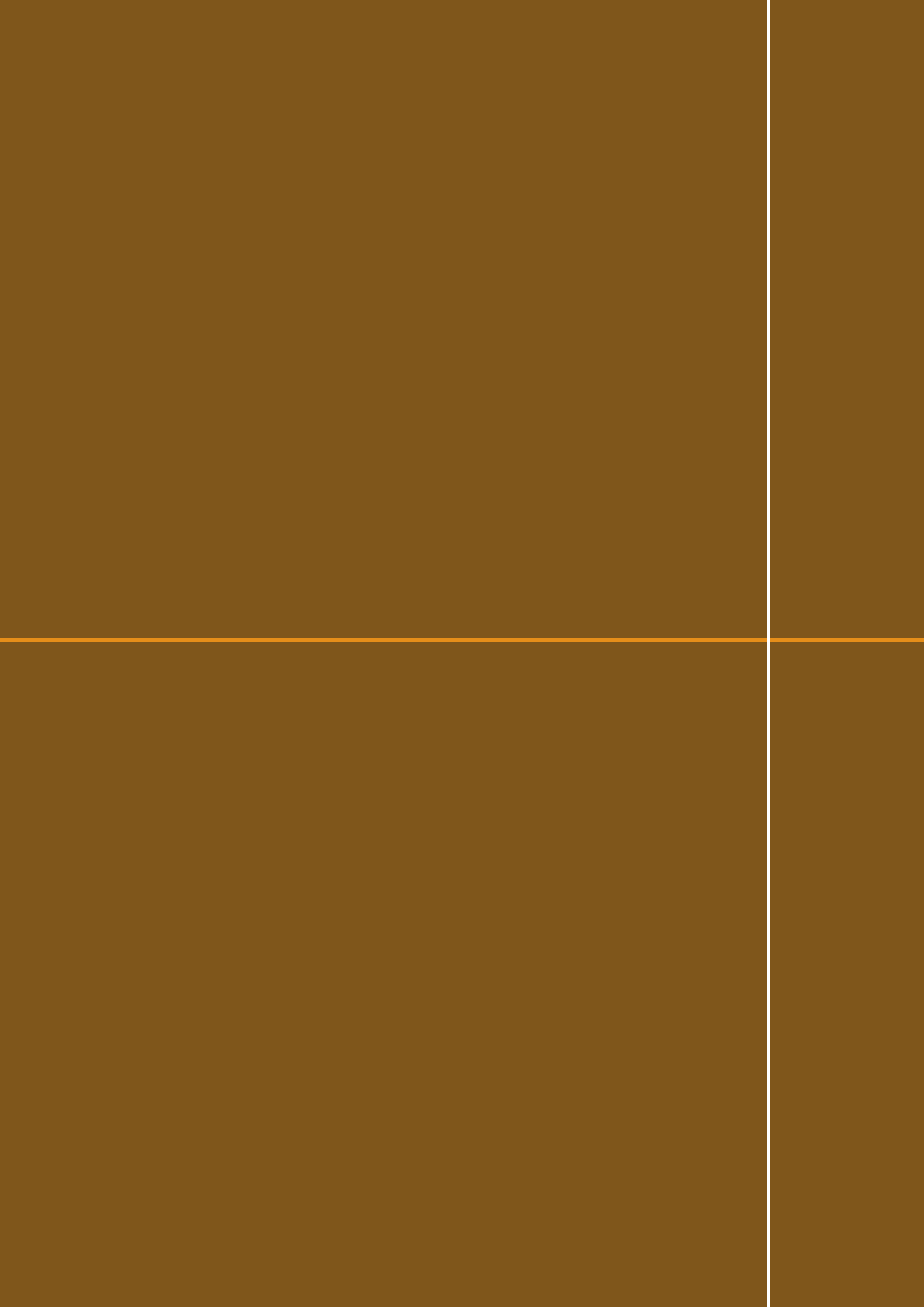
## Future issues

DHW will continue to provide contract management services and assist DOTARS with the administration of public and employee housing in the Territories.

Discussions are continuing with the DOTARS Directors in Peth and Christmas Island in regard to the expansion of the management role of DHW in the administration of public and employee housing on both CI and the CKI.

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.

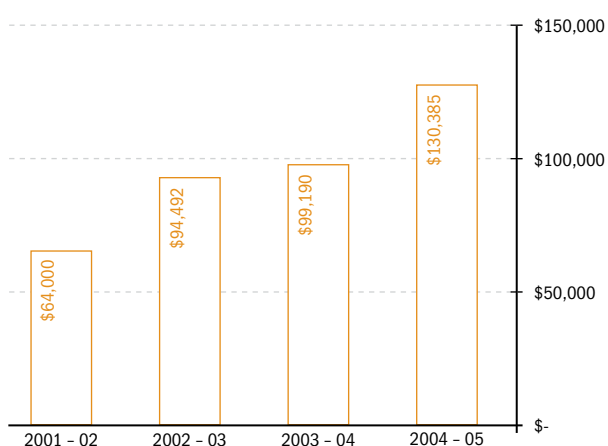
The Department's Commercial Property Branch will continue to administer a private sector Property Manager to manage commercial and community leases in the IOTs on behalf of the DOTARS.



# DEPARTMENT OF INDUSTRY AND RESOURCES

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## SDA expenditure



The increased expenditure in 2004 - 05 is mainly related to a small increase in inspection activities of the Safety, Health and Environment Division.

## Status of services

### MINE SAFETY

The Mine Safety Section of the Safety, Health and Environment Division provided the following services to the two mines, Christmas Island Phosphate mine and the Christmas Island Mining and Marine Aggregate mine:

- Enforcement of compliance (inspections, investigations and resolution of issues);
- Safety education and training (information and promotion);
- Assessment of safety practices and proposals; and
- Technical advice.

### EXPLOSIVES AND DANGEROUS GOODS STORAGE AND TRANSPORT

Under the SDA the Dangerous Goods Safety Branch provides the following service to DOTARS for the Christmas Island Phosphate Mining Project:

- Inspection of sites and vehicles where the storage and handling of dangerous goods is involved; and
- Examination and licensing of premises, persons, receptacles and vehicles where storage and handling of dangerous goods is involved.

### ROYALTIES

Under the SDA, the Royalties Branch provides the following services to DOTARS for the Christmas Island Phosphate Mining Project:

- receipt and verification of quarterly royalty returns for the sale of mined phosphate rock;
- collection of appropriate royalty amounts and disbursement of them to the Commonwealth within 10 working days of receipt;
- biennial audits at the company's office in Singapore, of data in support of submitted royalty returns.

## ENVIRONMENT

Under the SDA, environmental assessment and evaluation of proposals can be undertaken, as can assessment of the inspection program's performance.

## MINERAL AND TITLE SERVICES

The Department of Industry and Resources also acts to ensure the provisions of the Mining Act 1978 (WA)(CI)(CKI) are complied with, including the payment of annual rent and lodgement of reports.

## Activities during 2004 - 05

### MINE SAFETY

During the year, seven inspectors made nine visits to Christmas Island. The break-up of visits are given below:

TYPE OF INSPECTOR	NO. OF VISITS
Senior inspector	1
District inspector—Mining	2
Special inspector—Machinery	1
Special inspector—Electrical	1
Special inspector—Structural	1
Special inspector—Occupation health	1
Employees' inspector	2
TOTAL	9

### Christmas Island Phosphate Mine

The inspectors made 13 Mine Record Book entries and carried out High Impact Function audits on mobile plant management, and emergency preparedness. The audit reports were provided to management.

Progress made by the company in rectifying the non-conformance reported in the Management Safety Systems audit was reviewed. As part of this process, the Safety Management Plan developed by the company was also reviewed and advice for its improvement was provided.

While on site, inspectors attended safety committee/tool box meetings and liaised with Safety and Health representatives.

### Christmas Island Mining and Marine Aggregate

MineFour inspections were carried out resulting in four Mine Record Book entries.

## EXPLOSIVE AND DANGEROUS GOODS

### STORAGE AND TRANSPORT

No explosives or dangerous goods inspections were carried out in 2004 - 05. Inspections will be carried out in 2005 - 06.

## ROYALTIES

During 2004 - 05, the Royalties Branch conducted quarterly 'desk audits' of information provided by Phosphate Resources Ltd (PRL) in support of royalties paid to the Commonwealth for the export sales of phosphate rock mined from Christmas Island.

In August 2004, the Minister for Local Government, Territories and Roads granted PRL retrospective royalties relief covering an 18 month period from 1 January 2004 until 30 June 2005. This temporary, non-recurring arrangement was based on the concessional royalty calculation that applied prior to 5 February 2003, and was intended to give PRL the time necessary to implement workplace reforms that would ensure the company's future commercial viability.

In the twelve months ending 30 June 2005, the Royalties Branch verified that phosphate rock royalties totalling \$751,364.59 were payable to DOTARS.

## ENVIRONMENT DIVISION

In February 2005, the Department of Industry and Resources assessed the '2005-2007 Environmental Management Plan' and provided feedback to DOTARS, PRL, and the consultant contracted to do the job.

In May 2005, an environmental inspection of the PRL mine site was undertaken. This included a planning workshop for current and future directions of environmental management of the site. Mine site closure and final rehabilitation commitments were discussed with PRL and Parks Australia. An agreement on time lines for submitting the Annual Environmental Report was also reached.

## 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.

## Performance information

### MINE SAFETY

#### Christmas Island Phosphate Mine

Sixty-four defects were noted and reported to the mine management for rectification. Twelve directives were issued stopping use of equipment or part of the mine for defects, which posed immediate hazard.

It was noted that excessive air-borne dust problem in the bag-house was under control during the year.

The work to maintain structural integrity of the two ship loaders and associated structures progressed satisfactorily.

The Lost Time Injury Frequency Rate for CIP mine was 13.3 as compared to 5.5 for a similar group of mines in Western Australia.

#### Christmas Island Mining and Marine Aggregate Mine

The mine operated intermittently. Seven defects were reported to the management for rectification during the year. Inspectors noted poor housekeeping in the workshop area.

### ROYALTIES

Quarterly royalty returns and royalty payments, received from PRL, were processed and disbursed in accordance with the service delivery arrangement between DOIR and the Commonwealth Government. All variances encountered in submitted returns were addressed and resolved.

## Future issues

### MINE SAFETY

In addition to the general administration of the Mines Safety and Inspection Act 1994 (WA)(CI), the progress of the following issues at CIP mine will be followed up:

- Asbestos removal from the old precipitator building;
- High impact function audits;
- Training of employees in local language; and
- Safety Management Plan implementation.

### ROYALTIES

On-going 'desk audits' of submitted quarterly royalty returns will continue. The next formal audit visit to PRL's offices in Singapore is scheduled for early 2006.

### ENVIRONMENT DIVISION

Closure Planning and stakeholder consultation needs to be commenced for CIP which takes into account community expectations and end land uses for the site. Weed management will need to be coordinated in line with the Christmas Island Weed Management Plan.

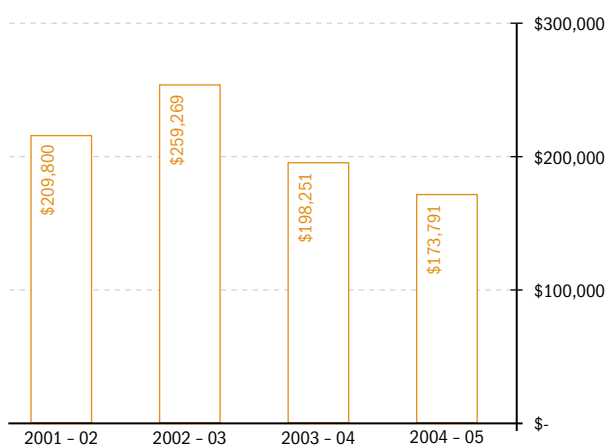
### MINERAL AND TITLE SERVICES

There are a number of tenement applications that are being progressed.

# DEPARTMENT OF JUSTICE

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## SDA expenditure



## Activities during 2004 - 05

### COURT SERVICES DIVISION

There were no visits to the IOTs this year by either the District Court or the Supreme Court.

Magistrates from the Central Law Courts visited Christmas Island on four occasions during 2004 - 05 in the months of September and December 2004 and March and June 2005. Visits to the Cocos (Keeling) Islands occurred in March and June 2005.

The Courts Liaison Officer visited the Cocos (Keeling) Islands and Christmas Island in March 2005 in company with the Chief Magistrate. The Liaison Officer conducted management inspection/audits and Justice of the Peace training at both locations. The training concentrated on the new legislative reform package including the Magistrates Courts Act 2004 (WA)(CI)(CKI) and the Criminal Procedure Act 2004 (WA)(CI)(CKI) that came into operation on 2 May 2005. The new legislation has brought about considerable change to procedures for handling criminal matters before the courts.

Senior AFP officers from Christmas Island were visiting Cocos during the March 2005 circuit due to a change over of senior Police personnel at both locations. This was fortuitous in that the Chief Magistrate was able to provide the incoming officers with an overview of the new legislation that came into operation from 2 May 2005.

To assist the Clerks of Court at both Territories, training and advice was provided throughout the year. The nature of the advice given was in relation to criminal and civil court procedure and, to a far lesser extent, financial reporting.

Officers involved also attended training in Perth during April 2005, alongside their mainland counterparts, to become familiar with the significant changes to procedure brought about by the legislative reform introduced on 2 May 2005.



## COMMUNITY JUSTICE SERVICES (CJS)

The CJS representative conducted visits to Cocos and Christmas Island during September and December 2004 as well as March and June 2005. These visits coincided with the sittings of the Magistrate's and Children's Courts when a Magistrate from Perth was in attendance. During these visits the following work was generated and carried out.

ADVICE PROVIDED	CKI		CI	
	Adult	Juvenile	Adult	Juvenile
No. of courts attended	1	0	4	4
Pre-sentence reports	0	0	1	1
No. of offenders on orders	0	0	3	1
No. of offenders successfully completing orders	0	0	1	1
Referral to Juvenile Justice Team	0	0	0	2

The Magistrate did attend Court on Cocos Island, however those matters are yet to be concluded. There are presently no offenders subject to community supervision orders on Cocos Island.

During visits to Christmas Island contact is routinely maintained with Police, Justices of the Peace, the Social Worker and the Legal Aid Lawyer.

Given the change in police personnel at CKI, the CJS representative had discussions with the new police officer on justice issues. It is noted that considerable preventative work and cautions are being continued under the current regime of Police. Formal training remains an issue and one that should be addressed over the next year. Continuing discussions are taking place with the officer in charge on Christmas Island and if a need arises then DOJ will respond as required.

### REGISTRY OF BIRTHS, DEATHS AND MARRIAGES

Certificates can be obtained locally from the IOTs Clerk of Courts (employed by DOTARS Christmas Island), however they are usually issued from Perth. The Registry provides ongoing training and support to the Administration staff providing these services.

### STATE SOLICITOR'S OFFICE

The State Solicitor's Office does not provide direct legal services to the IOTs. Rather, the State Solicitor's Office may be requested to provide legal advice or legal services to the WA Government or agencies on issues relevant to their dealings with the IOTs. During 2004 - 05 the State Solicitor's Office was involved in only one major

matter relevant to the Territories—providing legal advice to the DOTARS on an agreement relevant to Cocos and Christmas Island.

### LIBRARY SERVICES

Library staff continued to manage the supply of legal publications to both Territories in 2004 - 05 although the Librarian did not visit either of the Territories during this period. A visit to each Territory is planned for June 2006 so that maintenance can be carried out and some training provided to Justices of the Peace.

### 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 Guardianship and Administration Board. There were no applications for Office of Public Advocate services from IOT residents in 2004 - 05.

### PRISON SERVICES

One IOT prisoner was held in a WA prison during 2004 - 05.

## Performance information

### COURT SERVICES DIVISION

Only information for CI has been provided as the activity at CKI is extremely low:

2004/2005	CI actual	WA actual	WA target
<b>LOCAL COURT (CIVIL)</b>			
Total # of trials held	1		
Total duration of trials held	1 hrs		
Average length of trials	0.2 days	0.42 days	0.35 days
Cases proceeding to trial	25.0%	2.5%	6.0%
Cases finalised within 12 months	100.0%	84.9%	91.0%
<b>PETTY SESSIONS (CRIMINAL)</b>			
Total # of trials held	2		
Total duration of trials held	7.3 hrs		
Average length of trials	0.73 days	0.17 days	0.20 days
Cases proceeding to trial	23.0%	20.0%	22.0%
Cases finalised within 6 months	100.0%	92.0%	94.0%
<b>CHILDREN'S COURT</b>			
# of cases reported	2		

### REGISTRY OF BIRTHS, DEATHS AND MARRIAGES

The following activity was recorded during 2004 - 05:

FUNCTIONS	CKI	CI
Certified copies issued	7	16
Commemorative certificates	7	7
Change of name	0	1
Consent to marry applications	0	0
Births	7	8
Deaths	1	1
Marriages	3	5
Other	1	3

IOT births, deaths and marriage notifications are actioned by the Registry in the same way as notification 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 Justice Annual Report.

### PRISON SERVICES

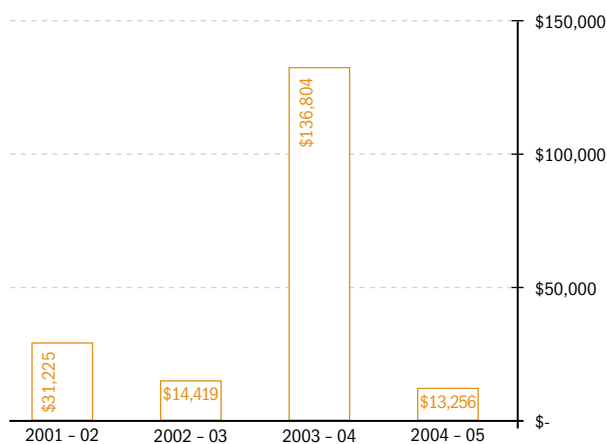
Levels of performance are as published in the Department of Justice's Annual Report.

# DEPARTMENT OF LAND INFORMATION

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## LAND INFORMATION DIVISION

## SDA expenditure



The unusually high expenditure for 2003 - 04 reflects the significant work undertaken to digitise the IOTs land titles Register during that year.

## Status of services

DLI maintains land information for the IOTs and provides mapping products and computer access for land status and ownership. The DLI Torrens system of land registration supported by the Transfer of Land Act 1983 (WA)(CI)(CKI) provides guaranteed certainty of title for land in the IOTs.

## Activities during 2004 - 05

IOT Titles as at 30 June 2005:

TYPE	CKI	CI
Freehold titles	53	297
Crown land titles	82	247
Strata titles	3	220
Crown leases	0	13
Total Registers	138	777
Reserves	72	174

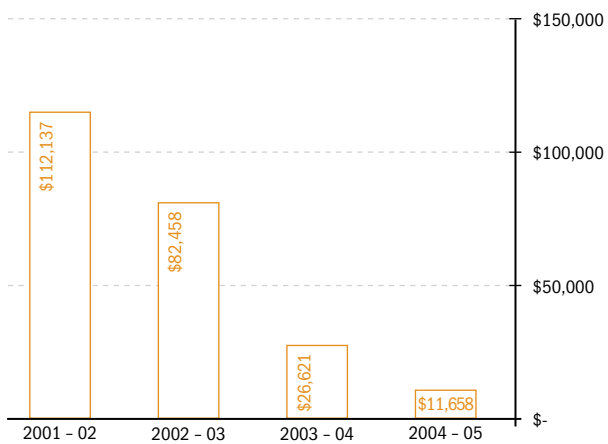
TRANSACTIONS	CKI	CI
2001/2002	9	62
2002/2003	23	37
2003/2004	5	28
2004/2005	5	78

## Performance information

INDICATOR	PERFORMANCE
Registration error rate	0%
Registration timeliness	7.06 days for 75% of documents
Consumer demand for land information products satisfied	No. requested-41 No. satisfied-41
Meet DOTARS requirements	Throughout the year there was ongoing liaison between DLI and DOTARS on a range of issues as circumstances required. Client enquiries were satisfied in a reasonably timely manner.  During this period: <ul style="list-style-type: none"> <li>• There were ongoing discussions with DOTARS on legal issues bearing on the application of the Land Administration Act 1997 (WA) to the IOTs.</li> <li>• Incidental land administration clarification advice was provided.</li> <li>• There was ongoing consultancy on geodetic issues with regard to infrastructure.</li> </ul>

## VALUER-GENERAL'S OFFICE

### SDA expenditure



The higher expenditure for 2001 - 02 and, to an extent, 2002 - 03, was due to arrangements being put in place to accommodate the valuation of Commonwealth assets in the IOTs, including plant and equipment, land and buildings during those years.

### Status of services

The Valuer General primarily provides valuations for rateable and taxable property in the IOTs for the respective Shire Councils and the WA 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 2004 - 05

Valuation activity during the year included the annual General Valuations on the Unimproved Value (UV) basis, interim valuations on both the UV and Gross Rental Value (GRV) basis, as well as market valuations. There were 481 UVs on the CI valuation roll and 238 UVs on the CKI roll. Interim values for rating and taxing included making a total of 20 GRVs and 1 UVs on CI, and nil values on CKI.

There were 20 objections raised during the year against UVs, but none against GRVs. A total of 26 market values, 8 valuations for stamp duty assessment and 32 values made in one consultancy, were also provided during the year. At 66 overall, the number of non rating and taxing valuation was well above the previous year's total and also above long-term averages.

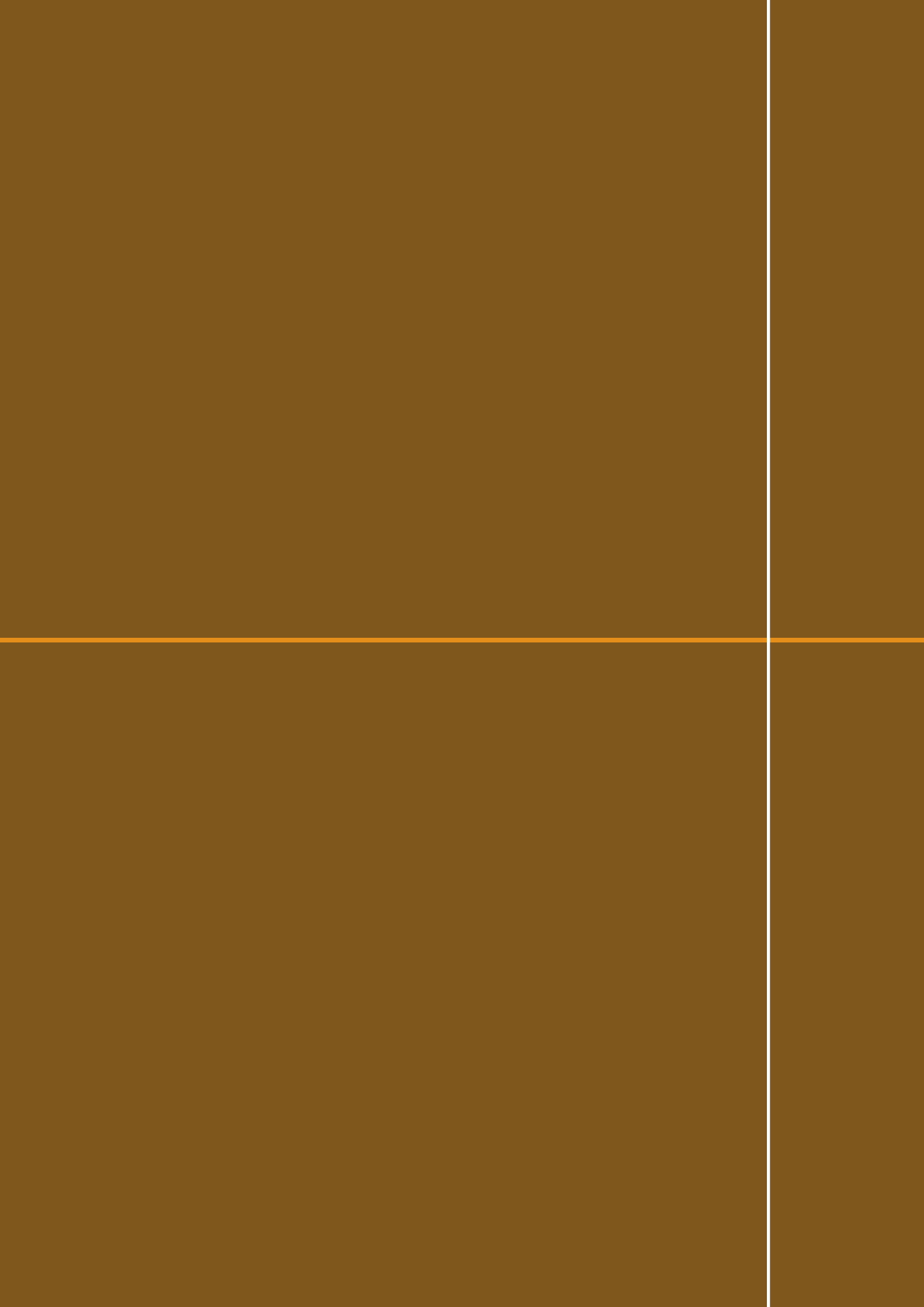
## Performance information

	CI	CKI	WA actual	WA target
<b>RATING AND TAXING VALUES</b>				
<b>OUTPUT—TOTAL # OF VALUES:</b>				
General Valuations: Gross Rental Values	0	0	784,144	369,737
General Valuations: Unimproved Values	481	238	762,255	778,868
Interim Valuations: Gross Rental Values	20	0	55,767	46,750
Interim Valuations: Unimproved Values	1	0	42,480	30,450
<b>ACCEPTANCE OF VALUES:</b>				
# of objections received	20	0	556	2,120
# of queries received	0	0	660	2,130
# of appeals received against determined objections	0	0	3	58
<b>TIMELINESS:</b>				
Proportion general valuations complete by 31 May	100%	100%	96.4%	98%
<b>OTHER VALUATIONS</b>				
<b>OUTPUT—TOTAL # OF VALUES:</b>				
Market values	17	9	4,988	8,425
Stamp Duty values	7	1	6,776	6,660
<b>TIMELINESS:</b>				
Stamp Duty requests within 10 working days	100%	100%	78%	85%
Market Values within 20 working days	62%	43%	51%	85%
<b>COST:</b>				
Cost Per Value: Stamp Duty	145.00	95.00	156.39	N/A
Cost Per Value: Market Values	315.13	368.25	362.99	N/A
Revenue Per Value: Stamp Duty	145.00	95.00	181.13	N/A
Revenue Per Value: Market Values	315.13	368.25	319.91	N/A
<b>ADVISORY SERVICES</b>				
<b>OUTPUT—# OF CONSULTANCY JOBS</b>	10	0	1,716	5,503
Cost Per Consultancy	197.70	N/A	315.87	N/A
Revenue Per Consultancy	197.70	N/A	230.45	N/A
Total Cost Property Information	0	N/A	N/A	N/A
Total Revenue Property Information	0	N/A	N/A	N/A

## Future issues

IOTs land titles are now fully incorporated into Smart Register (DLIs digital register). Any future interests being registered over land can be dealt with efficiently using this digitised system.

In relation to valuation, continued loss of experienced DLI valuers resulting from boom conditions and the national shortage of valuers resulted in delays in providing market values early in the financial year. As a consequence, internal measures were taken which led to a significant improvement in turnaround times. There were no other issues during the year of a contentious nature requiring reporting.

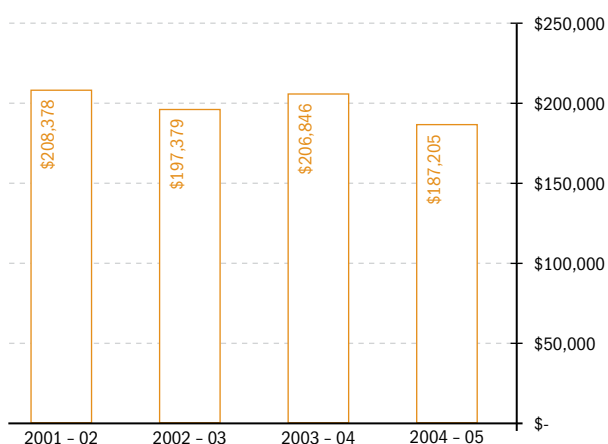




# LEGAL AID COMMISSION OF WA

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## SDA expenditure



## Status of services

Legal Aid WA 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. Assistance is designed to help people resolve their problems at the earliest opportunity, to minimise 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. Legal Aid WA, when necessary, may also engage independent practitioners where issues such as conflicts of interest may arise.

To meet these objectives, Legal Aid WA provided the following legal services to residents of the IOTs during 2004 - 05:

- Legal Advice Bureau;
- Minor assistance;
- Duty Lawyer;
- Information and referral;
- Community legal education;
- Telephone advice; and
- Legal representation pursuant to grants of legal aid.

### CHRISTMAS ISLAND

The Legal Aid WA solicitor visits once a month for 11 months of the year for up to a week on each occasion. The solicitor provides advice and information, minor assistance, duty lawyer services, community legal education, referral and representation. When necessary, the solicitor 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. The paralegal also provides interpreter and translation services.

Residents requiring legal advice or any of the other legal services referred to above outside of the monthly solicitor visit to Christmas Island have access to the solicitor in the Fremantle office of Legal Aid WA.

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.

## COCOS (KEELING) ISLANDS

During 2004 - 05 there was one visit to Cocos (Keeling) Islands, to take instructions from a number of people charged with similar offences.

A number of telephone advice and minor assistance appointments were conducted for Cocos (Keeling) Island residents throughout the year. Referrals to Legal Aid WA for legal services for Cocos (Keeling) Island residents are made through the Cocos (Keeling) Islands Court staff, the Social Worker who services both Christmas and Cocos (Keeling) Islands, the community worker, or the client contacting Legal Aid WA direct.

## Activities during 2004 - 05

### CHRISTMAS ISLAND

On each visit to the Island the solicitor dealt with a steady demand for legal advice and minor assistance. Telephone advice and assistance from Perth was also provided weekly on average. Community legal education was also provided on many of the occasions that the solicitor visited the Island.

A Magistrates' Court was convened in September and December 2004 and March and June 2005. A Children's Court was convened in September and December 2004 and March and June 2005. There were one or two matters listed before two Justices of the Peace in other months.

In September 2004, the duty lawyer, appeared for three clients on pleas of guilty in criminal matters. She also appeared as amicus curiae in the Children's Court on a long-running matter.

In March 2005 both a Court of Petty Sessions and a Children's Court was convened to deal with some serious charges.

Overall for Christmas Island there was a steady demand for advice and minor assistance. Appointments for legal advice on Christmas Island increased, while appointments for legal advice on Cocos (Keeling) Islands and minor assistance on both Islands was slightly less. Duty Lawyer activity was slightly higher for this financial year.

The Legal Aid WA solicitor worked closely with the IOTs social worker throughout 2004 - 05, 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 whenever they are both on-island.

The solicitor also contacts the Police on each occasion that she is on-Island, to see whether any fresh charges have been laid and to discuss any other relevant matters. She has provided more community legal education to them in recent times. She also contacts the OIC on Cocos (Keeling) Islands for the same purpose of finding out whether there are any pending charges.

The solicitor also worked closely with the Office of Community Based Corrections officer who travels to the IOTs with the Magistrates. He prepares pre-sentence reports and chairs the Juvenile Justice Teams. The solicitor meets with him each time he is on-Island.

## COCOS (KEELING) ISLANDS

There was one visit to the Cocos (Keeling) Islands during the year. Telephone advice and assistance was given to the residents of Cocos (Keeling) Islands as needed throughout 2004 - 05.

### COMMUNITY LEGAL EDUCATION

From April 2001 Legal Aid WA 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 Malay and Hokkien Chinese, as well as appearing in English. The articles in Malay and English were also distributed on Cocos (Keeling) Islands via community notice boards, IOTHS and CKIDHS.

During the reporting year the Legal Aid solicitor gave talks to the Police and community groups concerning proposed amendments to the Restraining Orders Act 1997, the Criminal Code and the Acts Amendment (Domestic Violence) Act 2004. The solicitor also provided information sessions to the Police, Justices of the Peace and the school psychologist about the new family law rules and the restraining orders legislation.

The solicitor continued to assist a number of IOT residents with divorces in the Family Court of Western Australia. The solicitor requested that the Family Court agree to hear the applications initially over the telephone, because of the remote location problems. The Court has continued to agree to do so and several divorces have proceeded or were proceeding by way of telephone hearing in the 2004 - 05 financial year.

## Performance information

Service provision in the IOTs compared to select WA communities:

SERVICE TYPE	CI	CKI	WYNDHAM	KUNUNURRA
Legal advice	121	7	9	56
Minor assistance	91	8	4	9
Duty Lawyer	23*	0	53	142
Information	826**	Not Recorded***	Not Recorded***	Not Recorded***
TOTAL	1061	15	66	207

\* This includes Christmas Island Court of Petty Sessions, the Christmas Island Registry of the Magistrates' Court and Christmas Island Children's Court.

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

\*\*\* Information session breakdown for Wyndham and Kununurra not available.

Applications for legal aid in the IOTs:

LAW TYPE	APPROVED	REFUSED
Criminal	5	0
Family	0	0
Civil	0	0
TOTAL	5	0

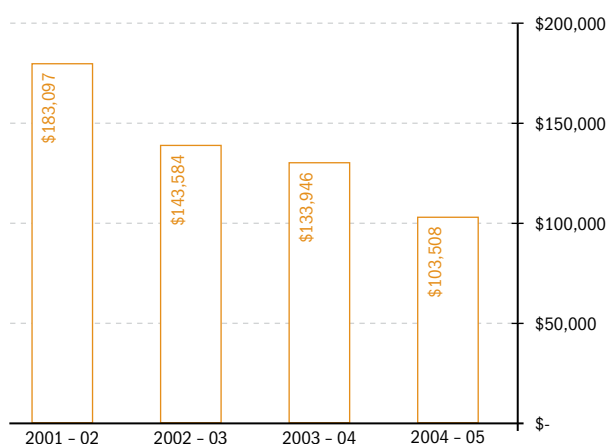
## Future issues

Legal Aid WA will continue to monitor the need for law reform and community legal education on Cocos (Keeling) and Christmas Islands. It is intended to continue to present community legal education in 2005 - 06.

# DEPARTMENT OF LOCAL GOVERNMENT AND REGIONAL DEVELOPMENT

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## SDA expenditure

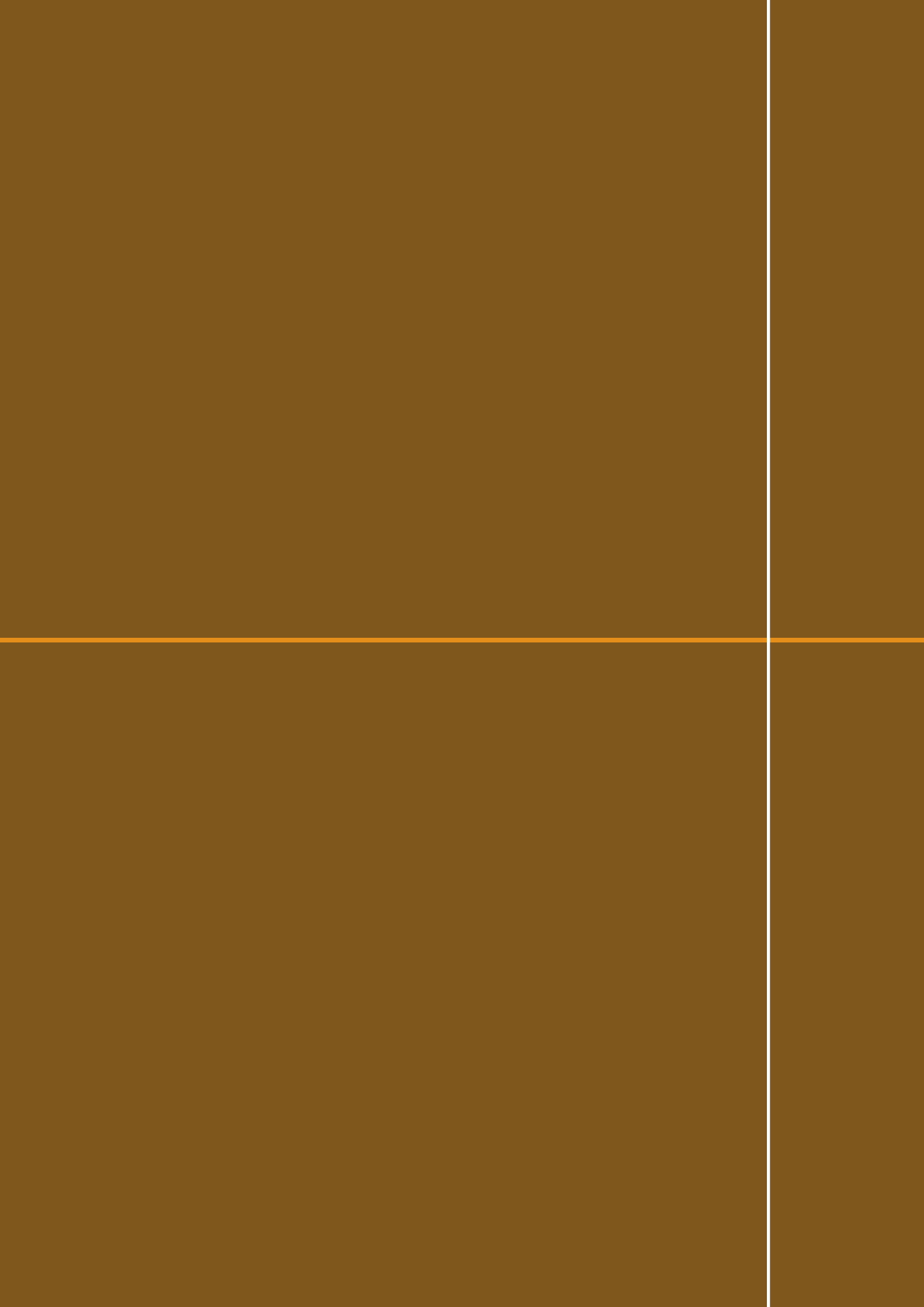


Reduced spending on this SDA is due to both IOTs Shire Councils requiring less monitoring than in previous years. It is anticipated that expenditure will continue to decrease.

## Performance information

	CHRISTMAS ISLAND	COCOS (KEELING) ISLANDS
<b>KEY OUTCOMES</b>	<p>The Shire continues to achieve a high level of service to the community. It has achieved an accountability standard and a financial and statutory compliance standard equivalent to local governments in rural and remote WA.</p> <p>There is a requirement to further refine long-term financial plans and assistance in this area will be offered in 2005 - 06.</p> <p>The Strategic Plan has been in existence for two years and a review is to be conducted during the 2006 calendar year.</p>	<p>The Shire continues to deliver a high level of service to the community. It has achieved an accountability standard and a financial and statutory compliance standard equivalent to local governments in rural and remote WA.</p> <p>The advisory and compliance visit will be undertaken in 2005 - 06.</p> <p>The advisory and compliance visit will be undertaken in 2005 - 06.</p>
Advice to Commonwealth Minister	<p>Advice provided to the Minister on statutory compliance and approvals under the Act within required timelines.</p> <p>Advice provided on the general purpose grants to be paid to the Shires.</p>	
Advice to DOTARS	Ongoing advice as requested on the function of local government and the operation of the Council. Advice provided at the time of request.	
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 were supplied to both Shires.</p>	
Advice to the public	Advice was given on minor matters during officers' visits to the IOTs.	

LOCAL GOVERNMENT DEVELOPMENT AND SUPPORT		
# and type of monitoring visits	<p>A compliance visit was not scheduled during 2004 - 05 due to high level of compliance achieved.</p> <p>A Department Officer visited the Shire to undertake a workshop on the changes to the Local Government Act 1995 and its Regulation and to assist Shire officers with the preparation of legislation changes to financial reporting.</p>	<p>A compliance visit was not scheduled during 2004 - 05 due to the high level of compliance achieved.</p> <p>A Department officer with an experienced Shire President from a mainland Shire visited the Island to discuss community development with the Council. The officer conducted a workshop for elected members and staff on the changes to the Local Government At 1995 and its Regulations.</p>
Elected Member Training	<p>Councillors and staff from both Shires attended WALGA Local Government Week in August 2004 including attendance at the elected members development weekend. Elected member training sessions and special events were arranged for elected members and staff during the week (eg City of Canning meeting).</p> <p>The Department supported both Shires with financial assistance to attend LG week.</p>	
Complaints about Local Government operations	No complaints received.	No complaints received.
Complaints about elected members	No complaints received.	No complaints received.
Compliance audit returns (calendar year)	<p>2004 Return adopted by Council 15 February 2005.</p> <p>Received by Department 23 March 2005.</p> <p>One issue of non-compliance was identified.</p>	<p>2004 Return adopted by Council 23 February 2005. Received by Department 14 March 2005. Three issues of non-compliance identified.</p>
Budgets	<p>2004 - 05 Budget adopted on 24 August 2004.</p> <p>Received by the Department on 7 September 2004.</p>	<p>2004 - 05 Budget adopted on 25 August 2004, received by the Department on 24 February 2005. Submission of the budget to the Department failed to meet the statutory requirement.</p>
	<p>Both Shire budgets were assessed as part of the Department's Financial Management Awards. Both achieved a mark 'above the benchmark' and maintained their ranking from the previous year - a more than satisfactory result for both.</p>	
Annual Financial Statements	2003 - 04 Statements received by the Department on 20 December 2004.	2003 - 04 Statements received by the Department on 28 February 2005.
Audit	<p>Auditor's Report for 2003 - 04 received by the Department on 19 January 2005. No matters were raised in the Auditor's Management Report.</p>	<p>Auditor's Report for 2003 - 04 received by the Department 13 January 2005. Two matters were raised by the Auditor in his Management Report.</p>
Annual Reports	<p>The Annual Report for the 2003 - 04 year was received by the Department on 20 December 2004. The Report was assessed as complying with the Legislative requirements.</p>	<p>The Annual Report for the 2003 - 04 year was received by the Department on 28 February 2005. The Report was assessed as complying with the Legislative requirements.</p>
IOT Local Government Committee	Committee met during the LG week August 2004.	





# LOTTERYWEST

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## Status of services

This arrangement between DOTARS and Lotterywest provides for assessment advice on applications made by Indian Ocean Territories organisations in line with Lotterywest grant opportunities. An initial two year arrangement between Lotterywest and DOTARS Regional Office Perth was completed in February 2004 with a further three year arrangement now in operation. The arrangement is funded on a fee-for-service basis.

## Activities during 2004 - 05

During 2004 - 05 Lotterywest received 11 IOTs applications, of which six were approved, one declined and a further four still being assessed at the time of writing.

## 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 IOTs grants is not separately measured, the measure achieved by Lotterywest during this period was 87%.

A site visit to the IOTs undertaken in September 2004 has resulted in a significant increase in the interest in Lotterywest grants. Grant applications have almost doubled to that of the previous year, increasing to 11 from six grants received in 2003 - 04. The impact of the visit, therefore, has been consistent with that experienced in Western Australia, whereby regional visits have proven key communication tools to engage with these communities.

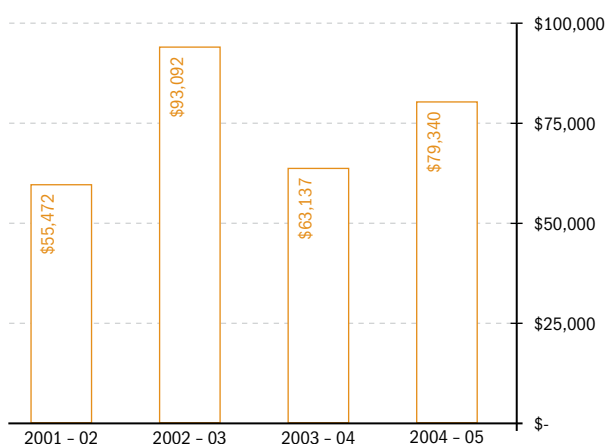
## Future issues

A second visit to the IOTs is planned this financial year, most likely in the first half of 2006, to build on the interest described above. In addition, an enhancement to the Lotterywest website is also being planned to better communicate the availability of this service.

# MAIN ROADS WA

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## SDA expenditure



## Status of services

The current Main Roads WA SDA 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 and the Cocos (Keeling) Islands.

## Activities during 2004 – 05

Capital and non-capital works were undertaken during the year with achievements and prominent issues summarised as follows:

### CHRISTMAS ISLAND

- Heavy Haulage—Main Roads visit to the Island was very successful with progress on the implementation of an Island management process for Heavy Haulage.
- Traffic management training—training on traffic audits, speed zone assessment and traffic management plans was successful.
- Road maintenance training—provided by Main Roads and an officer from Cairns City Council, was very successful with emphasis on practical aspects of road maintenance practices and on-site training.
- The development of a brochure describing road traffic rules on Christmas Island is a worthwhile SOCI initiative and is supported by Main Roads WA.
- Two visits per annum to CI to assess road projects and programs, provide road management advice to the Shire and consult with stakeholders in addition to providing feedback to DOTARS on road issues.
- General Comment—there are many positive indicators regarding the management of roads on Christmas Island, the most significant being the working relationship and cooperation of the three organisations in the Central Road Authority, which will enable the long term management of roads to be enhanced and improved.

### COCOS (KEELING) ISLANDS

- Sydney Highway—the condition of Sydney Highway is deteriorating. SOCKI has commenced a program to rehabilitate depressions caused by old coconut palm bases and failed ‘base’ course.
- Airforce Road—Southern Road—Following failure of concrete block protection of shoreline, the Shire is to trial several alternative options including bulkier bags of sand. Clearing of vegetation, improvement of drainage and grading of pavement has improved the condition of this road.
- Various training courses and programs to enhance skills, including ‘on the job’ training (eg. road construction on West Island and Home Island), traffic management, plant operation and first aid were undertaken. On the job training in particular was very successful.

- Two visits were undertaken to the CKI to assess road projects and programs, provide road management advice to SOCKI and consult with stakeholders in addition to providing feedback to DOTARS on road issues.
- General Comment—production of SOCKI’s vision and direction plan for the future developments of the Islands and community is to be commended. Practical training programs associated with the construction of Island roads eg. Buffet Close and Jalan Kampong Atas, will enhance existing skills and provide new skills to SOCKI employees, is commended and supported by Main Roads WA.

## Performance information

	Christmas Island	Cocos (Keeling) Islands
Road inventory	100%	70%
Traffic inventory management	100%	90%
<b>COST INDICATORS</b>	<b>NETWORK COST (\$/KM)</b>	<b>NETWORK COST (\$/KM)*</b>
<b>ROUTINE MAINTENANCE</b>		
Unsealed (unformed)	1,025	1,680
Unsealed (formed/unsheeted)	4,836	2,950
Unsealed (formed/sheeted)	3,191	3,620
Unsealed road		3,620
Sealed road	11,213	5,950
<b>SPECIFIC MAINTENANCE</b>		
Unsealed—sheeting	21,992	40,800
Reseal		107,408
<b>RECONSTRUCTION</b>		
Unsealed formation and sheet	57,777	66,650
Sealed road		164,800
Sealed road (built up areas)	172,764	217,000
Sealed road (non-built up areas)		217,000
Brick paved road (Home Island)		610,000

\* Note: Some Cocos costs are estimates only as actual costs have not been finalised.

## Future issues

The working relationship between both Shires, other government agencies, consultants and community organisations in both Territories continues to be excellent. Consideration is given by Main Roads WA personnel visiting the Islands to local cultures and politics.

During 2004 - 05 road management on both Christmas Island and the Cocos (Keeling) Islands has been very positive with enhancement of skills and the Central Road Authority working very well. However, there are still many challenges ahead that will require well established road management practices to resolve road related issues. Main Roads WA will continue to provide road management expertise and advice to both Shires and Commonwealth in a broad range of areas including general road engineering, heavy haulage vehicle operations, traffic management and pavement technology

### CHRISTMAS ISLAND

- It is evident from observation and consultation that the condition and management of roads on Christmas Island is very satisfactory.
- The upgrading of the route from the new Port facility through the Settlement area commenced in 2004 - 05 with stage 2 of the project to be undertaken during 2005 - 06.
- The operation of the Central Road Authority continues to improve with a very satisfactory working relationship between the three organisations and the delivery of positive outcomes.
- Heavy vehicle operations continues to be an important issue regarding road and traffic management. The implementation of a heavy vehicle permit management system on Christmas Island is expected to be finalised during 2005 - 06.
- 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 2004 - 05 a major road maintenance training program was undertaken utilising expertise from Local Government and Main Roads WA with emphasis given to on-site training.

### COCOS (KEELING) ISLANDS

- The condition of roads on both West Island and Home Island, with the exception of Sydney Highway, is generally satisfactory.
- There is evidence to indicate the condition of Sydney Highway is deteriorating with an increase in the number and severity of depressions in the pavement. These failures are caused by a combination of a weak pavement and voids resulting from old coconut palm root systems. A long term strategy is required by the Shire to repair and upgrade the road.
- The construction of Buffet Close by the Shire has provided excellent training opportunities for Shire employees. These skills will be enhanced during the construction of Jalan Kampong Atas mitigation works and the road to the power plant, fuel depot and refuse site on Home Island. Sharing of training resources by both Christmas and Cocos (Keeling) Islands has been successful and should be continued.
- The production of a strategic plan by the Shire for the future development of the Islands and Community is commended and supported. Planned changes to the Shire Officers and depots will enhance delivery of services and maintenance of Shire plant.
- Based on the current condition of the Home Island brick making machine and quality control, a review is to be undertaken utilising Main Roads WA expertise regarding upgrading or replacement of the machine and recalibration of the brick testing machine.

# MEDICAL BOARD OF WA

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## SDA expenditure

The Medical Board's IOTs activity during 2004 - 05 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 2004 - 05

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

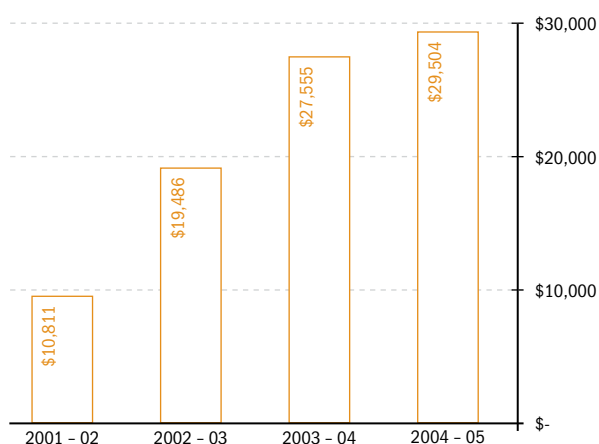
The primary medical degree requirements for those doctors working within the IOTs are the same as in WA. No doctor is entitled to undertake the practice of medicine without meeting these requirements. The conduct of doctors in the IOTs is required to be consistent with that expected in WA. No complaints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



# NURSES BOARD OF WA

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## SDA expenditure



## Status of services

### CHRISTMAS ISLAND

The Board's Register of nurses currently shows seven Registered and Enrolled Nurses (Division 1 [6], and Division 2 [1]), classified as active, who are resident on Christmas Island.

Nurses on the Island continue to obtain assistance from Chinese and Malay health workers to assist with the implementation of projects such as Diabetes and Asthma education and other health related initiatives.

### COCOS (KEELING) ISLANDS

Currently, the Board's Register identifies that there are three Registered Nurses (Division 1), classified as active, who are resident on either Home or West Islands. CKI Nurses also have assistance from locally engaged Cocos Malay health workers to implement community health projects.

## Activities during 2004 - 05

The State Administrative Tribunal, which deals with the more serious nursing disciplinary matters, was established in January 2005. The Manager Professional Standards visited both Christmas and Cocos (Keeling) Islands during June 2005 to update nurses on the impact of the State Administrative Tribunal and its effect on disciplinary proceedings. As well, information on the implementation of the scope of nursing practice decision making framework and the general role of the Board was provided.

Throughout the year, professional advice in the areas of continuing professional competence, medication and documentation was given to nurses from the IOTs via telephone on several occasions and reinforced during the visit by the Manager Professional Standards.

The introduction of the requirement by nurses to demonstrate continuing professional competence came into effect in February 2005 and was also highlighted by the Manager Professional Standards during her visit in June.

## Performance information

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

During 2004 - 05 the Board did not receive any formal complaints against nurses on either Christmas or Cocos (Keeling) Islands.

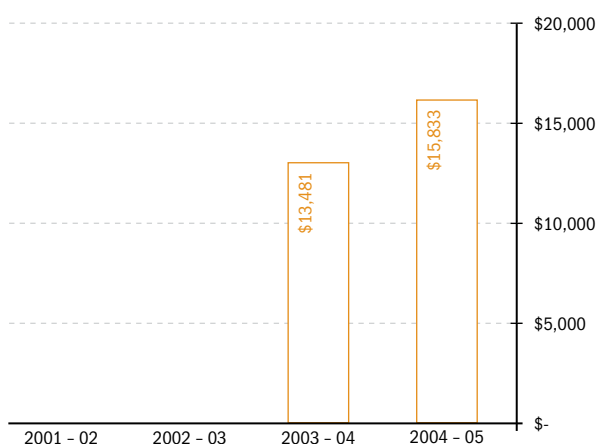
## Future issues

New legislation to replace the Nurses Act 1992 (WA) is currently in draft form and is expected to be introduced during 2005 - 06. Once enacted, it will be necessary to undertake an education program for nurses and midwives across the State to encourage understanding of the new Act.

# PARLIAMENTARY COMMISSIONER FOR ADMINISTRATIVE INVESTIGATIONS (STATE OMBUDSMAN)

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## SDA expenditure



There was no expenditure on State Ombudsman services during 2001 - 02 and 2002 - 03.

## Status of services

The State Ombudsman can investigate complaints made about the administrative actions of WA Government agencies delivering services to the IOTs under SDAs with the Commonwealth. The State Ombudsman can also investigate complaints about the administrative actions of SOCI and SOCKI.

## Activities during 2004 - 05

During the year the Ombudsman undertook one visit to the IOTs, between 2 and 7 May 2005, together with the Commonwealth Ombudsman, and the Acting Director of the Office of Health Review.

During a visit a joint brochure was launched, explaining the roles of the State and Commonwealth Ombudsman. The brochure was produced in Bahasa Malay, Simplified Chinese, Cocos Malay and English. Meetings with key government and community representatives were held and times made available for the receiving of complaints from individuals.

## Performance information

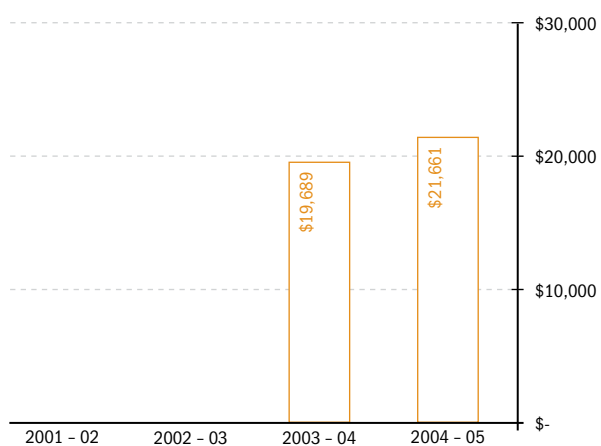
One complaint was received from the IOTs in 2004 - 05, which is still being dealt with as at 30 June 2005.

# DEPARTMENT FOR PLANNING AND INFRASTRUCTURE

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## LAND ASSET MANAGEMENT SERVICES DIVISION

### SDA expenditure



Prior to 2003 - 04, the LAMS Division formed part of the SDA with the Department of Land Administration (now DLI), and so separate time series expenditure information for these years is not available.

### Status of services

Land administration services are provided to the IOTs under the SDA by DPI from within the Land Asset Management Services branch (LAMS), with support from the Legislative and Legal Services Section. The land administration service delivered principally under the Land Administration Act (1997) (WA) (CI) (CKI), provides consistency with mainland WA Crown Land dealings.

### Activities during 2004 - 05

During the year, DPI undertook a major land audit that commenced in July 2003. The purpose of the audit was to ensure that Crown Land registration and administration practices in the IOTs were compatible with WA Crown land policies and practices. The field part of the land audit was completed in November 2003 with the registration of all consequential dealings for CKI completed by December 2003 and most of the CI work completed by June 2004.

## Performance information

Crown land dealings to 30 June 2005:

	COCOS (KEELING) ISLANDS	CHRISTMAS ISLAND
Freehold transfers	3	2
Crown land titles created	3	45
Reserves	3	30

	COCOS (KEELING) ISLANDS	CHRISTMAS ISLAND
Land Transactions** 1999/2000	14	44
Land Transactions** 2000/2001	3	80
Land Transactions** 2001/2002	9	62
Land Transactions** 2002/2003	23	37
Land Dealings in 2003/2004	116	158
Land Dealings in 2004/2005	9	77

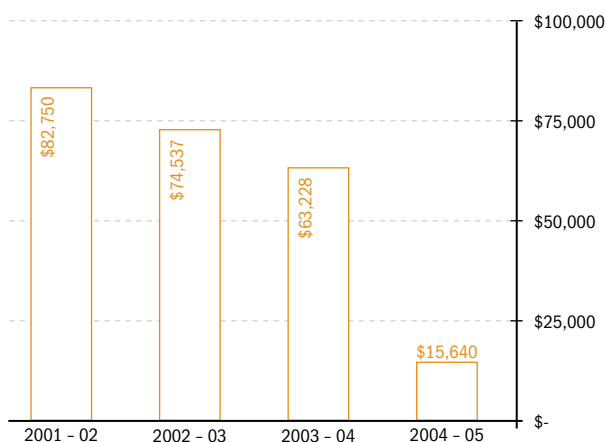
\*\* Transactions include both freehold and Crown dealings reported under the DOLA SDA.  
This year only Crown transactions are reported (herein referred to as Dealings).

## Future issues

The integration of the land administration together with transport and planning functions has provided for streamlining and liaison within the agency, resulting in more effective service delivered in all three elements of the service. Separate elements of DPI delivering the SDA services are liaising regularly with DOTARS and the State's central coordinating agency on IOT matters to ensure this outcome.

## PLANNING DIVISION

### SDA expenditure



The unusually low expenditure during 2004 - 05 is due to a temporary reduction in demand for services to the IOTs, combined with an unforeseen increase in demand for mainland Planning services.

### Status of services

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

### Activities during 2004 - 05

#### SOCI LOCAL PLANNING STRATEGY

The Shire of Christmas Island draft Local Planning Strategy (LPS) is currently being prepared by consultants on behalf of the Shire.

DPI has provided assistance, as required, on the format and content of the LPS and the process to be followed in its preparation and implementation.

The Phase 2-Workshop Outcomes Report includes a Draft Strategic Plan, which is currently being reviewed by the Shire and DPI.

Further comments and assistance will be provided to SOCI and its consultant with regard to specific recommendations and proposals contained in the Draft Strategic Plan.

#### SOCKI TOWN PLANNING SCHEME 1 AND LPS

DPI undertook further assessment of the Shire of Cocos (Keeling) Islands Town Planning Scheme No.1 in 2004. In January 2005 DPI presented a report to the Western Australian Planning Commission (WAPC) on the TPS, the public submissions received and the resultant modification undertaken by the Shire. The report, together with the Commission's recommendation, was subsequently forwarded to the Minister of Local Government, Territories and Roads.

The Minister has recently granted in principle final approval to TPS No.1, subject to SOCKI completing and checking several modifications to the TPS documents and maps.

It is anticipated that the duly modified TPS will be endorsed and gazetted in the near future.



## Performance information

The table below summarises the number and type of statutory applications (subdivisions and strata titles) against statutory targets as determined by the Western Australian Planning Commission during the period 1 July 2004–30 June 2005.

### CHRISTMAS ISLAND

WAPC REF.	TYPE	LOCATION	STATUTORY TARGET	PROCESS DAYS
128014	Subdivision	Lot 1064 Poon Saan Rd, Poon Saan	90	67

### COCOS (KEELING) ISLANDS

WAPC REF.	TYPE	LOCATION	STATUTORY TARGET	PROCESS DAYS
126488	Subdivision	Lot 375 Buffett Close, West Island	90	90

## Future issues

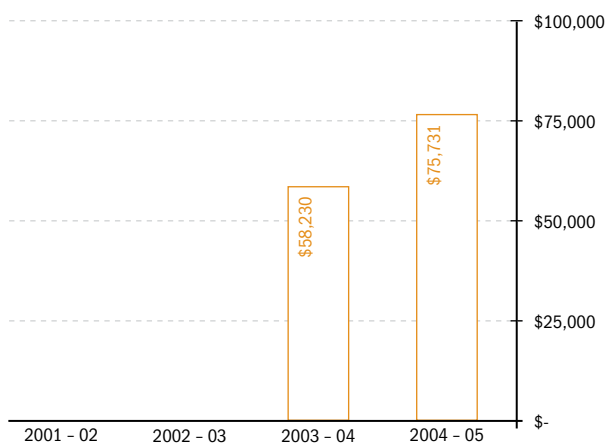
The relatively low level of subdivision activity on Christmas Island over the past financial year is consistent with the reported reduced demand for residential land on the Island.

Other planning related projects for which DPI has previously provided assistance:

- Christmas Island Poon Saan Outline Development Plan (ODP): No Activity since last year.
- Quarantine Station ODP, West Island: DPI has provided advice to DOTARS regarding options for the future subdivision and disposal of the land.
- Coastal Planning—Home Island, Cocos: No further activity on this project since last year.
- Buffett Close, West Island: DPI has provided planning advice to DOTARS regarding the subdivision of land at Buffett Close, West Island. A formal subdivision application has since been assessed by DPI and approved by the WAPC.

## TRANSPORT DIVISION

### SDA expenditure



2003 - 04 was the first full year of provision of transport services under the DPI SDA.

### Status of service

In 2004 - 05, the Transport Division of DPI provided services to DOTARS 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 provision of appropriate advice, services and support, as requested by the Commonwealth.

### Activities during 2004 - 05

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

#### Public Transport

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

#### School Bus Services

- advice on bus standards, safety and driver registration.

#### Regional Transport Planning:

- no services requested.

#### Air Services

- information on Australian and international services.

#### Ports and Shipping

- issued Certificates of competencies;
- advice on the obtainment of competencies;
- advice on assessing the documentation of appointment of pilotage and harbour masters;
- advice on commercial vessel safety;
- inspect and provide advice on moorings, jetties, ports and abandoned vessels at the Cocos (Keeling) Islands; and
- advice on port management and marine hazards management.

#### Motor Vehicle Drivers and 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; and
- provision of updated licensing and related publications.

## Assessment of Grant Applications

- advice and information on Country Pathways Planning Grants.

## Administration

- associated administration requirements to meet Service Delivery Arrangements.

## Performance information

DPI has provided requested services and advice in a timely and accurate manner in order to achieve DPI's responsibilities to the IOTs under the SDA.

DPI has a strong network of relationships with key stakeholders such as DOTARS, IOT Shire Councils, and Christmas Island and Cocos (Keeling) Islands community representatives. These relationships offer a direct contact to DPI for stakeholders, though not all contacts are recorded for reporting purposes.

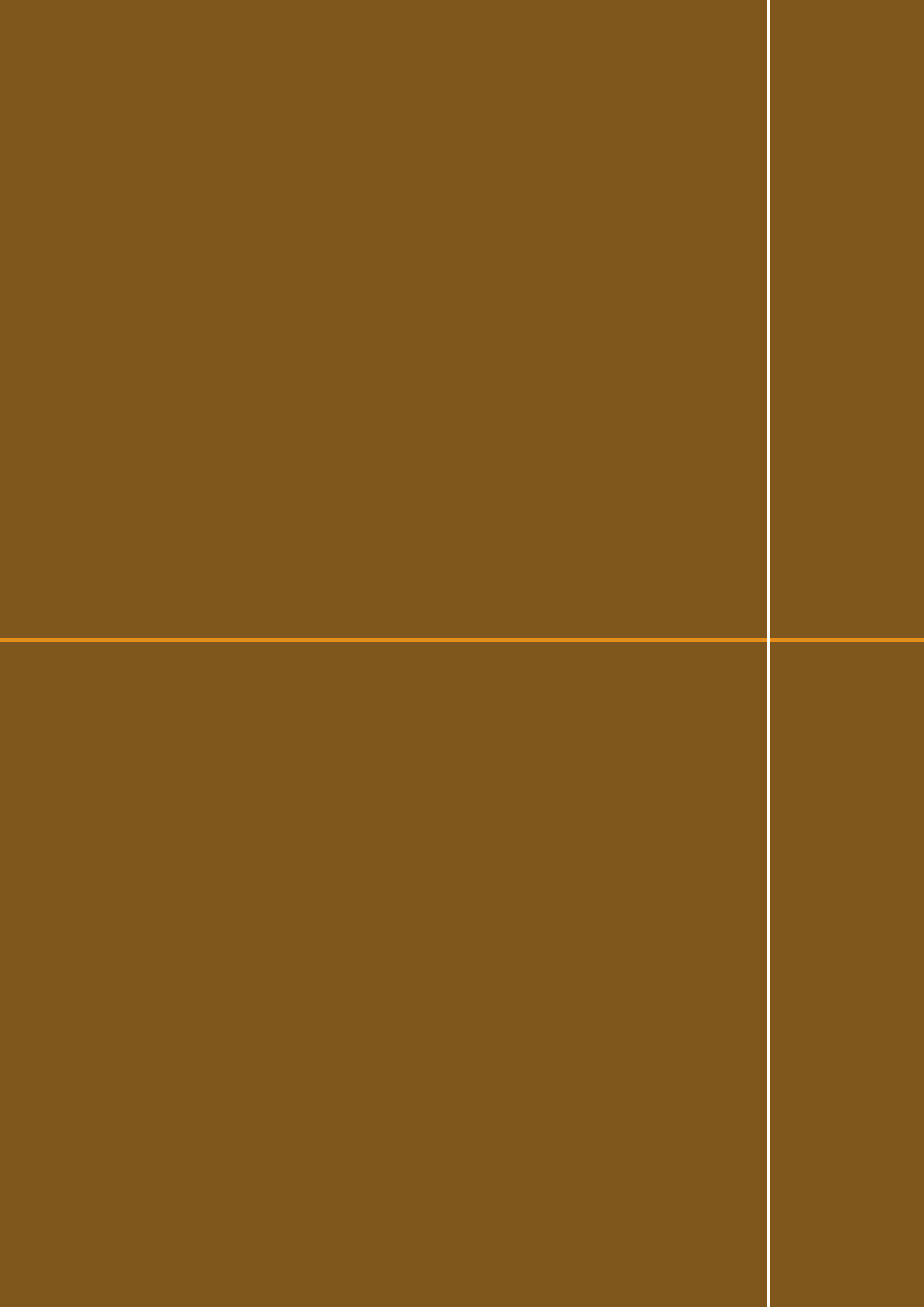
## Future issues

### LICENSING DATABASE

DOTARS is considering replacing TRELIS with a simpler processing system to support the provision of licensing services in the IOTs. DPI will provide a degree of advice and support for the new processing systems as well as more general licensing support and advice.

### COMPULSORY COMPETENCY TRAINING FOR RECREATIONAL VESSEL SKIPPERS

In keeping with the call for increased attention to marine safety by the Australian Transport Council, DPI has developed a training course and assessment tools to ensure that all skippers of recreational vessels have a minimum standard of training prior to being in charge of a vessel. DPI is providing ongoing advice to DOTARS on the implementation of these requirements in the IOTs. There is a two year phase in time for the scheme and training will be compulsory from 2008.



# OFFICE OF THE PUBLIC TRUSTEE

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## SDA expenditure

The Office of the Public Trustee's IOTs activity during 2004 - 05 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 IOTs those services that are available to residents in remote areas of WA. For example, IOTs residents have access to the Wills-by-Post service provided by the Public Trustee to remote WA communities.

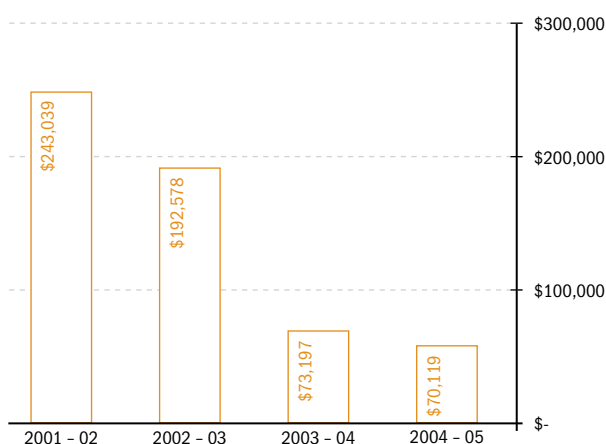
## Activities during 2004 - 05

The Public Trustee was not required to prepare any wills, administer any trusts or deceased estates for any IOTs residents during 2004 - 05.

# DEPARTMENT OF RACING, GAMING AND LIQUOR

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## SDA expenditure



## Status of services

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

As of 30 June 2005, there were 21 licensed premises on CI, and 3 on CKI. The breakdown of different types is shown in the table below.

	TAVERN	LIQUOR STORE	CLUB	RESTAURANT	SPECIAL FACILITY	WHOLESALER	CLUB RESTRICTED
Christmas	4	3	2	1	7	4	0
Cocos	0	1	0	0	1	0	1

There has been no change to the number of licensed premises on both CI and CKI during the last 12 months.

## Activities during 2004 - 05

There was only one visit to the IOTs by a DRGL officer during the period. An Assistant Director of Liquor Licensing visited CI in November 2004. There were no visits to CKI.

The primary aim of this visit was to conduct financial audits of all licensed premises, with particular attention paid to one licensee who had been audited during a previous visit and identified for further action due to his failure to maintain proper financial records. As a consequence, the licensee was provided guidance and advice in relation to maintaining his financial records and in respect to his obligations and responsibilities as a licensee, under the Liquor Licensing Act 1988 (WA)(CI)(CKI). This licensee will be monitored closely during the 2005 - 06 financial year, with the aim of addressing his ability to maintain proper financial records and lodge liquor returns in a timely manner. This will be addressed through future visits.

## LICENSING

No applications for liquor licences, and therefore no objections to the issue of a licence during 2004 - 05. Three applications were lodged and determined on the fitness of persons to be appointed as approved managers of licensed premises during 2004 - 05. In addition one application for a variation to premises, one application for change of name and one application for transfer were lodged and determined during 2004 - 05.

Information about liquor licensing requirements was provided to licensees during a visit in November 2004. The visit included liaison with the local authority. DRGL also publishes and issues a Liquor Licensing Bulletin on a regular basis that provides up to date information of liquor licensing issues.

## COMPLIANCE

There was no requirement to assess premises for suitability prior to the issue of a license during 2004 - 05.

Liquor licence fees were assessed after financial audits in November 2004. Approximately \$119,000 in liquor



licence fees was collected and remitted during 2004 - 05. The records of liquor transactions were examined during financial audits carried out in November 2004.

During his visit in November 2004, the Assistant Director of Liquor Licensing visited the AFP to discuss liquor licensing matters.

IOGTA provides a national accredited course in responsible services of alcohol. The course comprises modules on the Liquor Licensing Act, its administration and relevant provisions. Some of the licensees require employees to complete the course.

Licensees and approved managers are provided with information to increase knowledge of liquor licensing and promotion of responsible service of alcohol through the regular publishing of the Liquor Licensing Bulletin and during visits to premises.

## Performance information

During the year six applications were lodged and determined. One application related to a transfer, one for a variation to premises, one for a change of name, and

	Grant of licences			Transfer of licences			Misc. applications
	2002 - 03	2003 - 04	2004 - 05	2002 - 03	2003 - 04	2004 - 05	2004 - 05
Christmas	0	0	0	3	0	1	6
Cocos	0	0	0	0	0	0	0

three related to the appointment of approved managers.

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

- 14 weeks for the transfer of the licence [WA comparison 7 weeks—delayed due to police report];
- Two weeks for the change of premises name [WA comparison 2.5 weeks—delayed due to applicant not lodging complete documentation];
- Three weeks for variation of the licence conditions [WA comparison 7.5 weeks]; and
- Seven weeks for approval of manager [WA comparison 3.5 weeks—delayed due to issues involving probity, awaiting police report and applicant failing to lodge complete documentation].

It should be noted in WA, timeliness measure is based on working days elapsed from the date the application is complete to date of determination for these categories. This is generally between 0–8 days. A complete application is one in which all documentation required to enable determination has been lodged. The above comparisons given in terms of weeks are from the date the application is first lodged, whether complete or not, to determination.

No complaints were received during the year under review.

Following the visit to CI in November 2004, with the exception of on-going financial related issues with one licensed premise, there were no other outstanding matters of non-compliance in the IOTs.

## Efficiency

AVERAGE COST OF MANAGING EACH LICENCE	IOTs	WA
2002 - 03	\$7,562	
2003 - 04	\$3,049	\$696
2004 - 05	\$2,922	\$679

## Future issues

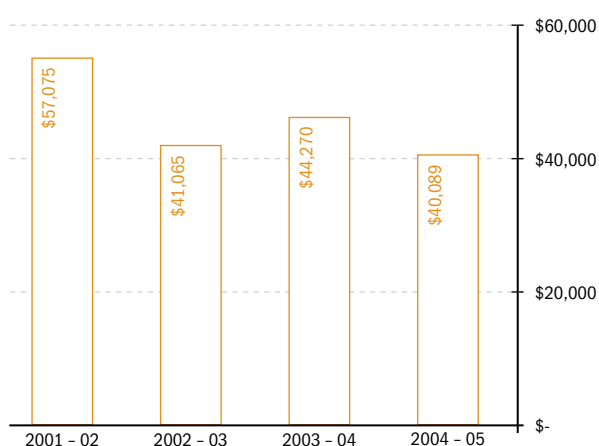
For the past few years, representatives from DRGL have visited CI twice each financial year due to on-going financial related issues. Most of these issues have now been resolved.

As a consequence, DRGL considers that only one visit each year will be required. It is proposed that this visit will be primarily premises related with intention being to develop in partnership with the local authorities strategies for premises standards improvement which reflect local acceptable standards and take into consideration the economic situation in the IOTs.

# SMALL BUSINESS DEVELOPMENT CORPORATION

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## SDA expenditure



## Status of services

The SBDC is contracted by DOTARS to provide a small business information and guidance service to the IOTs until June 2008.

The SBDC delivers services to business clients in the IOTs through its local agent, IOGTA. A new agreement was negotiated in December 2004 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.

Although no statistics are kept on the number of small businesses in the IOTs, DOCEP reports that at 30 June 2004 there were 166 business names registered for CI and 41 for CKI. This represents a decline in numbers since 30 June 2004. The number of business names registered for each of the last six years is set out in the table below.

	2000	2001	2002	2003	2004	2005
Christmas	107	127	151	173	175	166
Cocos	32	47	54	57	44	41

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 2004 - 05

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

SBDC, in consultation with IOGTA, organised two visits to the IOTs—October 2004 and May 2005. In 2004 SBDC consulted with 27 small business operators on CI and 18 on CKI. In 2005 SBDC met with 27 clients on CI and 21 CKI, and conducted the workshops ‘Tourism Today’ and ‘SupaShop’ on both islands. Attendance numbers at the workshops was below expectations on CI, but exceeded expectations on CKI, with those participants who attended rating the content, delivery and value at 4.7–4.9 out of a possible score of 5.

## Performance information

The service to the IOTs during 2004 - 05 registered 399 contacts at a net cost of \$40,089 resulting in a cost per client contact of \$100. Results for previous years were: 2003 - 04—292 contacts @ \$152; 2002 - 03—288 contacts @ \$143; 2001 - 02—542 contacts @ \$105; 2000/2001—454 @ \$113; and in 1999/2000—386 contacts @ \$128.

CLIENT CONTACTS	Christmas		Cocos		IOTs total	
	2004 - 05	2003 - 04	2004 - 05	2003 - 04	2004 - 05	2003 - 04
One-on-one appointments	59	89	44	38	103	127
Telephone/email information	121	124	113	24	234	148
Workshops and functions	31	17	31	0	62	17
TOTAL	211	230	188	62	399	292

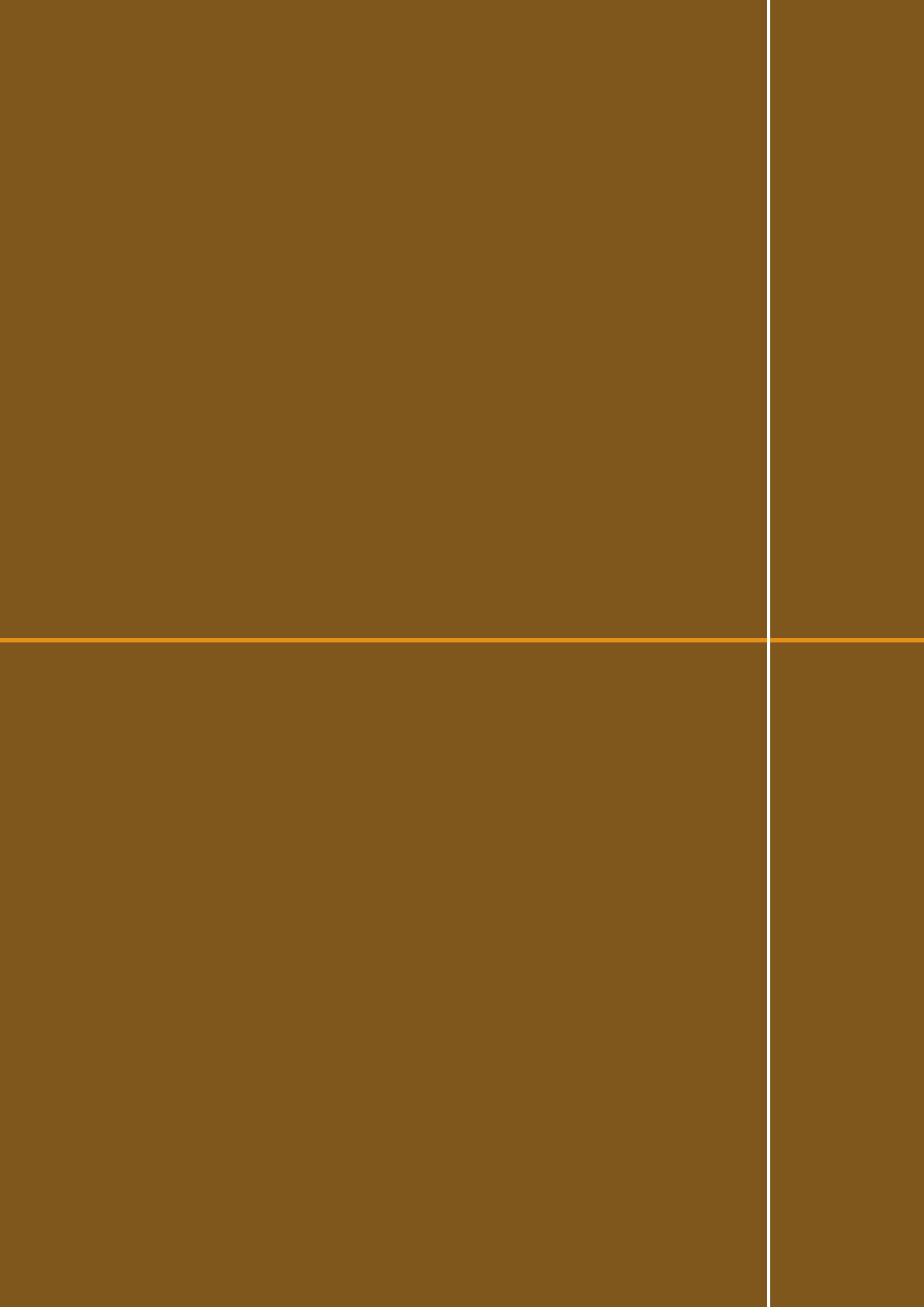
## Future issues

In the coming year 2005 - 06, core services will remain basically unchanged as last year services were well received by the local business community, and achieved program objectives. Providing information about business opportunities and presenting innovative ideas that could inspire the local business community to initiate new enterprises, improve or grow their existing businesses, or venture into exporting, continues to be a challenge.

It is proposed to increase the number of one-on-one consultancies delivered by the local agent IOGTA and the SBDC will introduce the local community

to its online Home Based Business Network (HBBN). Registration to the HBBN is free and already has more than 2,600 members. Members have the opportunity to exchange ideas, ask for assistance, and offer business opportunities through the online interactive forums. These two strategies are intended to improve business management, increase information flow to local businesses, and reduce isolation.

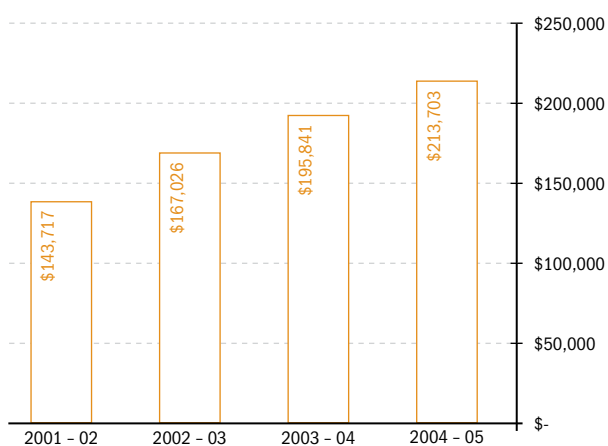
In February 2005, the SBDC added information about the IOTs to its business migration website under regional business opportunities.



# WA STATE LIBRARY

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## 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 2004 – 05

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

Each exchange on CI, now every two months, comprised 290 items and included 150 English items, 85 Chinese items and 55 Malay and Indonesian items. Due to community demand some Vietnamese and French books were also supplied. The Shire of Christmas Island, after a trial of monthly deliveries, opted to return to bi-monthly exchanges. Altogether 1,450 items were exchanged.

### COCOS (KEELING) ISLANDS

The exchanges to the CKI libraries are now 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, with a total of 750 items exchanged at West Island.

### VISITS

State Library staff visited the IOTs in February 2005 to assist with weeding of the stock, updating of community profiles, and to provide training on State Library Databases. On CI, the State Library staff provided training to Library Members on Encyclopaedia Britannica Online, assessed the Recreation Centre in consideration of the Library moving there, and recommended a stocktake to match records against the State Library Database. On CKI, the need for community access to the internet was discussed, Malay and Indonesian language magazines were sourced, and training on Encyclopaedia Britannica Online was provided to Library Members.

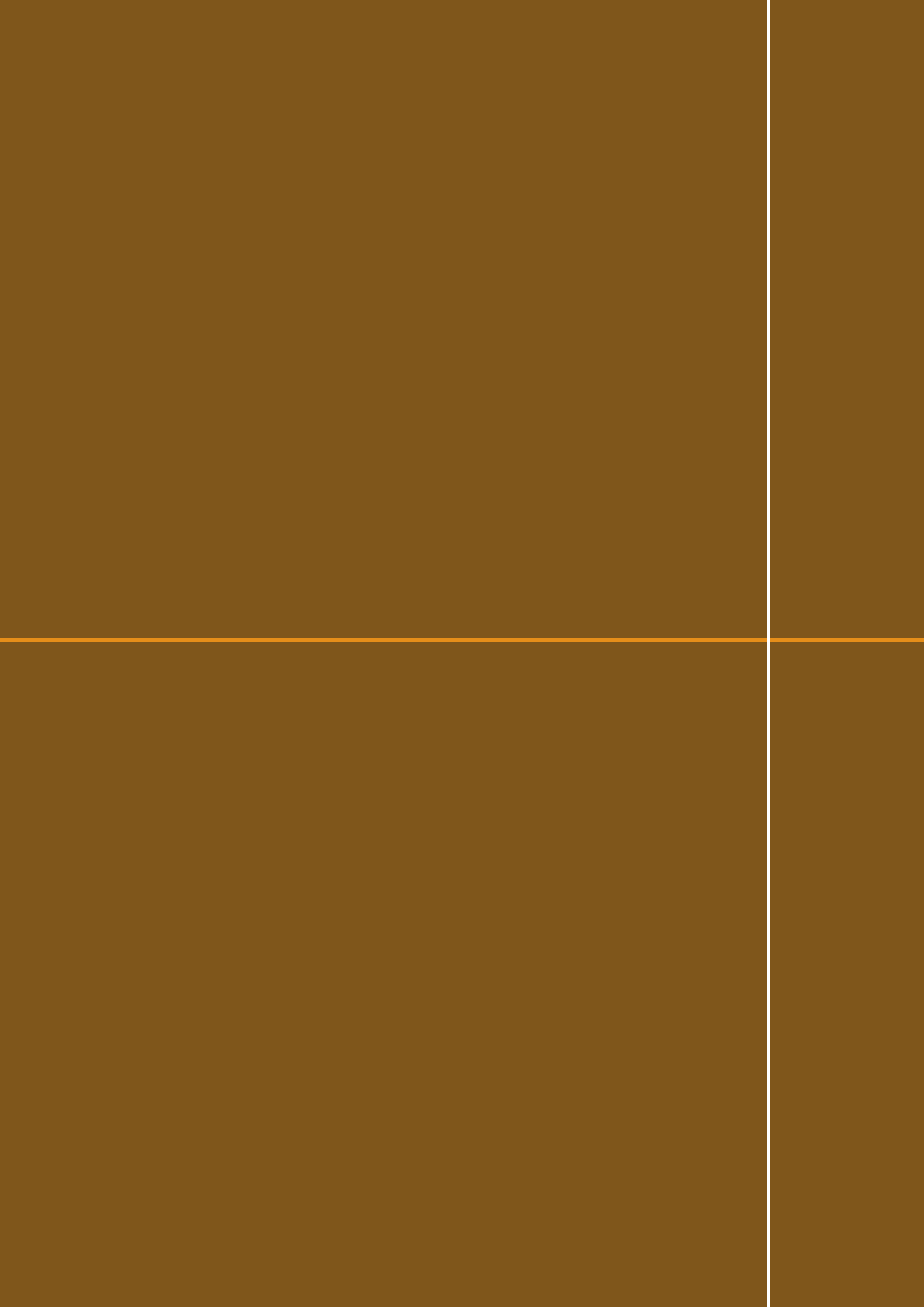


## Performance information

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	11.08	10.24	55.33	1.39	\$88.70
Exmouth	2,418	9.49	7.53	35.98	1.54	\$58.78
Leonara	3,175	34.74	0.78	1.35	0.38	\$887.33
Meekatharra	2,260	Information not provided			1.07	no figures provided
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
Cocos (K) Islands	634	Information not provided			3.15	no figures provided
Cue	560	25.13	1.28	15.89	2.83	\$122.37
Shark Bay	1,060	7.17	1.72	45.28	1.04	\$31.83
Wiluna	1,199	9.23	0.24	4.34	0.72	\$190.90

## Future issues

One important aspect the IOT libraries miss out on is affiliation with a mainland region, eg, Pilbara, Kimberley or Gascoyne. The benefits of belonging to a region include attendance at an annual meeting to facilitate networking with colleagues operating similar libraries, training, solving of common problems and discussion of way to improve services.



# DEPARTMENT OF TREASURY AND FINANCE

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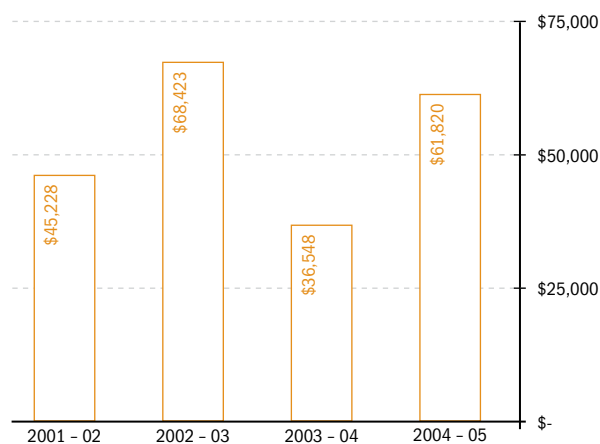
## GOVERNMENT PROCUREMENT DIVISION

### SDA expenditure

DTF Government Procurement Division is paid an annual retainer fee of \$10,000 for administrative work associated with the SDA. All other services are on a fee-for-service basis. DOTARS did not draw on these services during the reporting year.

## OFFICE OF STATE REVENUE

### SDA expenditure



2003 - 04 expenditure was significantly lower than previous years due to a planned visit by DTF officers being deferred until 2004 - 05.

### Activities during 2004 - 05

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 2004 - 05 period, collections were:

TAX	COLLECTIONS
Land Tax	\$54,517.44
Stamp Duty	\$126,269.70
Pay-roll Tax	\$1,028,593.35
Tobacco	\$93,330.27
Financial Institutions Duty	
Debits Tax	\$55,066.10
TOTAL	\$1,357,476.86

This compared with revenue collected in previous years:

COLLECTIONS	COCOS	CHRISTMAS	IOTs TOTAL
1999 - 00	\$104,132	\$1,107,058	\$1,211,190
2000 - 01	\$85,722	\$1,327,679	\$1,413,401
2001 - 02	\$107,200	\$975,545	\$1,082,745
2002 - 03	\$284,004	\$1,305,890	\$1,589,893
2003 - 04	\$400,805	\$1,123,500	\$1,524,306
2004 - 05	\$142,912	\$1,214,563	\$1,357,476

For the 2004 - 05 period, assessments/returns/licences issued were:

TAX	ASSESSMENTS/RETURNS/LICENCES		
	COCOS	CHRISTMAS	IOTs TOTAL
Land Tax	24 notices	44 notices	68 notices
Stamp Duty (document based)	3 assessments	2 assessments	5 assessments
Stamp Duty (returns-based)	Nil returns	67 returns	67 returns
Pay-roll Tax	49 returns	157 returns	206 returns
Tobacco	24 licences	48 licences	72 licences
Debits Tax	Nil returns	12 returns	12 returns

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

Five refunds in relation to land tax collections occurred during the period, due to residential exemptions being applied following payment of assessments.

DTF provides the Commonwealth with a budget estimate and also a statement of actual expenditure in respect of its operation in the Territories for each year. The actual cost of administering the collection of taxes in the IOTs on behalf of the Commonwealth for 2004 - 05 amounted to \$61,820. The total expenditure was less than the revised budget estimate of \$85,960. This was mainly due to a proposed visit to the Islands by Revenue Service Officers that did not eventuate.

The IOTs are included in DTF's Taxpayer Awareness Program. The program advises taxpayers of their rights and obligations in respect of the administered tax laws. Residents of the IOTs may be liable to taxes and/or other duties under legislation administered by DTF and, as such, a sample of the various information brochures has in the past been distributed to DOTARS CI. DOTARS

CI has been asked to participate in distributing the information brochures from their centres and were advised that further supplies could be ordered from DTF. The DTF website has been further updated to include information for the IOTs in both Malay and Chinese for Stamp Duty and Land Tax. Fact sheets written in English, Chinese and Malay were again distributed to the IOTs Administrations and to the Shires during 2004 - 05.

DTF provides an enquiry service for taxpayers located in the IOTs regarding payroll 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 IOTs. Taxpayers are also able to make preliminary enquiries regarding DTF services with the Managing Registrar in each Territory.

Section 20(1)(b) of the SDA 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 two occasions the State advised the Commonwealth of a total of 24 modifications or amendments to State Legislation that related to the Services.

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 for annual report and audit purposes. The measures themselves were reviewed and revised for 2004 - 05 and reflect the measures now adopted for reporting purposes on revenue collection matters performed by the Office. For comparison purposes the WA performance indicators have been provided.

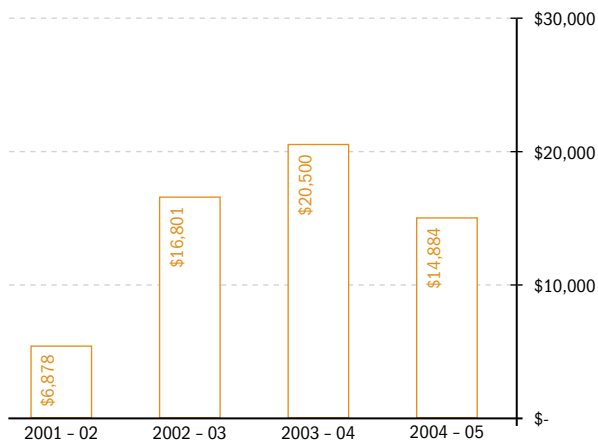
COLLECTION EFFECTIVENESS INDICATORS	WA	IOTs
Proportion of correct land tax assessment notices issued	88%	82%
Proportion of stamp duty instruments assessed correctly	99%	100%
Payroll tax returns that were correct	95%	95%
Debits tax returns that were correct	100%	100%
Stamp duty returns that were correct	85%	100%
Proportion of land tax assessment notices issued within standard turnaround times	99%	97%
Proportion of payroll tax returns issued within standard turnaround times	100%	100%
Proportion of debits tax returns issued within standard turnaround times	100%	100%
Proportion of stamp duty returns issued within standard turnaround times	100%	100%
Proportion of stamp duty instruments assessed within standard turnaround times	85%	100%
Proportion of assessments paid and returns lodged by the due date	86%	100%
COLLECTION EFFECTIVENESS INDICATORS	WA	IOTs
Cost per determination	\$44.34	\$143.77

Not all of the WA indicators are relevant to the IOTs. Some of the indicators reported for WA are excluded for the IOTs due to the small population of taxpayers which means that indicators that rely on sampling are statistically invalid. The 'cost per determination' measure for the WA 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

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## SDA expenditure



## 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 inspection 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).

## Activities during 2004 - 05

### COMPLIANCE ACTIVITIES

During this financial year a Compliance Officer visited the IOTs and conducted on-site inspections with business owners. On Christmas Island four uninsured employers were detected and subsequently obtained workers' compensation insurance.

Other compliance activities in relation to Christmas Island included 18 new business enquiries made by correspondence. Two new business queries were sent to Cocos Island. No uninsured businesses were detected.

### EDUCATION AND TRAINING ACTIVITIES

WorkCover does not maintain detailed data on the specific regional origin of general contacts and enquiries.

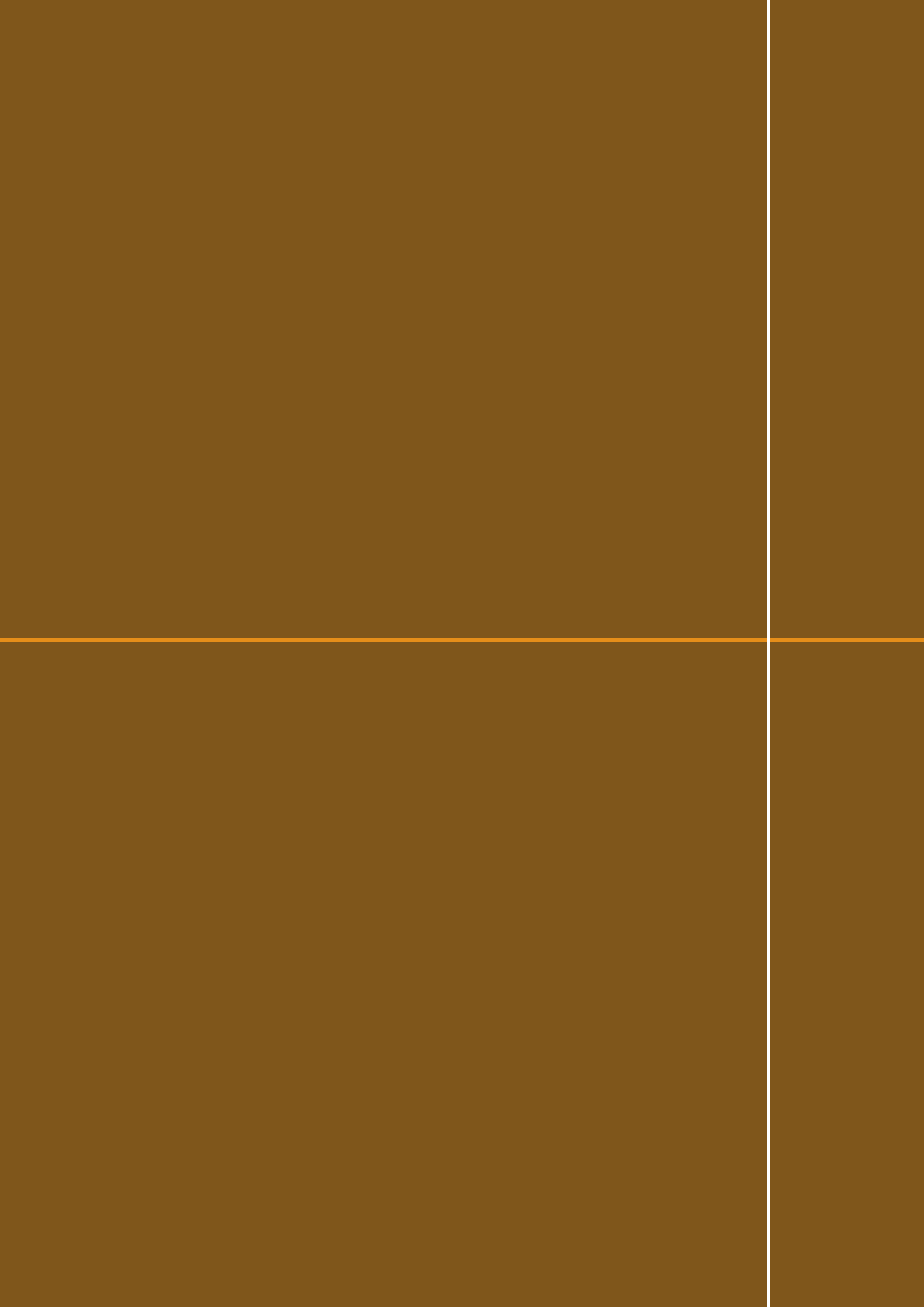
Information provided to workers' compensation scheme participants and the general community to increase their knowledge of their rights and responsibilities in relation to the scheme and workers' compensation and injury management matters generally. Pamphlets explaining various aspects of the workers' 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.



## Performance information

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 made with caution.

<b>COMPLIANCE</b>	<b>CHRISTMAS</b>	<b>COCOS</b>	<b>DENHAM</b>
Number of insurers/self-insurers writing policies of total available	5 of 10	2 of 10	7 of 10
Number of employers covered	55	14	43
Inspections conducted	99	25	40
Proportion of targeted employers with workers' compensation insurance cover at time of inspection	92%	100%	100%
Number of prosecutions initiated	Nil	Nil	Nil
<b>NOISE INDUCED HEARING LOSS</b>	<b>CHRISTMAS</b>	<b>COCOS</b>	<b>DENHAM</b>
Number of people tested	67	Nil	3
Number of hearing loss claims	Nil	Nil	Nil
<b>INJURY MANAGEMENT AND VOCATIONAL REHABILITATION</b>	<b>CHRISTMAS</b>	<b>COCOS</b>	<b>DENHAM</b>
Number of rehabilitation cases commenced, finalised and ongoing	Nil	Nil	1
Average time taken to access vocation rehabilitation services	N/A	N/A	211
Proportion of workers (injured) with disabilities in receipt of AVRP services	N/A	N/A	50%
<b>DISPUTE RESOLUTION AND AGREEMENT PROCESSING</b>	<b>CHRISTMAS</b>	<b>COCOS</b>	<b>DENHAM</b>
# of disputes	4	Nil	1
Proportion of disputes resolved at conciliation	100%	N/A	100%
Proportion of disputes resolved within 12wks of lodgement	100%	N/A	0%
# of Memoranda of Agreement registered	Nil	Nil	1



# STATE-TYPE GRANTS

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## 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.

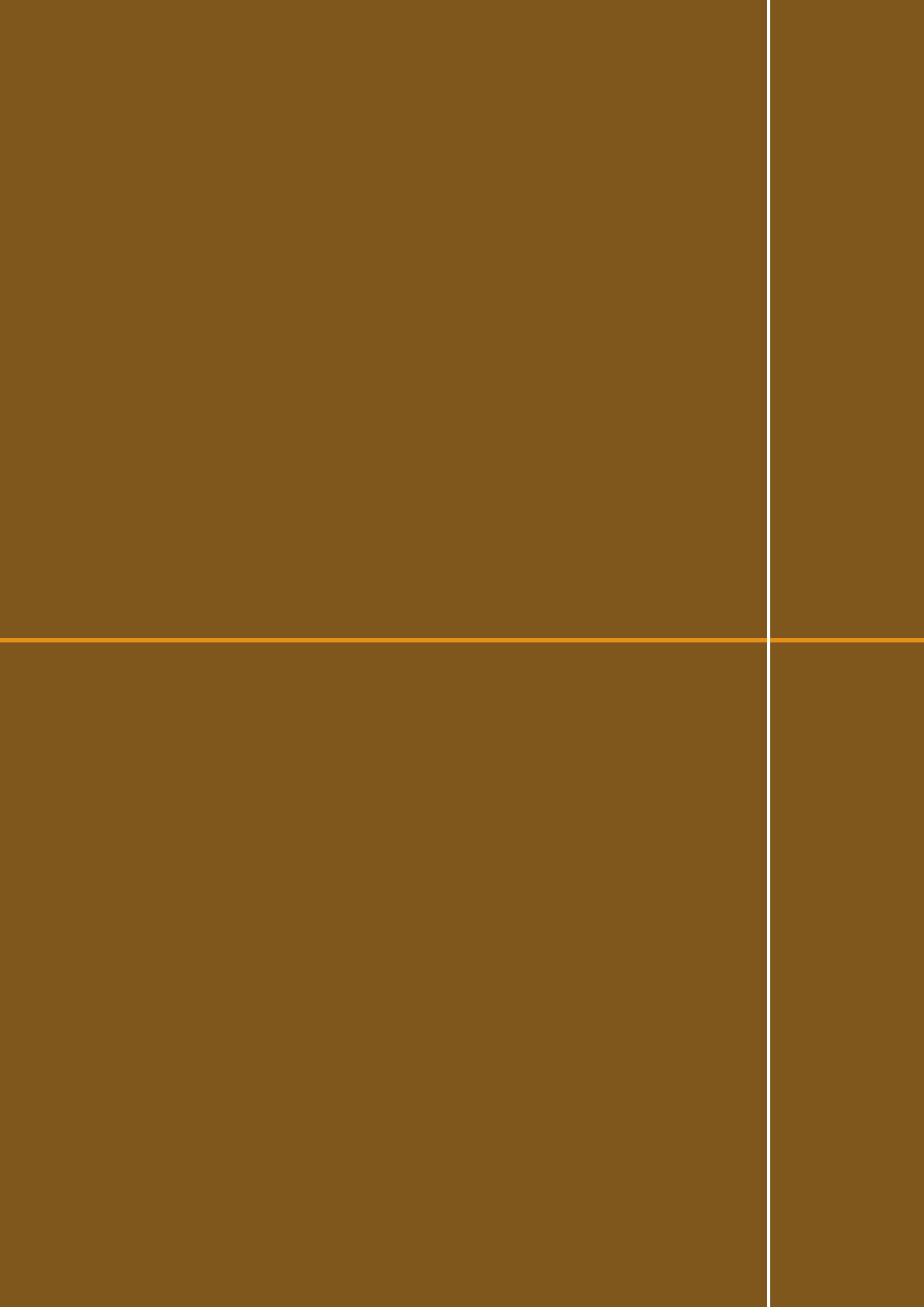
Grant applications from the IOTs need to meet the same eligibility requirements (except for being based in WA) and competitive standards as WA applications before being recommended for funding. Applications need also be completed in accordance with the relevant WA guidelines, and be assessed against 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 2004 - 05

In 2004 - 05, 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
6RCI	Office Refurbishment	Lotterywest	\$20,000
Arts & Culture CI	Annual Funding 2005	Country Arts WA	\$10,000
Arts & Culture CI	Arts Australia Conference	Country Arts WA	\$2,480
Arts & Culture CI	Temples Circus	Country Arts WA	\$65,949
Big Barge Art Company	CKI Wall Mural– 'Fish on a Stick'	Country Arts WA	\$8,900
Christmas Island Tourism Association	Territory Week Community Festival 2004	Department of Culture & the Arts	\$6,744
CI Golf Club	50th Anniversary	Lotterywest	\$2,550
CI Neighbourhood Centre	Family Centre Services	Department of Community Development	\$65,000
CI Neighbourhood Centre	Kompany Kido	Department of Culture & the Arts	\$13,500
CI Neighbourhood Centre	Making Connections Conference 2005	Department of Education & Training	\$2,308
CI Neighbourhood Centre	Mental Health Week 2004	Department of Health	\$1,000
CI Tourism Association	Heritage Trail–Poon Saan/Drumsite	Lotterywest	\$14,126
CI Women's Association	Project in Clay	Country Arts WA	\$1,000
Cocos (Keeling) Islands Shire Council	Community Resource Centre	Department Of Local Government & Regional Development	\$210,000
Cocos (Keeling) Islands Shire Council	Community Resource Centre	Lotterywest	\$210,000
Cocos (Keeling) Islands Shire Council	Health Promotion	Healthway	\$2,000
Cocos (Keeling) Islands Shire Council	Youth Sailing	Lotterywest	\$9,500
Indian Ocean Group Training	First Click 2004	Department of Education & Training	\$18,240
Indian Ocean Group Training	First Click 2005	Department of Education & Training	\$18,000
Indian Ocean Group Training	School Holiday Art Project	Country Arts WA	\$1,000
Indian Ocean Group Training	Telok Besar–Stage 2	Department of Planning & Infrastructure–Coastwest	\$35,000
Persatuan Wanita Pulu Cocos	Women's Play	Lotterywest	\$10,000
The Shire of Christmas Island	ACI Celebration Banners	Department of Culture & the Arts	\$8,979
The Shire of Christmas Island	Cultural Planning	Department of Culture & the Arts	\$29,600
The Shire of Christmas Island	Flying Fish Cove BBQ Upgrade	Department of Local Government & Regional Development	\$19,000
The Shire of Christmas Island	Harmony Week 2005	Office of Multicultural Affairs	\$500
The Shire of Christmas Island	Islam Women's Sewing Class	Department of Community Development	\$3,000
The Shire of Christmas Island	Youth Development Holiday Program–July 2005	Department of Community Development	\$2,000
University of WA	IOT Obstetrics Project	Centre for Rural & Remote Health	\$16,000



# AUSTRALIAN FEDERAL POLICE

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## Status of services

### CHRISTMAS ISLAND

The Australian Federal Police (AFP) staffing on Christmas Island consists of one sergeant, three constables and one locally engaged full-time special member with three other special members rostered on a part-time basis. The police team is fully funded by DOTARS to provide community policing to the island community. In addition to normal policing duties, the AFP is responsible for regulatory functions such as service of court documents and civil process, boat registration and marine compliance, and vehicle licence testing. The police team continued crime prevention initiatives and actively participated in diversionary conferencing through the Juvenile Justice teams which is part of the Department of Justice in Western Australia.

### COCOS (KEELING) ISLANDS

AFP staffing on Cocos (Keeling) Islands consists of one sergeant, one constable and a locally engaged full-time special member. The AFP provides community policing, fully funded under its arrangements with DOTARS, as well as customs, quarantine and immigration services under arrangements with other Australian Government agencies. A part-time special member based on Home Island assists with these regulatory functions.

## Activities during 2004 – 05

### CHRISTMAS ISLAND

During the financial year the police team successfully prosecuted illicit drug offenders, minor criminal matters and traffic offences. The judicial process in the IOTs has undergone significant changes following legislation enacted by the Western Australian Government (applied in the IOTs as Commonwealth law). The police team has undergone training to ensure compliance with these changes. The police team was involved in a number of significant rescue operations during the financial year. In December 2004, a recreational fisherman was located by police three nautical miles off the island. In February 2005, the MCS Dennisse was adrift at sea and posed a serious threat of colliding with the island. Police participated in a rescue and assistance mission to the stranded vessel. During the latter part of the financial year the police team utilised Police Real-time Online Management and Investigations Systems (PROMIS) for recording operational activity. This has resulted in increased accountability and provided a valuable link between Christmas Island and mainstream indices for the purpose of information management.

### COCOS (KEELING) ISLAND

In April 2005, Cocos was threatened by tropical cyclone Adeline. This cyclone developed into a Chapter 2 National–International 41 category one tropical cyclone as it approached and passed over Cocos. A large number of trees were uprooted and some damage to infrastructure resulted. There were no injuries to the community. The Cocos Island police have been involved in eight sea rescues. These included the investigation and response to emergency position indicating radio beacon activations and the rescue of vessels at sea.



# ABBREVIATIONS AND ACRONYMS

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AFP	Australian Federal Police
CI	Christmas Island
CIDHS	Christmas Island District High School
CKI	Cocos (Keeling) Islands
CKIDHS	Cocos (Keeling) Islands District High School
DCA	Department of Culture and the Arts
DCD	Department for Community Development
DET	Department of Education and Training
DHW	Department of Housing and Works
DIMIA	Department of Immigration and Multicultural and Indigenous Affairs
DLI	Department of Land Information
DOF	Department of Fisheries
DOJ	Department of Justice
DOLGARD	Department of Local Government and Regional Development
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
FESA	Fire and Emergency Services Authority of WA
IOGTA	Indian Ocean Group Training Association
IOT	Indian Ocean Territory
IOTHS	Indian Ocean Territories Health Service
SBDC	Small Business Development Corporation
SDA	Service Delivery Arrangement
SOCI	Shire of Christmas Island
SOCKI	Shire of the Cocos (Keeling) Islands
WA	Western Australia

