



Australian Government  
Attorney-General's Department

# **SERVICE DELIVERY ARRANGEMENT (SDA) PERFORMANCE REPORTS 2007–08**

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

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For further information about this report  
and the responsibilities of the  
Attorney-General's Department Territories Office Perth, contact:

Director  
Territories Office Perth  
Attorney-General's Department  
PO Box Z5048  
PERTH WA 6831  
Phone: (08) 9225 1401  
Fax: (08) 9225 1417

# Preface

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## Purpose of this Report

The Attorney-General's Department 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 (IOTs).

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

The cost of providing these services is totally funded by the Commonwealth 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 Agencies to the IOTs during 2007–08. A list of State-type assistance grants provided by the Commonwealth to the IOTs communities in 2007–08 is also included.

It is expected that this report will be used:

- for accountability purposes in providing information about the services received under SDAs with WA Agencies
- to more widely inform stakeholders including the WA Department of the Premier and Cabinet (DP&C), WA Agencies involved in delivering services to the IOTs, the Attorney-General's Department, and IOTs community representatives, and
- to enable WA Agencies and the Attorney-General's Department, Territories Office Perth 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 Territories Office Perth drawn from visit reports, SDA reviews and discussions with WA Agency representatives.

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

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

All annual financial and performance reports submitted by WA Agencies are retained by Territories Office Perth.

## Overview of SDA Management during 2007–08

Territories Office Perth has responsibility for the negotiation and management of all SDAs with WA Agencies for the provision of State-type services.

DP&C provides a first point of contact in IOT matters for WA Agencies

## **Priorities for 2008–09**

### *SDA Development*

Territories Office Perth will aim to extend the range of State type services available to the IOTs by formalising arrangements with:

- the Department of Agriculture and Food Western Australia to minimise the impact of invasive animals and plants on the economy, environment and lifestyles
- the WA Planning Commission for the exercise of functions under the *Planning and Development Act 2005* (WA)(CI)(CKI), and
- Lotterywest for grant funding program advice and application assessment.

In addition Territories Office Perth will focus on:

- DET for the management and operation of primary and secondary schools, and
- renegotiating the SDA with the WA Department of Health (DOH) to reflect the level of service required on the IOT.

### *SDA Reviews*

There are four SDAs due to expire in 2008–09. 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 Territories Office Perth and DP&C conduct this pre-expiry review in consultation with the relevant WA Agencies. The review also draws on consultation with representatives of the IOTs communities.

The SDAs to be reviewed in 2008–09 are:

- Builders' Registration Board of Western Australia
- Department of Environment and Conservation (DEC)
- Department of Water (DOW), and
- Economic Regulation Authority (ERA).

### *SDA Renewals*

In 2007-08, the following SDAs were renewed:

- Department for Community Development (DCD)
- Department of Education and Training (Training and Adult Education services only)
- Department of Fisheries (DoF)
- Department of Industry and Resources (DOIR)
- Department of Sport and Recreation (DSR)
- Equal Opportunity Commission (EOC)
- Main Roads WA (MRWA), and
- Small Business Development Corporation (SBDC).

## State Agency Compliance with SDA Reporting Requirements

The Table below indicates whether each WA Agency met relevant reporting deadlines. It is noted that some reports may not have been received on time due to a mail redirection that was in place for Territories Office Perth at the time.

Agency	Expenditure Report (due 31 August 2008)	Performance Report (Due 31 August 2008)
Department of the Attorney General	○	○
Breastscreen	Not Required	Not Required
Department for Child Protection	●	○
Department of Consumer and Employment Protection		
<i>Consumer and Employment Division</i>	○	○
<i>Energy Safety Division</i>	○	○
<i>Resource Safety Division</i>	○	○
<i>WorkSafe Division</i>	○	○
Department of Corrective Services	○	○
Department of Culture and the Arts	○	○
Disability Services Commission	○	○
Economic Regulation Authority	○	○
Department of Education and Training		
<i>School-based Education</i>	○	○
<i>Training and Adult Education</i>	○	○
Office of Energy	Not Required	Not Required
Department of Environment	○	○
Equal Opportunity Commission	○	○
Fire and Emergency Services Authority	○	○
Department of Fisheries	○	○
Department of Health	○	○
Office of Health Review	○	○
Department of Housing and Works	○	○
Department of Industry and Resources	●	○
Landgate (inc. VGO/DLI)	○	○
Legal Aid Commission of WA	●	●
Department of Local Government and Regional Development	○	○
Lotterywest	Not Required	○
Main Roads WA	○	○
Medical Board of WA	○	○
Nurses and Midwives Board of WA	○	○
Parliamentary Commissioner for Administrative Investigations (State Ombudsman)	○	○
Department of Planning and Infrastructure		
<i>Land Asset Management Services Division</i>	○	○
<i>Planning Division</i>	○	○
<i>Transport Division</i>	○	○
Office of Public Trustee	○	○
Department of Racing, Gaming and Liquor	○	○
Small Business Development Corporation	○	○
Department of Sport and Recreation	○	○
WA State Library	●	○
Department of Treasury and Finance	●	○
Workcover WA	○	○

**KEY**  
 Met ●      Not met ○



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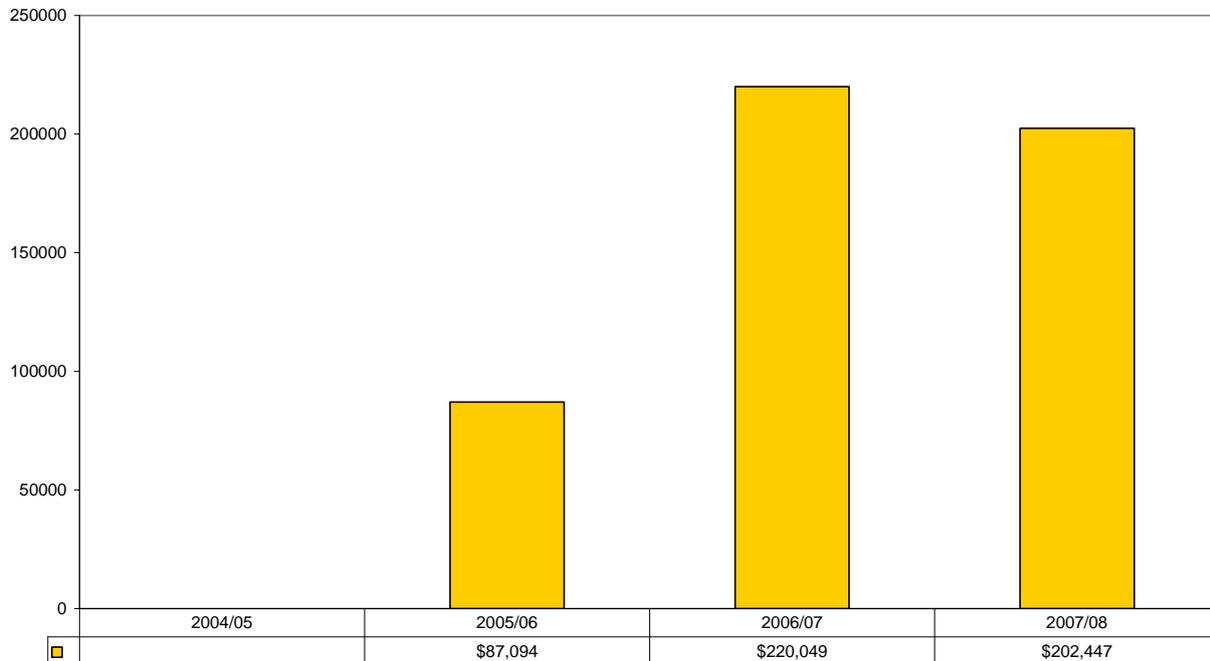
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# Department of the Attorney General

## SDA Expenditure



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

## Activities during 2007–08

### *Court Services Division*

#### ***Circuit and Other Visits***

There were no visits to the IOTs during the reporting period by the Supreme Court, District Court, Family Court, Children’s Court, Coroner’s Court or the State Administrative Tribunal. By comparison, Magistrates from the Magistrates Court in Perth attended CI in September 2007, December 2007, March 2008 and June 2008. In addition the Magistrates attended CKI in September 2007, December 2007 and June 2008.

The Court Liaison Officer visited CI and CKI in June 2008 in company with the Deputy Chief Magistrate and the Department of the Attorney General (DotAG) Librarian. The Deputy Chief Magistrate conducted the quarterly court circuit. The Court Liaison Officer conducted a management inspection/audit at each location. The DotAG Librarian culled outdated statutes and updated the replacement pages for the various law books services within the library and also provided training to the library custodians at each location.

A meeting/training session with Justices of the Peace (JPs) was arranged at CKI. No meeting/training session could take place with JPs at CI due to flight schedules and court timings.

There is currently a shortage of JPs at CI, though an application for appointment was received by the Court Liaison Officer during the visit.

As part of the June visit the Deputy Chief Magistrate, the DotAG Librarian and the Court Liaison Officer also visited CKI District High School (CKIDHS) and addressed Year 9 students on possible career opportunities within the WA courts and justice system.

A Victim Support Services (VSS) Coordinator made four visits to CI and two visits to CKI during the reporting period to coincide with the circuits of visiting Magistrates. Visits by a VSS Coordinator will continue through 2008–09.

### ***On-going Procedural Advice and Training***

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

All charge related information for criminal matters listed before the Magistrates Court at CI and CKI is faxed to the South Hedland registry where it is entered into the Magistrates Court Criminal Case Management System. The enforcement of unpaid fines imposed by the Magistrates Court when sitting at CI and CKI is managed by the South Hedland including referral to the Fines Enforcement Registry where necessary.

### ***Library Services***

Library staff continued to manage the supply of legal publications to the IOTs in 2007–08 with the DotAG Librarian visiting during June 2008.

### ***Public Advocate***

There were no applications for Office of Public Advocate services from IOT residents in 2007–08.

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

The Registry of Births, Deaths and Marriages (Registry) provides training and ongoing support to staff providing these services.

### ***State Solicitor's Office***

The State Solicitor's Office (SSO) does not provide direct legal services to the IOTs. Rather, the SSO may be requested to provide legal advice or legal services to the WA Government or WA Agencies on issues relevant to their dealings with the IOTs.

## **Performance Information**

### ***Court Services Division***

<b>2007–08</b>	<b>CKI Actual</b>	<b>CI Actual</b>
<b>Local Court (Civil)</b>		
Total No of Cases finalised	0	1
No of Cases finalised <12 months	Not applicable	1
Total No of trials held	Not applicable	0
Total duration of trials held (hrs)	Not applicable	Not applicable
Average length of trials (days)	Not applicable	Not applicable
% Cases proceeding to trial	Not applicable	0%
% Cases finalised within 12 months	Not applicable	100%
<b>Petty Sessions (Criminal)</b>		
Total No of Cases finalised	13	9
No of Cases finalised <6 months	13	9
Total No of trials held	0	0
Total duration of trials held (hrs)	Not applicable	Not applicable
Average length of trials (days)	Not applicable	Not applicable
% Cases proceeding to trial	0%	0%
% Cases finalised within 12 months	100%	100%
<b>Children's Court (Criminal)</b>		
Total No of Cases finalised	0	1
No of Cases finalised <6 months	Not applicable	1
Total No of trials held	Not applicable	0

Total duration of trials held (hrs)	Not applicable	Not applicable
Average length of trials (days)	Not applicable	Not applicable
% Cases proceeding to trial	Not applicable	0%
% Cases finalised within 12 months	Not applicable	100%

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

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

<b>Functions</b>	<b>CKI</b>	<b>CI</b>
Certified Copies Issued	8	13
Commemorative Certificates	8	24
Change of name	0	1
Consent to marry applications	0	0
Births	10	19
Deaths	4	1
Marriages	12	3
Other	2	3

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

# Breastscreen WA

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## **Status of Services**

The Department of Transport and Regional Services (now the Attorney-General's Department) entered into a SDA with Breastscreen WA in July 2006 for the provision of mammography services including screening and diagnostics for the women of the IOTs.

## **Activities during 2007–08**

Under the SDA services will be provided every two years on CI. The next provision of services for CI will be due in 2008–09.

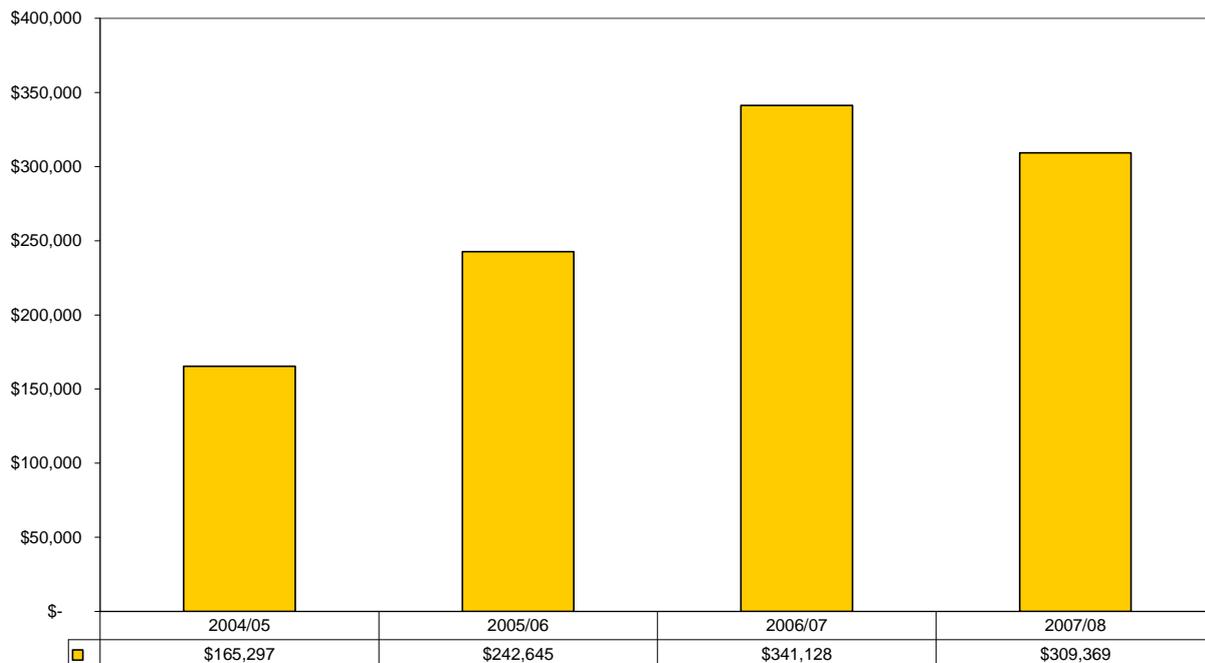
## **Future Issues**

Territories Office Perth is considering how best to provide services to CKI women.

# Department for Child Protection

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## SDA Expenditure



## Status of Services

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

DCP's role and responsibilities under the SDA include:

- social work supervision services
- planning, application and ongoing support and monitoring for the CI Childcare Centre
- implementation of the Working With Children legislation in the IOTs
- advice and assistance to the IOT Administrator (Administrator) in respect of legislation administered under delegation, and
- Working With Children Checks (WWCC).

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

## Activities during 2007–08

Considerable work was undertaken in reviewing the 2004–08 SDA.

DCP's Senior Community Development and Funding Officer visited CI to:

- conduct a service review of the CI Neighbourhood Centre as per the standard DCP non-government service agreement process
- consult with the community on a need for youth services, and
- consult with the CI Women's Association regarding the need for ongoing funding for the safe house.

### *Social Work Service*

The Social Worker is seconded from DCP. DCP provides the professional supervision on a scheduled basis by telephone and through professional development opportunities.

The service has been utilised to a significant degree by workers and their families who have been resident on CI, with greater representation of the Asian community. This reflects the Social Worker's development of trust relationships with the community, and continues to ensure engagements across the community are inclusive of all cultures.

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

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

Over the reporting period, the Social Worker collaborated with the Community Services Officer to ensure community services are positive. Regular phone and email contact and formal supervision by phone and face-to-face meetings during visits were provided. The Community Services Officer plays an essential role in the CKI community and therefore it is necessary the Social Worker continues to visit CKI during the year providing additional oversight and support to the Community Services Officer working in an isolated community.

The Social Worker attended professional development in Darwin on the language of Narrative Therapy, focussing on working with couples and linking closely with and complementing previous professional development undertaken in Narrative Therapy. Other training included Introduction to Recovery Management and Emergency Risk Management and Senior First Aid in April 2008.

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

## *Childcare Services*

The CI Childcare Centre Service has operated since October 2003 and was successful in completing a licence renewal in February 2008. This licence is for a two year period. Currently the service is operating on an authorisation until all WWCC, Record Screening Unit and Managerial Officer forms are completed and cleared.

The service has moved forward in terms of professionalism and appearance to improve the reputation of its service delivery, including recent painting, introduction of colourful uniforms, and the adoption of the red crab as its business logo. The committee is dedicated to providing quality care.

The need for a Child Care Licensing Officer to visit CI has been identified as a high priority. New committee and staff members need continual assistance regarding licensing issues, regulations, applicable legislation, exemptions, staff ratios, Supervising Officer applications and other requirements that govern child care centres.

Accessing suitably qualified workers on-island is limited. The recruitment of untrained staff is problematic due to their own family commitments. The WWCC and Police Clearances are causing long delays for managerial officers with individuals experiencing up to a three month wait in getting assessments completed.

South Metropolitan Youth Link Community Services has had associations with CI through the Indian Ocean Group Training Association (IOGTA) for some years. Child Care Trainees were signed up in the Diploma for Children's Services. No government funding was available at the time of the agreement for training costs. A scholarship was offered to the Centre's Coordinator by the Resource Unit for Children with Special Needs. The pre-school teacher and Social Worker undertook tutoring and mentoring assisting with course requirements. Federal financial incentives to IOGTA covered the remaining costs for the Coordinator. These same funds covered study trips to Perth for intensive training, workshop attendance and child care centre visits for networking. The Coordinator graduated March 2008. Three other staff have subsequently enrolled in Certificate courses.

The service is currently under utilised. It is licensed for 19 children, with the average attendance ranging from eight to 11 children. The ages of these children ranges from zero to five years old. Currently four school-aged children are supervised by a carer. After discussion with the Children's Services Office and the Child Care Licensing Unit, if this is to become a permanent arrangement, outdoor play facilities will require an upgrade.

## *Working With Children Unit*

The *Working With Children (Criminal Record Checking) Act 2004* was implemented on the IOTs from 1 July 2006. Australia Post provides the over the counter services for the Working With Children Screening Unit (WWCSU) on both the CKI and CI. Australia Post accepts the applications, completing the 100 Point Identification Check and capturing a photograph, applications are then sent to the WWCSU in Perth for validation.

In 2007–08, there were 96 WWCC applications made on the IOTs with 96 assessment notices or cards being issued and one individual being refunded their fees as they were not required to apply for a check under the legislation.

## *Information, Support and other Assistance*

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

The WWCSU developed a television advertising campaign promoting the WWCC. The campaign was aired in March 2008, including channels available in the IOTs. Information and updates were provided to local newsletters including *The Atoll*. A website can also be accessed by applications for further information, and a freecall number is provided.

## **Future Issues**

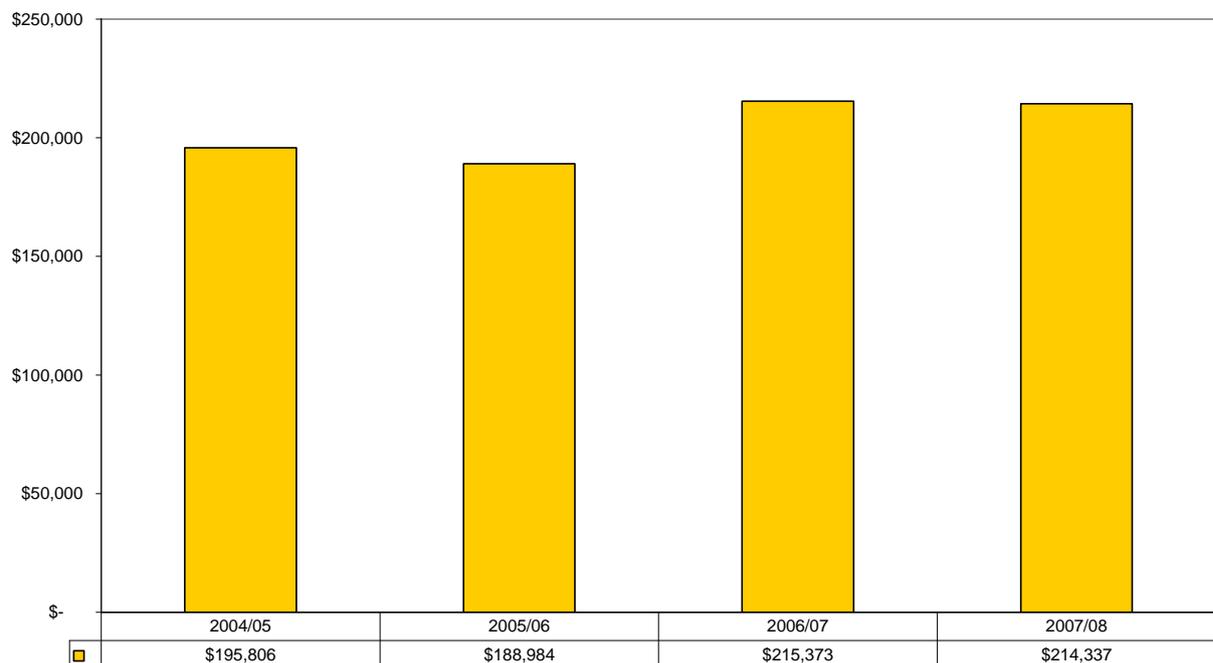
The need for child care on CI continues to grow and will need guidance and support. It is a dynamic service that will continue to change and the type of support available to parent, staff and management committee will need to be reviewed regularly.

# Department of Consumer and Employment Protection

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## Consumer Protection Division

### SDA Expenditure



### Status of Services

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

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

## Activities during 2007–08

### *Visits to the IOTs*

CP staff made five visits to the IOTs in 2007–08.

Plumbers Licensing Board inspectors made two visits to audit general plumbing work performed by licensed plumbers. A visit to CI was made in August 2007 where 30 audits were carried out with no rectification orders required. The final inspection of plumbing work at the CI Detention Centre also took place during the visit. One visit was made to CKI in February 2008 where 22 audits were carried out. No rectification work was required.

A Weights and Measures Inspector from Trading Standards Branch (TSB) visited CI to test the accuracy of weighing and measuring instruments and inspect articles sold by measurement or weight. A total of 34 audits were conducted, five scales required adjustment and four non-compliance notices were issued. The Inspector also provided information regarding new processes and procedures under the *Trade Measurement Act 2006*.

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

- provided support to the Information Officers at both Shire councils
- established and developed relationships with residents, Shire and Administration personnel
- presented to high school students on both CI and CKI on topics relevant to young people
- distributed appropriate publications and discussed CP issues with members of the CI Women's Association., Legal Aid, Union of CI Workers, Chinese Literary Association (CLA) Inc., CI Neighbourhood Centre Inc., CI Tourism Association Inc., IOTGA Inc., CI Cinema Club Inc., CI and CKI Playgroups, CI Childcare Centre, Cocos Congress Inc., CKI Cooperative Society Ltd, CKI Telecentre, Water Corporation, Community Services Officer, Cocos Manpower and CKI Tourism Association (CKITA)
- raised awareness of recent 'scams'; and the latest product safety information
- delivered community information programs regarding the mandatory certification of motor vehicle repairers program under the *Motor Vehicle Repairers Act 2003 (MVR Act)*, and
- received various licence applications and complaints.

### *Community Assistance and Information*

CP provided advice and assistance to IOT clients in response to telephone, email or mail enquiries and assisted clients to resolve disputes with traders through conciliation. Telephone calls to CP's main enquiry lines (1300 numbers) are charged at local call rates. The CP call centre uses the National Relay Service to assist deaf callers and the Translation and Interpreter Service for translation services at no cost to IOTs callers. It is estimated that CP provided 379 telephone advice services and one dispute was conciliated.

### *Information and Education*

Information and education services are delivered to the IOTs to raise awareness and enable the communities to be better informed. Services to the IOTs communities during 2007–08 included the following activities:

- providing free publications, merchandise and online information via CP's web site
- providing CP information for publication in newsletters *The Islander* on CI and *The Atoll* on CKI, translated into Chinese and Malay
- issuing media releases to alert consumers to potential risks and weekly ScamNet alerts to Information Officers at both Shires for *The Islander* and *The Atoll*, Radio 6RCI and Radio 6CKI
- promoting WA ScamNet, a dedicated scam website, which teaches consumers how to recognize and avoid scams, alerts them to current scams and provides reporting services for victims and those who come across suspected scams
- launching the Plumbers Licensing Board's inaugural *Statement of Operations* for 2007 and continuing to circulate *Plumbers Licensing Board News* a six-monthly newsletter to all licensed plumbers in the IOTs
- promoting consumer education programs for young consumers including the 2007 Buy My Duck school competition and providing educational aids and talks to students on both CI and CKI
- circulating publications and forms and holding an information session on CI and individual appointments on CKI for motor vehicle repairers to support the introduction of the certification of motor vehicle repairers under new regulations to the MVR Act.

- the development of Stage 2 of the MVR Act in preparation for the commencement of business licensing on 1 July 2008
- circulating the *Better Trading* bi-monthly newsletter to 14 key IOTs stakeholders with an interest in a wide range of consumer issues. *Better Trading* can also be accessed via a free online subscription for all other interested parties
- launching a comprehensive manual for Incorporated Associations titled *Inc.* which advises associations on compliance issues and provides detailed practical information of everything from how to write a constitution to running a meeting and presenting accounts. A CD of the guide was distributed to every registered association in the IOTs and is also available online
- launching a new look internet site in February 2008, with an enhanced search facility and improved accessibility and navigation. The new website includes links for IOT visitors with information about how applied Commonwealth laws may differ from WA laws
- developing a new product safety internet page, which allows businesses to register and receive information about banning orders and recalls
- developing an information pack for new business proprietors which summaries the support available to businesses including how to develop a complaints handling system, how to find out if an occupational licence is required and how to ensure advertising is not false or misleading. The packs will be distributed from August 2008 at the time of business name registration
- developing a range of information resources for seniors, which will be distributed to CI during Seniors Week in July 2008 and to CKI during the DOCEP SDA Coordinator's 2008–09 visits. The resource packages include:
  - *Smart choice: A consumer Guide for West Australians 50+*, which was developed with assistance from the Council on the Ageing and includes a community directory for seniors
  - *Carers Guide to Consumer Protection*, a consumer rights brochure designed to help family and professional carers protect the welfare of those in their care, and
  - *Reverse Mortgages for Seniors*, intended to provide seniors with simple, impartial information on this complex financial product.
- developing an education program to support the introduction of new legislation for co-operatives, and
- launching two newsletters, *Charities Info*, which will keep licensed charities informed of important issues and developments and *Associations Info*, which will be distributed to IOTs associations to keep them informed of the latest issues.

### *Regulatory Framework*

CP manages and implements 56 Acts of Parliament that are applied in the IOTs. There were 38 amendments to written laws during the year.

#### *New Legislation*

- the Co-operatives Bill 2007 was introduced into Parliament in November 2007, and progressed to the Legislative Council in early 2008. The Bill will replace the WA *Companies (Co-operatives) Act 1943*, the applied *Co-operative and Provident Societies Act 1903* and it is expected the *Co-operative Societies Ordinance* under the *Cocos (Keeling) Islands Act 1955*,
- the *Residential Parks (Long Stay Tenants) Act* commenced in August 2007,
- a new Act to replace the *Associations Incorporation Act 1987* was drafted, and
- amendments to the *Retail Shops and Fair Trading Legislation Amendment Act 2006* were drafted to provide a more balanced negotiating base between owners and commercial tenants.

#### *Review of Legislation*

Reviews of legislation commenced, progressed or completed:

- *Residential Parks (Long Stay Tenants) Act 2006* (commenced)
- *Retail Shops and Fair Trading Legislation Amendment Act 2006* (commenced)
- *Residential Tenancies Act 1987 & Residential Tenancies Regulations 1989* (progressed)
- *Retirement Villages Act 1992 & Code of Fair Practice for Retirement Villages* (progressed)
- *Associations Incorporation Bill 2006* (completed), and
- *Fair Trading (Fitness Industry Code of Practice) Regulations 2007* (completed).

#### *Consultation*

- ongoing support was provided for the proposed transfer of building licensing functions to a new WA Building Commission

- a harmonization project with other jurisdictions was progressed relating to product safety and weights and measures legislation
- a consultation report on the regulation of prepaid funerals was released in November 2007, and
- community consultation occurred in relation to a set of draft Model Rules to help new and existing incorporated associations comply with the proposed new legislation in the draft Associations Incorporation Bill 2006. IOTs Incorporated Associations were invited to contribute to the development of the draft Model Rules and the *Make Your Own Rules Consultation Report* was released in June 2008.

### Regulation Enforcement

Regulation enforcement involves providing occupational licensing and registration services, investigating complaints about consumer protection matters, monitoring compliance with legislation and, where necessary, applying sanctions to protect consumers and traders, enforcing legal obligations and responding to emerging issues. Much of the work in this area is of a proactive nature – informing traders of their responsibilities and obligations under relevant laws and assisting them to meet these requirements. Sometimes however, more punitive measures are needed in order to protect consumers from unscrupulous traders.

In addition:

- An email based advisory service for employment agents was implemented to improve dissemination of information relating to licensing requirements, and
- Licensing of plumbers moved from an annual to a triennial basis to be phased in over three years. It will reduce costs to IOTs plumbers and remove administrative delays.

## Performance Information

### Community Assistance and Regulation Enforcement

Outputs	Cost per service IOTs	No of Units IOTs
<b>Output 1: Community Assistance</b>		
Responses to Customer Enquiries (telephone advice)	*\$8.12	#379
Advice and Assistance Services (conciliation of disputes)	*\$319.23	1
<b>Output 3: Regulation Enforcement</b>		
Registration Services (business names = 146 incorporated associations = 7, and tenancy bond lodgements/disposals = 11)	Cost neutral	164
Licensing Services (occupational licences, travel agent = 2, employment agents + 1, motor vehicle repairers = 20, motor vehicle car hire exemption +1, Weights & Measures Servicing Licences = 1)	Cost neutral	25
Inspections and Audits (full verification, plumbing = 61 and weights and measures = 34)	^\$142.55	95
Improvement notices (Plumbing rectifications = 0 & weights and measures notices of non-compliance = 4)	^\$142.55	4
Investigations (complaints)	*\$1,980.61	4

Notes

\* Where service costs for the IOTs cannot be separately measured WA service costs are used

# IOTs telephone advice services data cannot be separately collected. The number of telephone advice services has been estimated using previous data

^ IOTs service cost calculation is based on the total cost of inspector's visits divided by the number of inspections carried out and/or improvement notices issued.

### Information and Education and Regulatory Framework

Outputs	Annual Costs IOTs
<b>Output 1: Community Assistance</b>	
Information and Education Services	\$35,457
<b>Output 2: Regulatory Framework</b>	
Major Policy Projects, Policy Projects, Policy Tasks	\$59,027

Notes:

Costs for the IOTs are based on 1% of Consumer protection's total expenditure

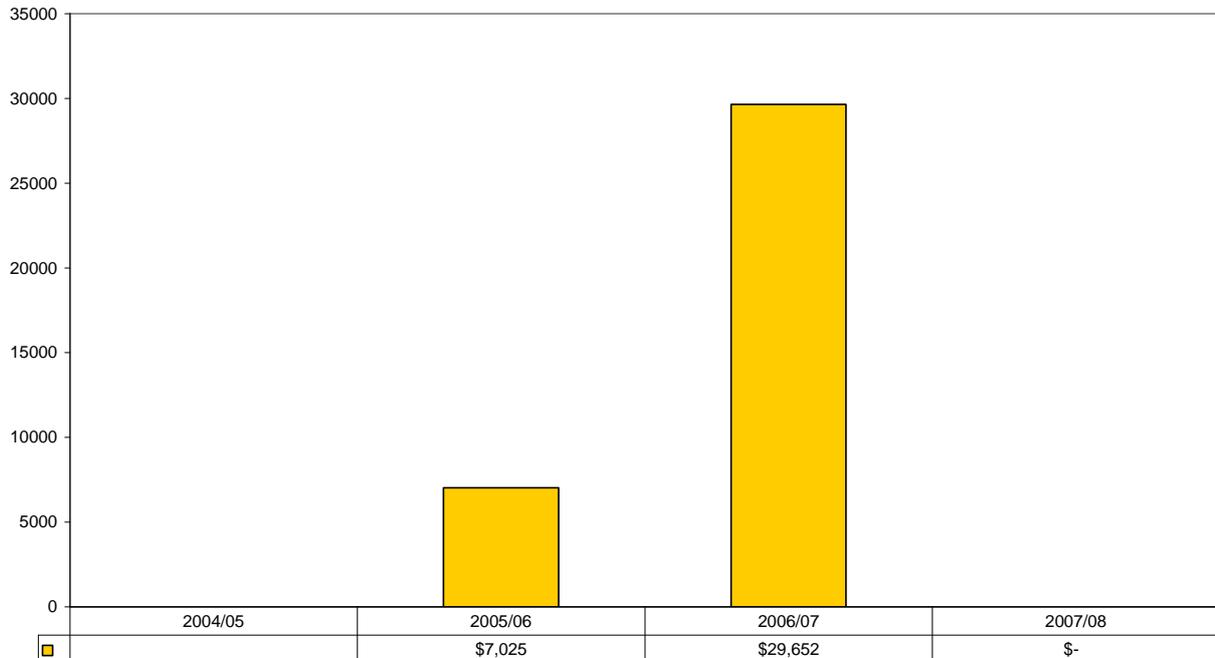
## Future Issues

CP will continue to provide residents and traders of the IOTs with a range of services. Initiatives planned include:

- Plumbers Licensing Board inspectors visiting both CKI and CI to audit plumbing work, a TSB inspector visiting CKI to carry out weights and measures audits, a proactive compliance visit to CI by a Product Safety Inspector to check items for safety and provide product safety education to consumers and traders, and a visit by the DOCEP SDA Coordinator to both CI and CKI
- promoting consumer education programs for young consumers including the 2008 Buy My Duck competition and providing educational aids and talks to students on both CI and CKI
- circulating relevant CP media releases and information, including translating relevant publications and notices into Chinese, Malay and Cocos Malay and continuing to circulate the *Better Trading* newsletter to key IOTs stakeholders
- implementing the mandatory licensing of motor vehicle repair businesses under the MVR Act, which commences on 1 July 2008
- implementing the transfer and commencement of the administration of *As Constructed Property Drainage Installation Diagrams* (maps of underground plumbing infrastructure for all residential and commercial buildings) from Water Corporation, water service providers and local government authorities to the Plumbers Licensing Board
- implementing any recommendations arising from the Productivity Commission's review of Australia's consumer policy framework and the broader Council of Australian Government agenda, with the focus being on national consumer legislation
- introducing into Parliament new legislation for retirement villages, commercial tenancies, residential tenancies, public collections and incorporated associations and developing new Model Rules for the new legislation for incorporated associations
- investigating new electronic systems to improve the Plumbers Licensing Board's level of service to the industry and increase the ease of complying with self-certification requirements, allowing more streamlined methods of notification including alternates to written notification. A survey is to be sent to all plumbing licence and restricted plumbing permit holders to allow comment on proposed changes to forms and lodgement processes
- harmonising Commonwealth, State and Territory product safety legislation, bans and mandatory standards
- preparation for, and contribution to, the transfer of trade measurement regulation to the Commonwealth Government, to be administered by the National Measurement Institute
- streamlining the registration of business names and Australian Business Numbers
- implementing new proactive compliance and education programs to accompany the commencement of the pre-paid funeral funds code of practice, and
- developing educational material, licence forms, financial returns and software enhancements needed to implement the cooperatives legislation and public collections legislation.

# Energy Safety Division

## SDA Expenditure



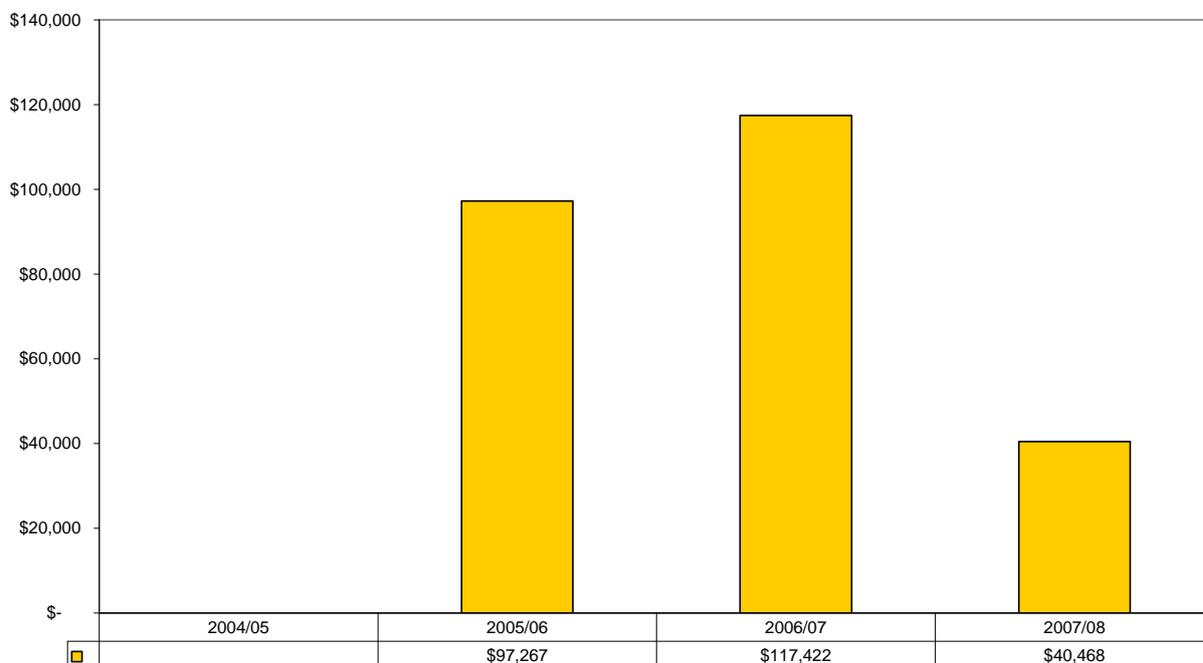
## Status of Services

The Energy Safety Division's objective is to ensure that those who use electricity and gas; and work with electricity and gas consumer installations in the IOTs are safe.

No visits were made to the IOTs during the 2007–08 reporting year. Licensing functions continued and information on EnergySafety matters were still accessible via the internet for clients in the IOTs.

# Resources Safety Division

## SDA Expenditure



### *Mines Safety*

The objective is to promote and secure the safety and health of people engaged in mining operations in the IOTs. The Mines Safety and Occupation Safety Sections continued to provide services as per the SDA to mines on CI during the period. The services including administration of the *Mines Safety and Inspection Act (WA)(CI)*, assessment of practices and systems by audits and providing advice on occupational safety and health matters.

The following two mines were operating during the year:

- Phosphate mine operated by Christmas Island Phosphate (CIP), and
- Limestone Aggregate quarry operated by Acker Mining.

Ownership of the Limestone Aggregate quarry changed from Mining and Marine Resources to Acker Mining.

## Activities during 2007–08

### *Phosphate Mine*

The mine was inspected by six officers covering mining, machinery, electrical, structural and occupational health disciplines. The break-down of these visits is:

Type of Inspector	No of Visits
District Inspector of Mines	1
Special Inspector – Electrical	1
Special Inspector – Machinery	1
Special Inspector – Structural	1
Special Inspector – Occupational Health	1
Employees' Inspector	1
<b>Total</b>	<b>6</b>

During the visits, inspectors:

- liaised with managers, supervisors and employees
- provided technical advice in the field of occupational safety and health covering various disciplines of engineering and management
- made entries in the Mine Record Book stating their observations
- liaised with Safety and Health Representatives, and
- attended Tool-box safety committee meeting (when possible).

The following 'High Impact Function' audits were completed and a report was provided to the mine management:

- Fixed Plant Management, and
- Emergency Plan.

The precipitator tower structures containing asbestos were demolished by the mine management.

### ***Limestone Aggregate Mine***

The mine operated intermittently. It was inspected by the District Inspector of Mines. The new management was informed of their general responsibilities under the Mines Safety and Inspection Act.

### ***General***

The mines data were collected and entered into WA databases for analysis. This included information on:

- contaminant monitoring
- health surveillance of employees
- accidents and occurrences
- employment, and
- Safety and Health Representatives.

## **Performance Information**

As a result of the inspections, 12 Improvement Notices were issued. The deficiencies observed were mainly in the area of guarding of moving parts, maintenance of fixed structures, electrical safety and occupational health hazards. It was noted that although procedures to deal with hazards had been developed, their implementation required more work.

The two audits showed the following percentage compliance which is in line with the achievement of similar mines in WA:

Fixed Plant Management	82%
Emergency Preparedness	80%

The Lost Time Injury Frequency Rate defined as number of injuries per million hours worked, was 8.8 as compared to 4.6 for a group of similar mines in WA.

### ***Dangerous Goods Safety***

The objective is to promote and secure the safe storage, handling and transport of explosives and dangerous goods in the IOTs.

There were no explosives or dangerous goods inspections conducted during 2007–08.

## **Future Issues**

The activities for the administration of the Mines Safety and Inspection Act will continue during 2008–09. For this purpose, inspections and audits of the mines will be planned. Six visits are planned for the year.

During visits special emphasis will be placed on the following aspects:

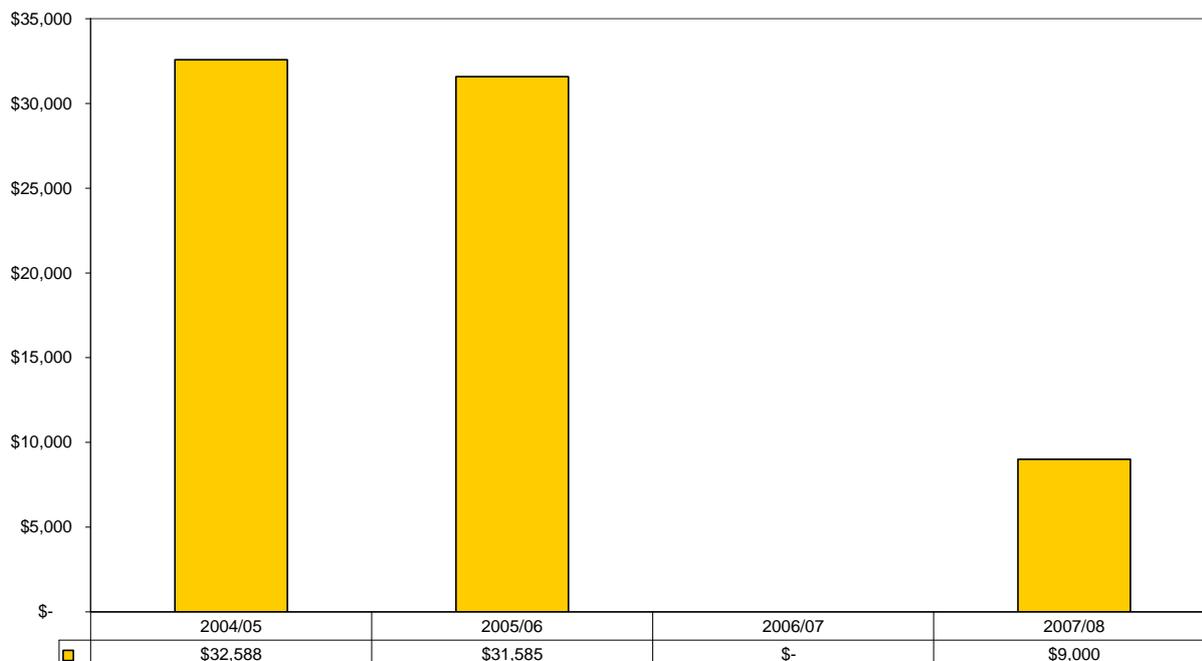
- guarding of moving parts
- maintenance of major structures, and
- quality of first line supervision.

Providing technical assistance, where necessary, and liaising with management and employees to clarify issues related to occupational safety and health will be carried out.

A Dangerous Goods officer will visit the IOTs in 2008–09 to inform businesses and people of their obligations under the new *Dangerous Goods Safety Act 2004* and Regulations. Information sessions will be held in both Territories.

# WorkSafe Division

## SDA Expenditure



## Status of Services

WorkSafe's objective is to administer applied occupational safety and health (OSH) legislation in the IOTs and to contribute to a continuous reduction in the rate of lost time injuries and diseases in IOT workplaces.

## Activities during 2007–08

WorkSafe inspectors did not conduct inspection visits to the IOTs during 2007–08.

## Regulatory Services

The objective was to ensure compliance with OSH legislation through firm and fair enforcement.

- investigations - there was an investigation relating to the issue of a Class 3 demolition licence, not requiring a visit to the IOT - 1
- improvement notices issued - 0
- prohibition notices issued - 0
- Verbal Directions (where compliance could be demonstrated before the inspector departed site) - 0
- notice compliance verifications - 0
- notifications of work fatalities - 0
- notifications of workplace injuries - 0
- occupational diseases notifications - 0
- demolition licences issued in relation to organisations operating on CI from WorkSafe West Perth - 2
- asbestos licences issued - 0

- exemptions applied - 0
- High Risk Work Licences (HRWL) issued from WorkSafe West Perth - 59
- Certificates of Competency issued -12
- HRWL Assessor registrations - 0
- prosecutions in respect of alleged OSH offences – 0, and
- plant (new) registrations – 0.

### *Provision of Information Services*

The objective was to develop and deliver OSH information.

- OSH information is provided to the IOTs in an ongoing basis via WorkSafe’s website, and
- Two WorkSafe alerts about cyclone preparedness at workplaces were published in 2007.

### *Changes to Legislation*

The *Occupational Safety and Health Act 1984* and the *Occupational Safety and Health Regulations 1996* were amended during the year to provide for development of safe work method statements and construction safety management plans. Additionally the regulations were amended to include duties on designers of buildings to consult and communicate with clients and main contractors about safety.

These changes are mirrored in the *Occupational Safety and Health Act 1984 (CI)(CKI)* and the *Occupational Safety and Health Regulations 1996 (CI)(CKI)*.

Up-to-date copies of the above laws are available at the State Law Publisher website [www.slp.wa.gov.au](http://www.slp.wa.gov.au) .

### *Local Authority Building Returns*

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

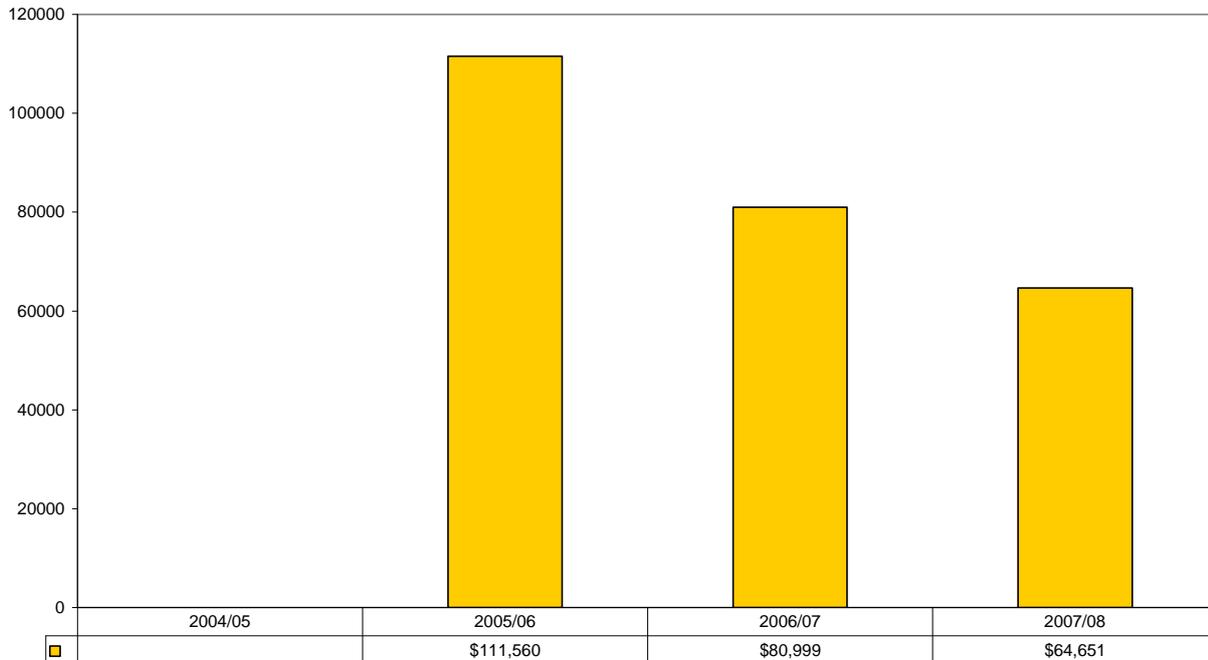
WorkSafe have established an email address specifically for electronic delivery of building permit information [shirestats@docep.wa.gov.au](mailto:shirestats@docep.wa.gov.au).

## **Performance Information**

<b>Average Cost Per Investigation</b>				
	<b>Christmas Island</b>		<b>Cocos (Keeling) Islands</b>	
<b>Year</b>	<b>Cost per investigation</b>	<b>No of investigations</b>	<b>Cost per investigation</b>	<b>No of investigations</b>
2003–04	\$995	16	\$754	12
2004–05	\$670	28	\$354	39
2005–06	\$614	29	\$724	19
2006–07		No attendance		No attendance
2007–08		No attendance		No Attendance

# Department of Corrective Services

## SDA Expenditure



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

## Status of Services

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

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

## Activities during 2007-08

Visits were conducted by the DOCS Community Justice Services to CI in September 2007, December 2007, March 2008 and June 2008. Visits to CKI were conducted in December 2007 and June 2008. Primary services that were provided are summarised below:

	CI		CKI	
	Adult	Juvenile	Adult	Juvenile
No of courts attended	4	0	2	0
Verbal pre-sentence reports	4	0	2	0
No of offenders on community based orders	6	0	2	0
No of offenders on intensive supervision orders	2	-	1	-
No of offenders on parole	1	-	-	-
No of offenders successfully completing orders	3	0	2	0
No of offenders breaching orders	0	-	0	-
Referral to Juvenile Justice Team	-	2	-	1
No of offenders on Juvenile Justice Team agreements	-	2	-	1
No of offenders successfully completing Juvenile Justice Team agreements	-	2	-	1

Offences that have resulted in supervision orders or for which verbal pre-sentence reports have been provided include one or more of the following:

Criminal Damage by Fire, Escape Legal Custody, Use Telephone Service to Harass, Stealing, Receiving, Wilful Murder, Burglary, Threat to Harm Commonwealth Police Officer, Possess Unlicensed Firearm, Possess Controlled Weapon, Possess Prohibited Weapon, Import Prohibited Import, False Statement in Travel Documents, Unlawful Aggravated Assault, Aggravated Burglary.

There have been two referrals for Juvenile Justice Team (JJT) intervention on CI and one on CKI. Each has resulted in a mutually acceptable action plan being agreed upon and each action plan being successfully completed. The Imam of the CI Mosque was of great assistance in providing appropriate community service.

There has been an increase in the number of offenders on orders with a community work requirement. Both Shires have been of assistance in providing community work projects. A senior member of the Islamic Council of CI volunteered as a Community Work Supervisor for an adult offender.

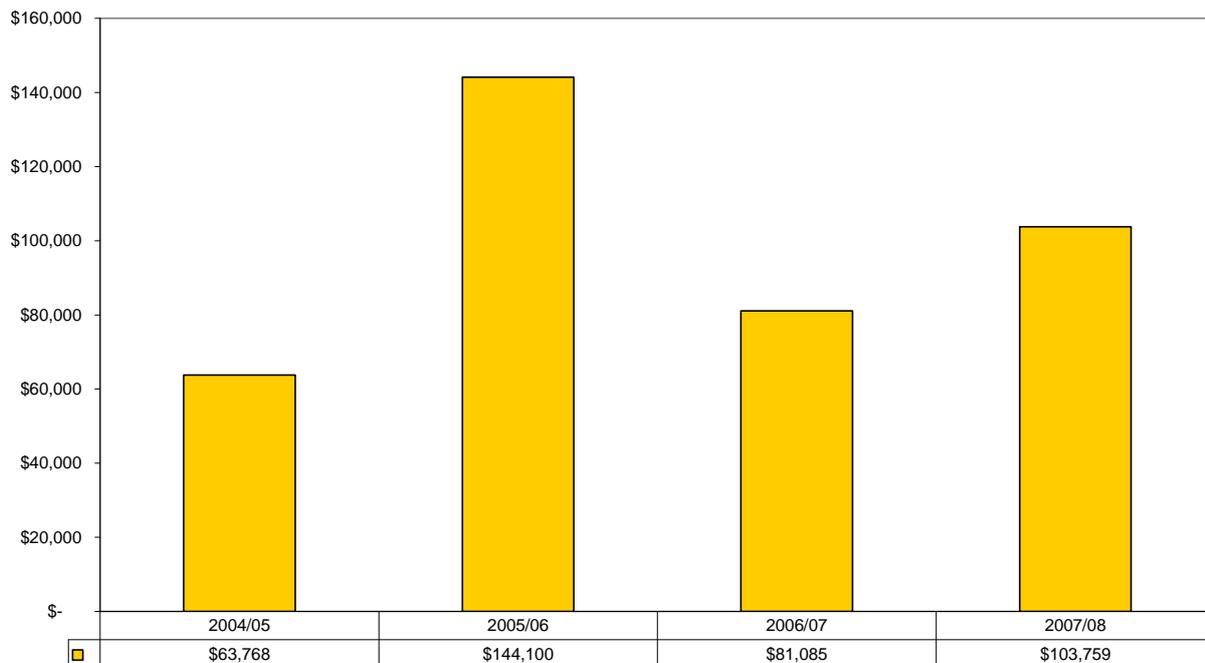
Adult offenders on CI continue to be referred to the Social Worker for supervision and counselling. The Social Worker provides an invaluable service and sees clients as required. The Indian Ocean Territories Health Service (IOTHS) provides urinalysis for adult clients if required.

The supervision of offenders on CKI is coordinated by the Community Services Officer, under the supervision of the Social Worker. The Social Worker also visits CKI periodically to facilitate supervision.

# Department of Culture and the Arts

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## SDA Expenditure



## Status of Services

The Commonwealth first entered into a SDA with the Department of Culture and the Arts (DCA) in May 2003 to develop the arts and culture sector of the IOTs. A new five-year SDA commenced in July 2006.

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

As in previous years, advice and assistance was offered for the development of grant applications to a variety of arts funding programs. The relevant funding body arranges for the assessment of applications and provides recommendations to Territories Office Perth.

## Activities during 2007–08

### *Coordination Services*

DCA commenced operating under a new structure in November 2007. This is reflected in the reporting for the 2007–08 year. Services previously provided by ArtsWA are now delivered by the Development and Strategy Directorate.

### *Arts Development*

#### ***Department of Culture and the Arts***

Throughout 2007–08 no applications under the State-type Grants Program were submitted.

The ArtsEdge program provided arts education support materials to IOT schools in conjunction with bulk mail outs to all WA schools. One delegate from CIDHS registered for attendance at the ArtsEdge conference to be held in Perth in July 2008.

#### ***Art on the Move – External Provider***

Artist David Carson travelled to CI in November 2008. He delivered Installing New Technologies workshops to six participants, provided assistance with the installation and launch of the Replanted exhibition, held education sessions at CIDHS and provided artist talks.

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

CANWA continues to provide support and advice to the IOTs on a reactive basis. Staff have maintained regular contact with the CKITA to assist with the development of funding applications.

#### ***Country Arts WA – External Provider***

CAWA received three applications for funding during 2007–08. The Regional Arts Development Panel received one Annual Funding application from CI. Two applications to assist people to attend the Pulse State Regional Arts Conference were received. Recommendations for each application were provided to Territories Office Perth.

In May 2008 two CAWA staff visited the IOTs. They assisted with the development of arts projects, provided grant writing workshops, and made a series of presentations to councils, youth groups and arts and culture organisations.

#### ***Museum Services***

Services from the Museum Assistance Program (MAP) have been made available to the IOTs on a revised basis this year in line with changes in service delivery on the mainland. In keeping with the agreement to provide this service equitably with benchmarked mainland communities, services to the IOTs represented 3% of total service for the year.

The advisory service provided through MAP included information and advice covering a range of requests from the local Shires and various community groups. This included project development, grant applications advice and assistance with managing existing projects. Advice was also provided to Territories Office Perth on issues related to implementation of plans previously provided.

In February 2008 a visit was made to both CI and CKI.

#### ***Christmas Island***

- Work was undertaken to assist the Shire of Christmas Island (SOCI) to develop a series of displays for Territory Day 2008, marking the 50<sup>th</sup> anniversary of Australian Sovereignty.
- Consultation meetings were held with stakeholders focusing on the part each group could play in the 50<sup>th</sup> anniversary celebrations to be based from Tai Jin House.
- Consultation was undertaken with community stakeholders about the proposed Memorandum of Understanding (MOU) for the development of a sustainable heritage and museum service. SOCI was to have registered the MOU before the end of the financial year.

#### ***Cocos (Keeling) Islands***

The advisory visit focused on the completion of the Interpretation Plan for CKI developed by Perth-based consultants. There was contact with the consultants and the Shire of Cocos (Keeling) Islands (SOCKI) during 2007 and as a result a proposed style guide has been adopted for immediate use. A number of areas require further attention:

- cleaning and care of the temporary displays in the SOCKI offices and copra drying shed. Further work on interpretation is required when the results of the planning process are known
- community consultation about the lack of action on developing the Cultural Plan, and
- progress towards developing the heritage precinct on Home Island. Assistance is being provided to develop a funding proposal to build a new jukong storage and display space within the heritage precinct.

## Performance Information

Performance Indicator	Target	Actual	Comments
<b>Coordination Services</b>			
Total staff time	2-3 weeks	2 weeks	Preparation and submission of budgets and reports, requiring liaison with all service providers Providing advice and assistance to service providers about operation of the SDA Management of invoicing and payment to providers
Timeliness of response to enquiries	0-3 days	Met	Enquiries from SDA service providers.
<b>Arts and Cultural Development Services</b>			
Total off-island staff time	6-7 weeks	5.7 weeks	DCA: 8 days CANWA: 3 days – reduced due to focus on priority areas Wheatbelt and Goldfields Art on the Move: 6 days; CAWA: 11.6 days
Distribution of ArtsEdge information to IOTs Schools	4	2	Both IOT schools were included in the mail outs to WA schools providing arts education support materials
Total number of IOTs contacts on the distribution lists of the WA Agency and its regional service providers	15	Max of 50	There is a crossover of contacts as service providers communicate to share information. Due to the high transient nature of the on-islands population there is a high number of contacts
Total number of field trips to the IOTs by the WA Agency and its regional service providers	5	2	DCA: 0 – No trip in 2007–08 due to staff recruitment CANWA: 0 – Unable to travel in 2007–08 Art on the Move: 1 – Artist David Carson travelled to CI November 2007 CAWA: 1 – 2 staff travelled to CKI /CI May 2008
Total number of grant applications processed by the WA Agency and its regional service providers	Reactive	3	CAWA: 3; ARTSWA: 0; CANWA: 0.
No of exhibitions toured in IOTs	1	1	Art on the Move: Multimedia exhibition Replanted toured November 2007
No of performances toured in IOTs	1	0	CAWA: Turtle and the Trade Winds to tour 4-18 July 2008
% Clients satisfied with services; one customer satisfaction survey undertaken at mid-term of SDA	80%	N/A	Customer satisfaction survey to be undertaken October 2008
<b>Museum Services</b>			
Total staff time	5 weeks	2.2 weeks	Museum advisory services were revised inline with changes to service delivery within WA
Total number of field trips to the IOTs by the State Agency and its regional service providers	1	1	
Total number of IOTs contacts on the distribution lists of the State Agency and its regional service providers	10	38	14 on CI and 24 on CKI
% Clients satisfied with services; one customer satisfaction survey undertaken SDA mid-term	90%	N/A	Customer satisfaction survey to be undertaken in October 2008

## Future Issues

### *Arts Development Services*

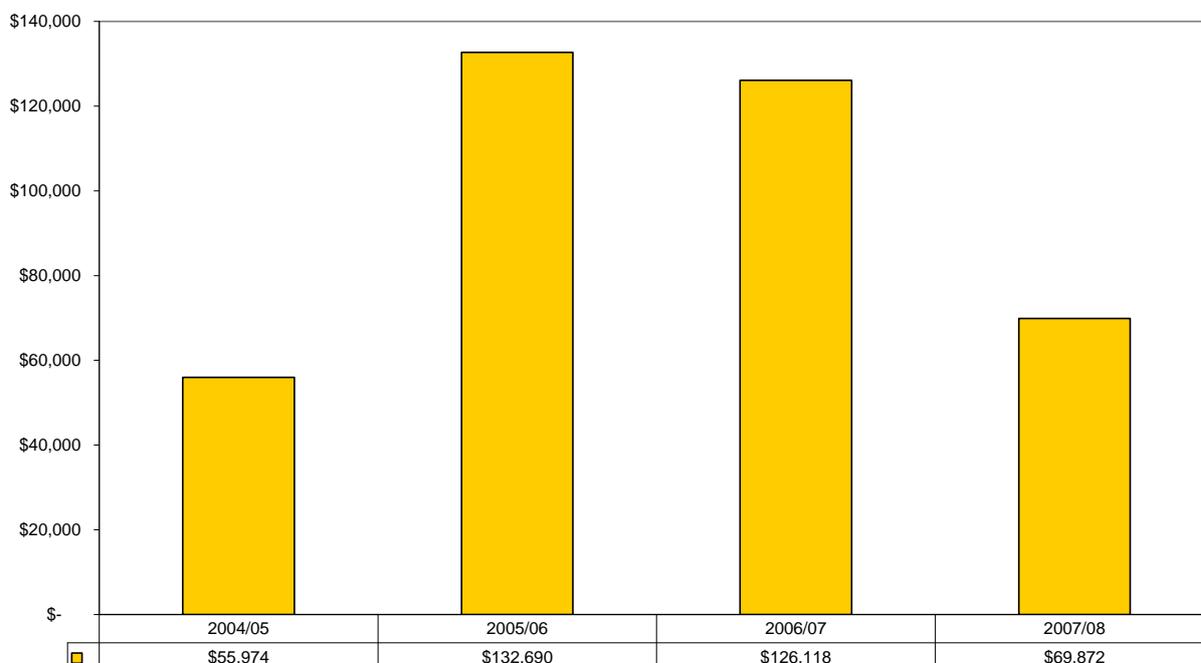
Art on the Move plan to tour another show in the IOTs in 2008–09, building on the relationship that now exists between David Carson and the community.

### *Museum Services*

The need for a contract Curator position on CKI is becoming critical to the survival of CKI's unique cultural heritage objects, which are continuing to deteriorate.

# Disability Services Commission

## SDA Expenditure



## Status of Services

The Disability Services Commission (DSC) via the Country Services Coordination Local Area Coordinator (CSCLAC) program has worked collaboratively with the Committee and staff of the CI Neighbourhood Centre to support and monitor the provision of supports and services to people with disabilities in the IOTs.

Since 30 June 2007, CI Neighbourhood Centre has taken on responsibility for the direct provision of support and assistance to people with disabilities and their families, through its DSP. DSC has continued to provide support to CI Neighbourhood Centre and has monitored CI Neighbourhood Centre's Funding Agreement with the Attorney-General's Department. DSC has also maintained links with IOTHS, the Shires, education services and a range of stakeholders in order to provide information and mentoring.

The funding provided by the Attorney-General's Department has enabled a small but significant number of people with disabilities and their families to undertake planning to identify their needs, identify and access essential services and make plans for the future. The funding has also encouraged a gradual change in the communities' perception of disability on CI. Generally there is a more positive understanding of disability, the needs of individuals and parents and the importance of facilitating universal access to island facilities and mainstream services.

## Activities during 2007–08

The CSCLAC last visited the IOTs in June 2007. The CSCLAC maintained phone contact with the DSP Coordinator at CI Neighbourhood Centre to provide consultancy and support. Support to meet the needs of people with disabilities and their families are monitored and additional strategies identified as required.

The Country Services Manager Operational Support and Development has provided phone and email support to the DSP Coordinator at CI Neighbourhood Centre and also liaises with range of stakeholders in order to monitor the CI Neighbourhood Centre Agreement and identify any additional supports required.

The Country Services Coordination A/Director and the DSP's Country Services Manager Operational Support and Development visited CI in June 2008. This visit was to provide direct assistance to CI Neighbourhood Centre in acquitting the funding arrangement.

Several meetings were held with the DSP Coordinator, the fulltime coordinator of CI Neighbourhood Centre, and the CI Neighbourhood Centre Treasurer. A meeting was also held with the newly elected Committee.

Additional meetings were held with the following stakeholders:

- Director of the Administration
- Manager IOTHS
- School Psychologist
- Social Worker, and
- The Chief Executive Officer (CEO) and the Community Services Manager of SOCI.

## **Performance Information**

### *Christmas Island*

Ten individuals have received a service under the current SDA. Services to people with disabilities and their families included:

- the provision of information, support and liaison with local providers including the IOTHS, CIDHS, the Social Worker, the community based psychologist and CI Neighbourhood Centre
- liaison with mainland providers including therapists who visit the IOTs, DOH staff and DSC specialist staff, to facilitate service provision
- provision of personal support to eligible people via the Community Support Program in partnership with CI Neighbourhood Centre
- future planning with families, and
- provision of information and offer of ongoing consultancy from DSC staff in the Community Access and Information branch to the SOCI to develop plans for universal access to the Shire building.

### *Cocos (Keeling) Islands*

Three people received a service under the current SDA. Services to people with disabilities included:

- the provision of information, support and liaison with local service providers including the IOTHS, CKIDHS, the Social Worker and the community based psychologist
- liaison with mainland service providers including therapists who visit the IOTs, DOH staff and DSC specialist staff to facilitate service provision, and
- future planning with families.

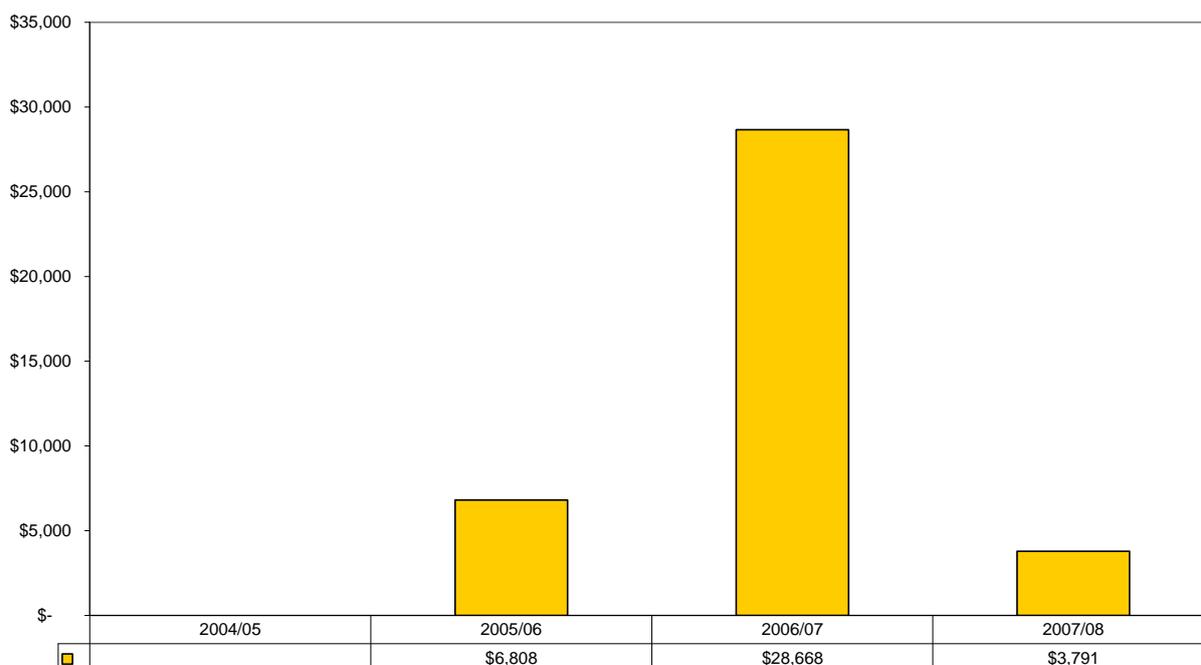
## **Future Issues**

Investigation into the development of culturally appropriate psychological assessment tools has proved to be a challenge. Current research indicates that it is an extremely complex area. Psychology services from the DSC will continue to offer consultancy, support and advice to the school psychologist as well as undertake assessments for autism where appropriate. A visit by the DSC's psychology service is currently being explored to undertake autism assessments. The provision of ongoing support to IOTHS contracted visiting therapy services will have a renewed focus this year.

# Economic Regulation Authority

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## SDA Expenditure



## Status of Services

The SDA with the ERA commenced operation in May 2006. The SDA includes provisions for the ERA to regulate the electricity, gas and water supply services in the IOTs.

## Activities during 2007–08

Following the commencement of the SDA, ERA advised Territories Office Perth of its application processes for licences to provide electricity and water services to the IOTs. ERA continues to liaise with Territories Office Perth on the development of licence applications.

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

## Performance Information

Until ERA receives a licence application it cannot provide any Performance Information as specified in the SDA. The following table summarises the type of statutory requirements and targets that will be applicable to ERA's performance.

Act	Statutory requirement	Statutory target
<i>Energy Coordination Act 1994 (WA), s. 11S(2)</i> <i>Electricity Industry Act 2004, s.19(2)</i>	ERA must take all reasonable steps to make a decision in respect of an application for the grant or renewal of a licence or approval to transfer a licence after the application is made	Within 90 days
<i>Energy Coordination Act 1994 (WA), s. 11ZA(3)</i> <i>Electricity Industry Act 2004 (WA), s. 13(3)</i>	ERA is to present to Territories Office Perth a report on each performance audit after its receipt of the audit report from the licensee	Within 2 months
<i>Water Services Licensing Act 1995 (WA), s. 37(3)</i>	ERA is to present to Territories Office Perth a report on each operational audit after its receipt of the audit report from the licensee.	Within 1 month

Further information on these statutory requirements is available on ERA's web site: [www.era.wa.gov.au](http://www.era.wa.gov.au)

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

As gas services are not going to be licensed, there is no need to refer to the *Energy Coordination Act 1994* at this time.

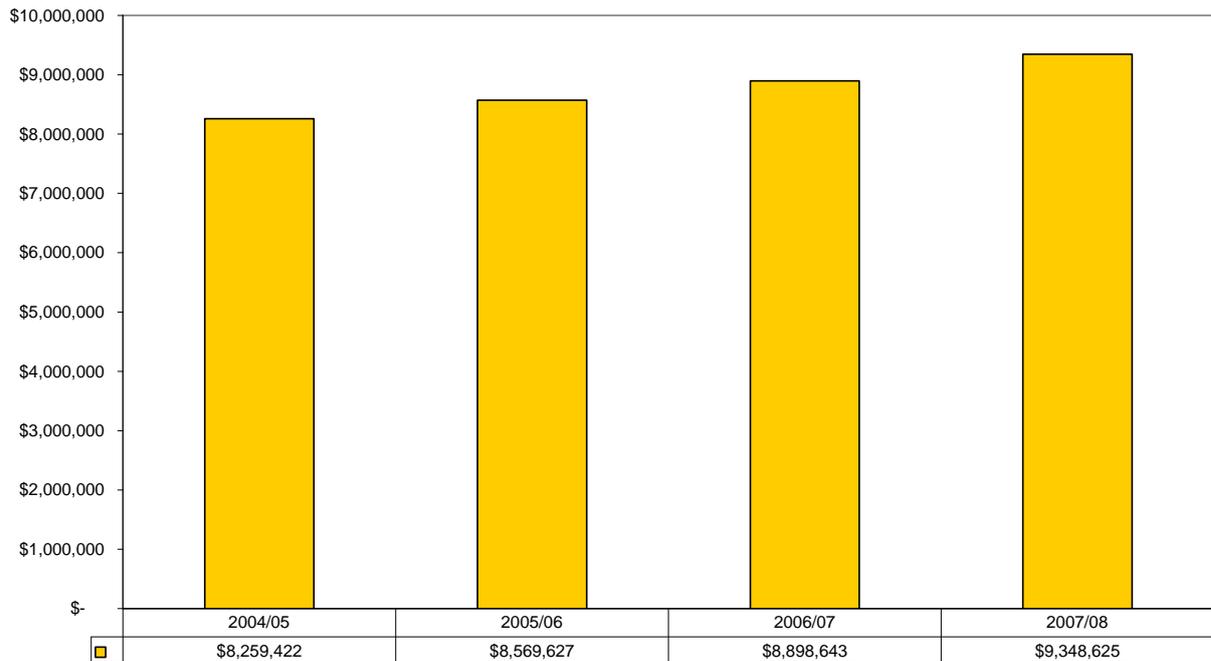
## Future Issues

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

# Department of Education and Training

## School-based Education

### SDA Expenditure



### *Christmas Island District High School*

#### *Student Population*

In 2008 CIDHS provided education to 275 students in Kindergarten through to year 12.

#### *Student Backgrounds*

A majority of students come from backgrounds where English is a second language: Approximately 12% of students have Malay as their first language while 65% of students have a Chinese language as their first language. It is estimated that 23% of students have English as their first language.

#### *Priority Areas 2007–08*

2008 is the first year of the three-year planning cycle. New priorities to be developed for the 2008–10 period are:

- multi-literate, engaged students and staff management
- honouring our community through a culturally inclusive curriculum
- health and wellbeing, and
- mathematics.

## *Special Programs*

CIDHS operates a number of special purpose programs to address the specific literacy and numeracy needs of students and to address issues arising from the remoteness of the school. These include:

- Indigenous Language Speaking Student Program
- Commonwealth Literacy and Numeracy Program, and
- Priority Country Schools Program.

The Curriculum Improvement and Learning Technologies Programs have been a special focus as they have in WA schools. Getting it Right Resource Teachers have developed programs throughout the school and this has led to a significant improvement in results.

## *School Psychologist*

2007 has seen the School Psychologist continue to provide a wide range of services to the school community including individual support to staff, students and parents across all areas including Learning, Behaviour and Social and Emotional Wellbeing. There has also been considerable involvement at a small group level including supporting teachers to implement the Promoting Alternative Thinking Strategies Program, the Mindmatters Program, the Rock and Water Program and the Friends Program within classrooms across all year groups in the school. Support has continued to be provided to upper school students to ensure they have appropriate study skills and exam techniques for success.

This program support has also taken the form of professional learning for teachers and non-teaching staff. Other professional learning for staff presented throughout the year has included Mental Health First Aid and Child Protection. Resiliency has continued to be a core part of the School Psychologist's role at CIDHS as part of the school's three-year priority. The resiliency focus for the school is now an integral part of daily practice of staff and is incorporated into school planning, such as induction for new teachers.

The community/interagency liaison aspect of the School Psychologist's role has continued with ongoing links to IOTHS and visiting specialists, AFP, DSC, Child Protection, Centre for Inclusive Schooling, and Cerebral Palsy Association. Work has also continued on establishing an effective and efficient process for referral and assessment to the regular Occupational Therapy, Speech Pathology and Paediatric visiting services. Professional support has been provided to the on island Therapy Assistant and the Education Assistants whose role it is to work with students with disabilities or learning difficulties.

The School Psychologist has also continued to visit CKIDHS twice per school term to provide the same range of services.

## *Buildings*

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

## *Highlights*

There have been many highlights throughout the year, in particular:

- Edu-Dance – a dance program culminating in an evening concert
- Malay and Chinese Cultural Week Celebrations – events that showcased CIDHS and its students
- the ongoing success of the senior students in achieving 100% secondary graduation, and
- The Rare Earth Circus.

CIDHS has had a successful year in academic performance, community consultation and the social and emotional development of the students. The school's efforts have been recognised by the District Director in her *School Review 2006–07* and by the Highly Commended placing in the National Literacy and Numeracy Awards.

## *Cocos (Keeling) Islands District High School*

### *Student Population*

CKIDHS caters for two distinct groups of students - local Cocos Malays who for the most part live on Home Island and the children of expatriate mainland Australians who live on West Island. Students from Home Island are classed as English as a Second Language (ESL) speakers and the school has a 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. Cocos Malay students from Year 7 travel to West Island to receive education in integrated classes.

### *Student Achievement*

Analysis shows that the large majority of students achieved expected or above expected grades. There were a number of outstanding achievements, several primary and secondary students all working well above expected levels, and in the context of the ESL nature of most students, growth in literacy (as supported by systemic testing) was excellent.

The strongest indicator of the school's success continues to be Year 11 and 12 retention rates (100%) and student success in Perth.

### *School Planning*

The school's accountability and planning for improvement processes as outlined in the *DET School Review Framework* are now embedded. All staff are engaged in school planning and reflection for improvement. Tracking students using in-school data collection/assessment methods supported by WA Literacy and Numeracy Assessment/Monitoring Standards in Education and WA Monitoring Standards in Education Programs information, which in turn informs planning, is now embedded. Individual or group education plans are in place where necessary, and efficient and effective use has been made of external agencies in particular the School Psychologist and IOTHS services. The process continues to be thorough and effective and has resulted in significant improvements and growth in student achievement.

### *Significant Achievements*

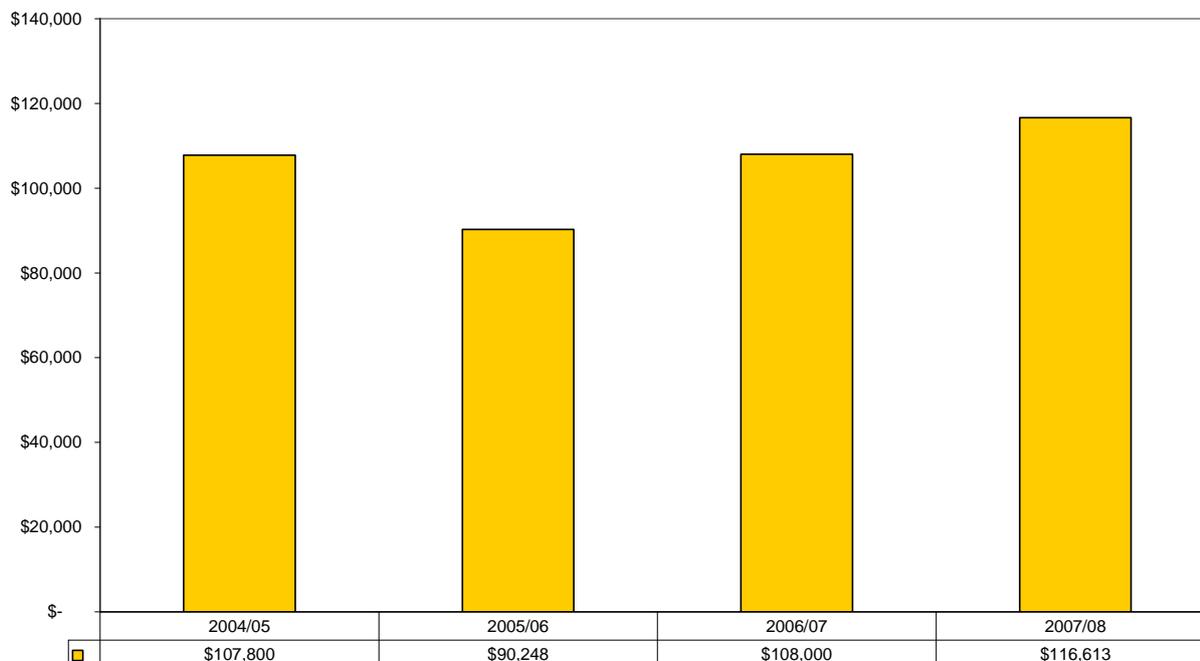
- Winner: West Island K-3 Class/Sally Harrison, Early Years Education Society (EYES) Awards 2007 – “Our Story” Inclusivity Project
- Winner: Home Island 3-4 Class/Don Gardiner, Paul Borbas, Australian Children's Music Foundation (ACMF) Song writing Competition Awards 2007 “ Drugs No Way” (Hip Hop Category)
- Nomination: Premier's Teacher of the Year Award 2007 Sally Harrison
- Nomination: West Coast Teacher Assistant of the Year 2007
- Winner: Maddison James, Positive Image Award 2007, and
- Runner-up: CKIDHS, National Literacy and Numeracy Awards 2006 – sustained improvements in literacy.

### *Community Links*

Strong community support for the school is demonstrated by the P&C Association's ability to raise over \$35,000 at its annual Fete and Auction.

# Training and Adult Education

## SDA Expenditure



## Status of Services

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

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

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

## Activities during 2007–08

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

### *Group Training and Direct Indenture*

DET's Training Coordinator has met with IOGTA staff on several occasions. Discussions have included the achievements under the Joint Group Training Program, the management and support to all parties to a training contract and the application of the *Apprenticeship and Traineeship Policy and Delivery Guidelines*. Particular attention was given to the opportunities available to increase apprenticeship and traineeship places. This has included considerations of options such as part-time and school based arrangements, up-skilling and re-skilling of existing workers, and participation in the productivity places program. In addition, there has been telephone support and discussions as required.

Support was also provided in linking IOGTA officers to DET databases and websites and providing access to online and telephone help services.

DET has monitored and administered approximately 30 apprentices and trainees employed on CI and CKI. This has included administration of Training Contracts, provision of cancellations and suspensions if required, and certification. The Apprenticeship and Traineeship Support Officer also has contact with IOGTA staff on a regular basis.

An IOGTA group training field officer attended the state group training field officers' workshop in Perth. This provided professional development for all participants in the application and moderation of their roles and activities in monitoring and supporting employers, apprentices and trainees. It was also an opportunity to network and share ideas with field officers from other Group Training Organisations (GTOs). Whilst in Perth, the IOGTA field officer also attended meetings with DET staff to receive updates on recent developments in training initiatives.

#### ***National Standards for Group Training Organisation***

IOGTA was supported in the preparation of self assessment schedules against the National Standards for GTOs. Analysis of the self assessment reports has not identified any significant issues. DET is satisfied with the management and staff in their fulfilment of the group training obligations through the application of the standards. An audit for GTO compliance and re-registration is due next year.

#### ***Joint Group Training Program***

DET has kept IOGTA informed on developments regarding the Joint Group Training Funding Program arrangements. DET has provided funding under this program to IOGTA for the delivery of services in supporting all employers, apprentices and trainees on CI and CKI.

#### ***Registered Training Organisation***

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

- business services
- hospitality and tourism
- conservation and land management, and
- information technology.

As a RTO, IOGTA continues to provide essential VET services to the people of the IOTs, including informal community education. DET continues to provide advice and support as necessary to Training Managers and administrative staff in relation to training delivery. This includes advice and support provided by telephone and email throughout the year on Training Packages and assessment strategies. This support contributes to ensuring that IOGTA meets *Australian Quality Training Framework* requirements. IOGTA's RTO audit against the national standards is planned for next year.

Training Managers from both CI and CKI attended DET's Training Forum in May 2008. The Forum provided the opportunity for staff to network, to gather resources and to keep up to date with national and state training initiatives.

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

#### ***Professional Development***

A new professional development strategy was implemented in 2007–08, resulting in DET arranging a consultant to deliver training on CI, rather than IOGTA staff travelling to Perth to attend individual workshops. This strategy has been well received and has allowed more IOGTA staff and other island residents to participate in professional development, as well as being more cost effective.

In September 2007, the following workshops from DET's 2007 Professional Development Program were identified by IOGTA staff as being of priority and were delivered on CI:

- Introduction to Competency Based Assessment
- Preparation of Learning and Assessment Strategies
- Designing Assessment Tools
- Clustering Units of Competency
- Customising Competency Standards
- Professional Judgement in Assessment
- Recognition of Prior Learning – Well Done
- Consistency of Assessment (Validation), and
- All About Partnerships.

## **Future Issues**

Opportunities to establish networks and to be exposed to state wide strategies to address VET issues are essential in the ongoing success of IOTGA's operation, especially if there are changes in personnel.

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

# Office of Energy

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## **SDA Expenditure**

The Office of Energy (OofE) was not required to provide any services to Territories Office Perth during the 2007–08 financial year. As a result no expenditure was incurred during this period.

## **Status of Services**

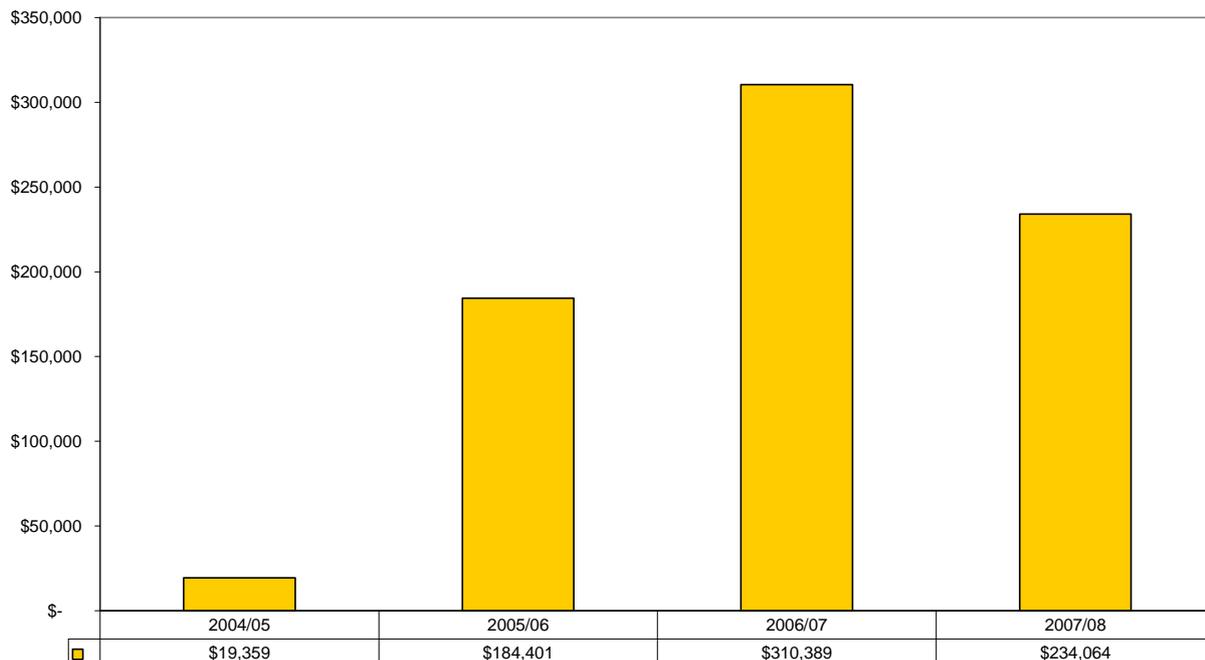
The OofE is able to provide advice on a fee for service basis to Territories Office Perth on energy policy and regulatory matters in the IOTs.

# Department of Environment

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## Incorporating the Department of Environment and Conservation, and the Department of Water

### SDA Expenditure



*Expenditure has increased since 2004–05 due to the implementation of the revised SDA in 2005–06.*

### Status of Services

The Department of Water (DoW) was formed on 1 January 2006 and is responsible for the delivery of the water business that was previously a function of the Department of Environment (DoE). The Department of Environment and Conservation (DEC) formed on 1 July 2006 from the amalgamation of the environment functions from DoE and the Department of Conservation and Land Management.

The delivery of services to the IOTs has remained consistent with the DoE SDA, as it allows for the continuation of both sets of services. Areas of responsibility under the SDA have been split between the DoW and DEC. The Indian Ocean Territories Senior Environmental Officer (IOTSEO) is responsible for the coordination and delivery of services for both the DoW and DEC to ensure consistency of service. This arrangement is likely to be kept in place for the duration of the current SDA until it is reviewed in 2009.

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

The IOTSEO spends one month every three months in the IOTs delivering an on-island service and the remainder of the time on the WA mainland delivering services remotely. Services are delivered 100% of the time both on and off-island.

The IOTSEO visited Darwin for the meeting of the CI Rainforest Rehabilitation Working Group to provide advice on the application of clearing provisions under the *Environmental Protection Act 1986 (WA (CI))*.

The Assistant Director of the Regional Services Division of DEC visited CKI in August 2007 for a week to assist with Tidy Towns and Sustainable Community judging, contaminated sites and waste management advice, to meet stakeholders and to gain an understanding of the services on-island.

An officer from the Pollution Response Unit (PRU) visited CI to assist the IOTSEO with dust management issues, dust monitoring, enforcement activities and inspection of CIP and other relevant industries.

A representative from DEC's Waste Management Branch visited CKI for a week to assist with provision of advice for waste management initiatives and community consultation.

The Director of Business Operations for DoW visited CI (3 days) and CKI (4 days) in June 2008 to meet with stakeholders including Water Corporation regarding water resource issues and to jointly present public workshops for the water resource review as part of the community consultation for the report.

An officer from the Environmental Enforcement Unit (EEU) visited CI for 4 days in June to assist in the collection of evidence for alleged illegal clearing incidents. Approximately 237 hours of specialist advice and support was provided to the IOTs and IOTSEO.

## **Activities during 2007–08**

Activities in 2007–08 predominantly involved ongoing meetings with stakeholders; finalisation of the water resource review and community consultation, working on key environmental initiatives regarding waste management, improvement to dust management and regulation of CIP; continued implementation and improvement to environmental protection regulation and application of the applied environmental legislation; native vegetation protection clearing permit assessments; and involvement in the CI Rainforest Rehabilitation Working Group. Recruitment of a new IOTSEO also occurred.

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

- environmental protection licensing, regulation and enforcement (Environmental Protection (EP) licences, registrations, unauthorised discharges and controlled waste)
- site inspections
- investigations and enforcement activities
- audit of compliance with licence conditions and regulations of CIP
- industry education
- community education and awareness raising,
- review of contaminated site reports and advice
- water source protection advice
- waste management advice (scrap metal, biosolids, recyclables, paper products and asbestos, chemical disposal)
- advertising of statutory applications and approvals
- dust management issues and monitoring
- complaints management
- Native Vegetation Protection regulation advice and application of the provisions under the *Environmental Protection Act 1986*, and
- finalisation of the review of water resources management on CI and CKI.

## Performance Information

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

### *Dust from CIP Operations*

DEC has been working with CIP to investigate areas for dust reduction throughout CIP's processing operations. Under the reviewed licence, CIP were required to produce a dust management plan, dust monitoring plan, installation of a weather station at the ship loading area, stormwater management plan and shut down protocol of ship loading when the wind blows onshore.

The IOTSEO and DEC's Air Quality Management Branch reviewed the dust monitoring plan provided by CIP and determined it was inadequate in meeting the requirements stipulated in the licence.

In response to continued complaints of poor management of dust during loading of bulk phosphate in summer months with on-shore winds, DEC undertook a further inspection assisted by the PRU, including dust monitoring, issued Environment Field Notices (EFNs) for problems requiring immediate attention, developed an Environmental Protection Notice (EPN) to improve dust management and conduct appropriate monitoring, and a further review of the licence conditions.

An officer from PRU accompanied the IOTSEO for a week long inspection of CIP operations during February and March and conducted dust monitoring, including the establishment of a baseline dust monitoring program using a hand held particulate monitor. A report has been provided outlining issues with dust management for incorporation into the EPN, licence review and future regulatory management. During the inspection three EFNs were issued to minimise dust emissions affecting Flying Fish Cove, Kampong and the Settlement areas. Approval was given for operations to recommence when the likelihood of dust blowing to the above areas was eliminated. CIP was cooperative and made corrective actions to reduce dust generation. These actions produced immediate resolution to the dust problem and produced a good environment outcome, whilst ensuring limited disruption to CIP's operations. This is an example of an appropriate course of action to manage dust when there is an on-shore wind.

During the May and June visits CIP was inspected to ensure continued improvement was occurring and outstanding issues had been addressed. An EFN was issued to CIP on 29 May 2008 for unacceptable dust emissions blowing into the Settlement, Kampong and Flying Fish Cove areas. The EFN directed CIP to cease transfer of dust phosphate from service breathers and service vents until all seals were working properly. DEC received nil reports of complaints that day.

CIP have continued to improve dust management practices and have allocated funds in 2008–09 to address outstanding issues. This will be formalised through correspondence, further licence review and development of an EPN.

Effectiveness measure:

Number of CIP related dust complaints received by the Department

Year	Ship loading	Port Storage	Conveyor line	Stockpile & Dryer	Total
2004–05	3	0	2	1	6
2005–06	5	1	2	1	9
2006–07	5	1	1	0	7
2007–08	8	1	1	1	11

### *Regulation of Prescribed Premises*

Establishment of online application processes were implemented in 2007–08 for licences and works approvals. Prescribed premises were regularly visited when the IOTSEO was on-island. Issues from sites that were non-compliant were followed up with inspections during the February, March, May and June visits assisted by officers from the PRU and EEU. Three EFNs were issued requesting the removal of bitumen drums to a licensed premise, the cessation of hydrocarbon discharge into the environment, the pumping of sewerage holding tanks to minimise the risk of environmental harm and better management of the landfill area. Follow up inspections have occurred and there have been a number of improvements at several sites, including improved waste oil and solid waste management, and appropriate bunding of liquid storage areas.

The implementation of the native vegetation clearing provisions under the *Environmental Protection Act 1986* has commenced on CI with 12 new applications lodged by CIP. A significant component of time has been involved with the assessing of clearing permit applications. There were several issues identified through this process and together with the Attorney-General's Department, DEC has been progressing a streamlined approach to clearing permit assessments which will be implemented in 2008–09.

An investigation into the alleged illegal clearing of four sites was undertaken in the May and June visits with an officer from the EEU assisted by the IOTSEO. A brief of evidence is being finalised and will be presented to the Attorney-General's Department.

Effectiveness measure:

Indicators for Industrial Regulation

	2005–06	2006–07	2007–08
No of Regulated premises	20	20	20
No of active licences	13	10	10
No of inspected premises compliant with licence conditions	-	*1	0
% of inspected premises compliant with licence conditions	-	10%	0%
% of registered and licensed premises against which one or more incidents/complaints were received.	-	20%	0%

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

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

### *Environmental Complaints (other than CIP dust)*

DEC has received complaints and incident reports. Most incident reports were received from industries when discharges and emissions occurred that were not from usual activities (e.g. accidents, malfunctions). One incident report was received for 2007–08. A complaint was received regarding asbestos dumping in the ocean off Direction Island, CKI.

Effectiveness measure:

Number of complaints received

Total Environmental complaints (other than CIP related dust)	2005–06	2006–07	2007–08
Christmas Island	1	3	2
Cocos (Keeling) Islands	0	0	1

### *Waste Reduction Program*

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

The SOCI has a number of areas for improvement in waste management. This was highlighted when the CI Landfill was on fire in early November 2007. Future work will concentrate on waste management for CI.

### *Community Education*

CKI entered the Tidy Towns Sustainable Communities program for 2008 with judging taking place during August 2008. A variety of projects and activities had been undertaken by the community, SOCKI and CKIDHS which showcased the sustainability outcomes of the program.

Projects undertaken by residents of CKI included a foreshore clean-up which yielded 500 thongs as well as many drift and ghost nets; refurbishing the youth centre; creating a surf shelter out of an old cattle crate; buying 20 rainwater tanks with a 5 000 litre capacity; and maintaining good waste management practices. CKI won regional awards in the Water Conservation and Community Action categories and was an overall regional winner for the Kimberley Region.

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

The IOTSEO has approached the schools on both CI and CKI and provided information on the education programs offered by DEC in relation to waste and water management.

Effectiveness measure:

Establishment and commencement of Tidy Towns program in the IOTs - Tidy Towns has been implemented on CKI.

### *Review of Water Resource Management*

The 2007–08 year has focused on the development of the *Water Resource Management Review*. The Report is broken into the following sections:

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

As at 30 June 2008 this report has not yet been finalised.

The IOTSEO regularly meets with representatives of Water Corporation to discuss matters relating to water resource management. The Director of Business Operations in DoW accompanied the IOTSEO to CKI in May 2008 to undertake community consultation on the water resource review, discuss water resource management issues with representatives from the Water Corporation and to conduct site visit of water resource infrastructure. Findings from this visit have been included in the *Water Resource Management Review*.

### *Customer Service Review*

As part of the SDA, DEC is required to conduct a customer service review to ensure environmental and water service provision is meeting the needs of stakeholders. Unfortunately, due to a number of issues relating to the IOTs service provision this review was unable to be conducted for 2007–08. It will be completed mid 2008–09 as part of the SDA review

<b>Overall service provision (% of respondents)</b>							
	No. surveys sent	No. survey returned	Excellent	Good	Satisfactory	Unsatisfactory	Poor
2005–06	20	7	58%	28%	14%		
2006–07	24	3	100%				
2007–08	-	-	-	-	-	-	-

## **Future Issues**

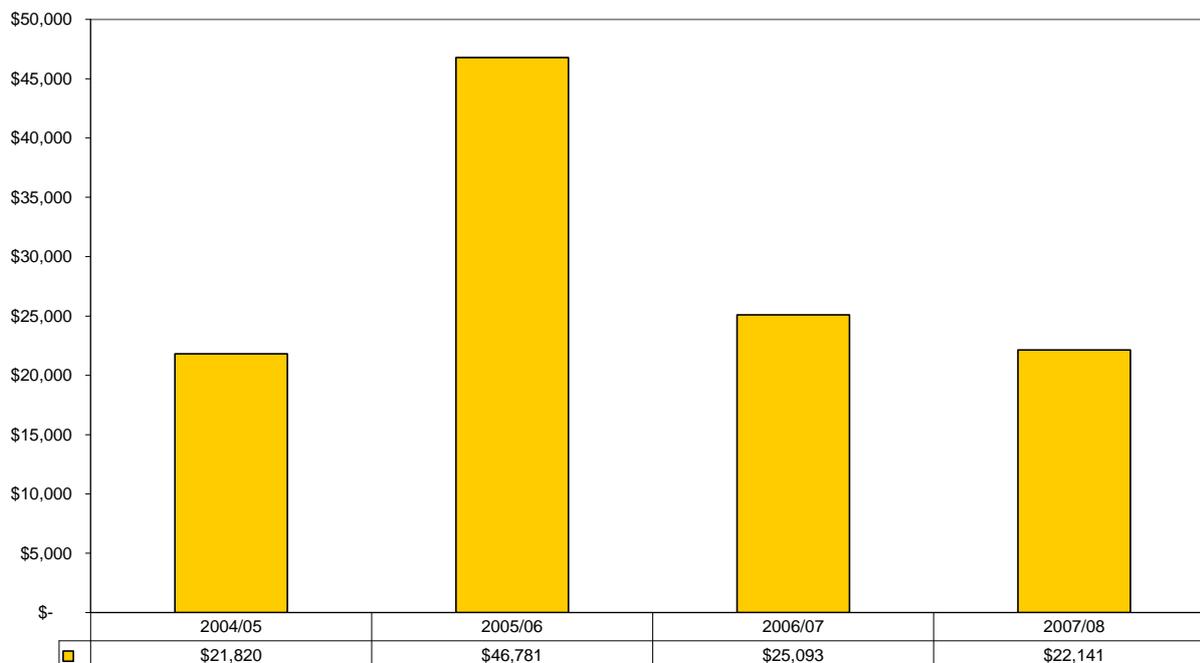
Key priority areas for 2008–09 will include:

- streamlining the Native Vegetation Clearing permit applications and assessments
- handover of services between existing IOTSEO and newly recruited officer
- advice on reverse osmosis plant on CKI
- a review of the licences for the Wastewater Treatment Plants which will include an Environmental Assessment report outlining discharges and emissions, and development of appropriate licence conditions to manage them
- CIP regulatory review and development of EFN
- community education in waste minimisation and recycling, and water use minimisation through regular articles in local newspapers and implementation of education programs at schools, and
- review of SDA for DEC and DoW.

# Equal Opportunity Commission

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## SDA Expenditure



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

## Status of Services

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

## Activities during 2007–08

During the 2007–08 financial year, the Commission's Community Education and Grievance officers visited the IOTs. During this visit:

- Equal Opportunity Law – An Introduction and Contact/Grievance Officer training courses were presented
- meetings held with representatives of community groups, administrative bodies, peak employer groups and the union
- Equal Opportunity Awareness sessions were presented to community members and groups
- five community members raised issues privately, resulting in three being referred to other agencies, one being given information, and one stating that their enquiry was answered, and
- 470 publications were distributed.

## **Future Issues**

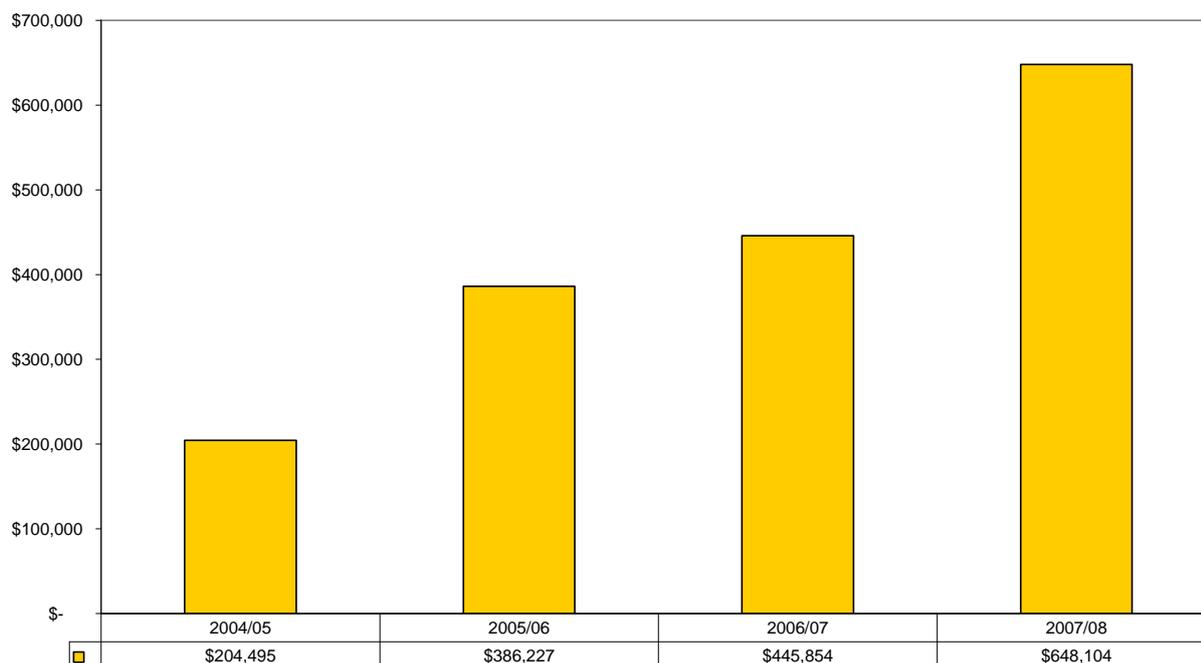
During the 2008–09 financial year, Commission officers will respond to requests as a result of the activities related to this report and intend to:

- visit CI and CKI during November/December 2008 to deliver customised training for Workplace Harassment and Bullying as requested on the 2007–08 visit
- deliver a Community Forum to the peoples of the IOTs with particular focus on the grater community through the assistance of key cultural identities with language specific to the people of CKI (Bahasa Kokos) and for CI in the preferred languages of Mandarin and Malay
- continue to conduct evening information sessions/presentations to inform community group members and their families of their rights and obligations, and the means of redress, and
- continue to respond to requests to deliver rights based sessions to the IOTs.

# Fire and Emergency Services Authority

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## SDA Expenditure



## Status of Services

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

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

The SDA also makes provision for support to Volunteer Marine Rescue Services (VMRS). Marine rescue units have been established recently in the IOTs.

In addition, the SDA establishes that FESA may, at the invitation of the Attorney-General's Department, provide emergency management planning advice, or assist with the development, running or assessment of emergency preparedness exercises.

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

## **Activities during 2007–08**

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

### *Community Safety*

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

The second was backpacker and lodge inspections programs undertaken by FESA's community safety section. Experts inspected various premises on CI in June 2007 and made recommendations in respect of occupant safety, fire services and equipment, emergency planning, housekeeping, record keeping and business continuity. The program is intended to be extended to the CKI in December 2007.

### *Volunteer Training*

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

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

FESA recognises the increased commitment made by volunteers and support from their employers on-island to make the additional training possible. Both FESA and the Attorney-General's Department are grateful for this support.

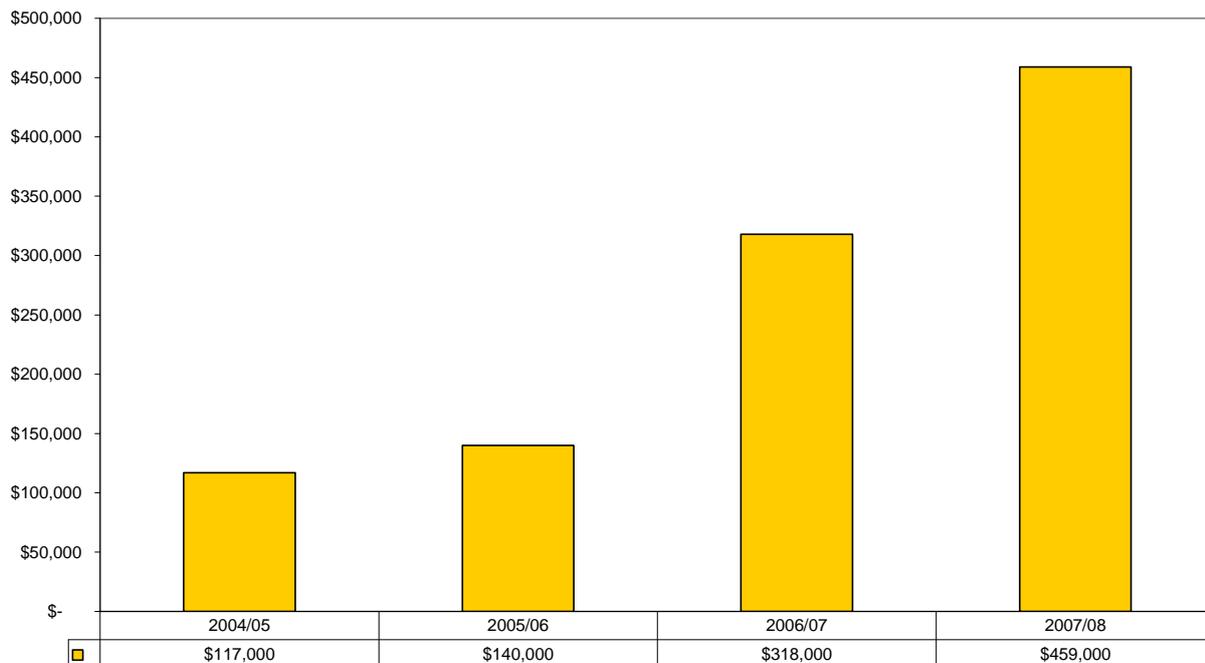
### *Emergency Service Units and Cultural Identity*

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

# Department of Fisheries

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## SDA Expenditure



## Status of Services

In November 2002, the territorial seas (out to 12 nautical miles) around both CKI and CI were declared as 'excepted waters' from the *Fisheries Management Act 1991*. Management responsibilities were transferred from the Australian Fisheries Management Authority to DOTARS (now the Attorney-General's Department). The Department of Fisheries WA (DoF) now manages the marine resources around CKI and CI (out to 12 nautical miles) under the applied *Fish Resources Management Act 1994 (WA) (CI) (CKI)* under a SDA with the Attorney-General's Department. The Minister for Home Affairs currently holds responsibility for these excepted waters.

Under the SDA, DoF provides recreational, commercial, charter fishing and aquaculture management services for CKI and CI in addition to providing fish health diagnostic services, biosecurity, pathology, legal and licensing services and fish habitat protection advice.

## Activities during 2007–08

### *Risk Assessment Workshop*

On 27 September 2007, DoF undertook a risk assessment workshop to refine the fisheries research and management priority species at CKI and CI. The outcomes from this workshop highlighted a range of key invertebrate and finfish species that require a higher degree of research and focussed management initiatives to ensure the sustainability of these species.

### *Fisheries Management Programs*

Following the release of the draft *CKI Recreational Fishing Guidelines* for public comment in December 2006 and release of the draft *CI Fisheries Management Strategy* for public comment in May 2007, DoF undertook further consultation on these draft fisheries management strategies in 2007–08.

From 25-29 June 2007, DoF staff met with Parks Australia, SOCKI, the Home Island Youth Council and the Cocos Congress and also had informal discussions with community members to gain feedback on the draft *CKI Recreational Fishing Guidelines*.

From 29 June to 6 July 2007, DoF staff met with the CLA, SOCI, Parks Australia, the Malay Club and commercial fishing and charter fishing operators to discuss and gain feedback on the draft *CI Fisheries Management Strategy*.

### *CI Commercial Line Fishery*

As part of the draft *CI Fisheries Management Strategy* which was released for public comment in May 2007, DoF included a number of different models for the future commercial fishing licensing framework on CI. Further community consultation was undertaken on the draft proposals in 2007–08.

DoF also commenced the review of the CI Line Fishery licence conditions and management arrangements.

### *CKI Commercial Marine Aquarium Fish Fishery*

In November 2005 Parks Australia certified the CKI Marine Aquarium Fish Fishery (Fishery) as exempt from the export controls of the *Environment Protection and Biodiversity Conservation Act 1999* for a period of 5 years. The certification comes with a number of recommendations to further strengthen the effectiveness of the management arrangements and minimise sustainability risk.

In order to meet the recommendations of the Fishery's ESD certification, DoF progressed the review of the Fishery's licence conditions and management arrangements in 2007–08.

### *Developing New Fisheries*

DoF progressed the assessment of two pending Developing New Fisheries applications for the IOTs. In May 2008 DoF's Research Division developed a report on the Beche de mer stocks at CKI in order to facilitate the assessment of the Developing New Fisheries application to commercially harvest Beche de mer at CKI.

### *Indian Ocean Seabird Conference*

From 18-25 April 2008, DoF staff visited CI to attend the Indian Ocean Seabird Conference. DoF staff chaired the Tropical seabirds in ecosystem based fisheries management symposium of the conference, and also provided a presentation on fisheries management initiatives in the IOTs.

### *Introduced Marine Species and Fish Kill Management and Response*

The *CKI and CI Introduced Marine Species Plan* and *Fish Kill Management and Response Plans* were further progressed in 2007–08. The purpose of the Plans is to develop and implement management arrangements, including preparedness, response and monitoring capabilities, to reduce the risk of an exotic marine species introduction or fish kill incident on the marine environment and communities of the IOTs.

During 2007–08 the draft Plans were updated. Between 23 July and 3 August 2007, two DoF staff undertook further stakeholder consultation at CKI and CI with the aim to increase stakeholder awareness of, and involvement in, the project and identify logistical constraints and stakeholder capabilities.

### *Aquaculture Licensing and Management*

The review of the current aquaculture licence and facilities at CKI was progressed in 2007–08. From 19-22 October 2007, DoF staff travelled to CKI to meet with the one aquaculture licence holder to discuss new aquaculture proposals and to commence the review of the licence conditions and facilities. Meetings were held with the aquaculture licence holder, Parks Australia, SOCKI and Water Corporation.

Following the initial consultation, staff from DoF visited CKI from 10-14 March 2008 to progress the review of the aquaculture licence and facilities. During this visit, DoF staff assisted in the development of the draft application for a new aquaculture licence to replace the current out-dated aquaculture licence for CKI. DoF staff also met with key stakeholders, including SOCKI regarding land-based aquaculture lease sites, and with Water Corporation regarding ground water quality testing.

### *Community Awareness and Education*

From 25 June to 2 July 2008, DoF staff from the Community Education Branch visited CKI to commence scoping a community awareness and education program aimed at encouraging and reinforcing sustainable fishing practices and increasing awareness for the need for conservation.

The trip included meetings with island stakeholders including Parks Australia, SOCKI, the Cocos Congress, the Home Island Youth Council and CKIDHS. In addition, informal discussions were held with community members. These meetings gained insight into the community's cultural, social and attitudinal values relating to fishing and fish stocks, and assisting in the identification of future community awareness and education program requirements and options.

DoF staff conducted awareness-raising sessions with students from CKIDHS. The sessions included information on basic fish biology and ecology, common target species, details on the limited recruitment opportunities for fish species at CKI and the values associated with fishing and conservation/sustainability.

### *Fisheries Compliance Enforcement Scoping Project*

From 10 and 14 March 2008, DoF staff visited CKI and CI to commence scoping for the development of advice to Territories Office Perth on fisheries compliance enforcement requirements, options and recommendations for the IOTs.

### *Fisheries Research*

#### *Finfish*

During 2007–08 DoF commenced the finfish research project in the IOTs. This project aims to collect finfish samples to assess the stock of wahoo at CI and also includes the collection of samples from a range of other finfish species to investigate the genetic connectivity between the IOTs and other neighbouring regions. The research aims to provide insight into the possible sources of recruitment for a number of highly targeted finfish species in the IOTs.

From 25 June to 16 November 2007 staff from the Research Division travelled to CKI and CI to commence scoping for the development of a finfish research project. Meetings with key stakeholders including Parks Australia, SOCI, SOCKI and commercial and recreational fishers provided insight into the logistical requirements and available resources for the research project.

From 5 November to 16 November 2007 staff from the Research Division visited CKI and CI to set up infrastructure, commence collection of finfish samples and liaise with stakeholders regarding ongoing support for the communities' involvement in the program in the future.

Initial research sampling was undertaken and project infrastructure organised. Stakeholder consultation was undertaken to increase awareness of the fisheries research projects underway and to confirm ongoing support (vessels and laboratory space) from Parks Australia and to identify strategies for generating community involvement in the ongoing collection of samples for the project.

#### *Invertebrate*

From 24 March to 10 April 2008 staff from the Research Division visited CKI to survey the gong gong distribution and abundances.

During this visit a public meeting was held on Home Island to provide the community with an update on the invertebrate research results to date and to seek continued community involvement in the monthly collection of gong gong samples. A survey was also undertaken to identify suitable sites for long term coral reef monitoring, and swell, light and temperature monitors were installed inside and outside the lagoon to record marine environmental data.

From 10 to 14 April 2008, staff from the Research Division visited CI to re-assess marine survey sites likely to be directly impacted by CIP's mining activity.

### *Licensing and Legal Services*

DoF continued to provide fisheries licensing services and legal advice for the IOTs in 2007–08. Applications for an authority to take fish for scientific purposes in the waters of the IOTs (out to 12 nautical miles) were assessed on a case-by-case basis.

## Performance Information

### ***Sustainable management of fish resources in the IOTs as indicated by public awareness and cooperation in efforts to conserve, develop, and share fish resources.***

DoF has continued to develop good relationships with community members and stakeholders. DoF has undertaken public meetings and informal meetings with stakeholders and community members in 2007–08.

From 25 June to 2 July 2008, DoF's Community Education Branch visited CKI to commence scoping a community awareness and education program aimed at encouraging and reinforcing sustainable fishing practices and increasing awareness for the need for conservation. Awareness raising sessions were held at each school campus on CKI.

DoF has continued to provide advice and services for recreational, commercial and charter fisheries management, licensing, community education and awareness, fisheries research, biosecurity, marine habitat protection and aquaculture.

### ***Assistance with the IOTs environmental management initiatives and protection of fish habitats as indicated by proportion of fish stocks and other marine species identified at risk of habitat degradation.***

On 27 September 2007, DoF undertook a risk assessment workshop to refine the fisheries research and management priority species at CKI and CI. The outcomes from this workshop highlighted a range of key invertebrate and finfish species that require a higher degree of research and focussed management initiatives to ensure the sustainability of these species.

The *CKI and CI Introduced Marine Pest Management Plan* was progressed in 2007–08. The aim of the Plan was to develop management arrangements to include preparedness, response and monitoring capabilities to reduce the risk of an exotic marine species introduction occurring at both CKI and CI.

### ***Facilitation of strategies to support planned fish and aquaculture development in the IOTs as indicated by increased fishing stocks and commercial aquaculture ventures which have been facilitated by the administrative and planning support provided by the WA Agency.***

Following the release of the draft *CKI Recreational Fishing Guidelines* for public comment in December 2006 and release of the draft *CI Fisheries Management Strategy* for public comment in May 2007 DoF undertook further consultation on these draft fisheries management strategies in 2007–08.

During 2007–08 DoF commenced the finfish research project at the IOTs, and undertook a survey of the gong gong to establish distribution and abundance at CKI.

In November 2005 Parks Australia certified CKI Marine Aquarium Fish Fishery (the Fishery) as exempt from the export controls of the *Environment Protection and Biodiversity Conservation Act 1999* for a period of 5 years. The certification comes with a number of recommendations to further strengthen the effectiveness of the management arrangements and minimise sustainability risk.

In order to meet the recommendations of the Fishery's Ecological Sustainable Development certification, in 2007–08 DoF progressed the review of the Fishery's current licence conditions.

The review of the current aquaculture facility and licence on CKI commenced 2007–08.

## Future Issues

- development of proposed fisheries management strategies for CKI and CI, based on community feedback, outcomes from the risk assessment workshops, and initial survey results
- undertake further community consultation on the proposed revised fisheries management for CKI and CI
- develop draft framework for community feedback, on models to provide for regulated commercial fishing licensing for the supply of edible fresh fish to the CKI community
- ongoing need for finfish and invertebrate species research, as identified in the risk assessment workshop held in September 2007

- finalisation of the review of the licence conditions and management arrangements of the Fishery and the CI Line Fishery
- finalisation of the review of the CKI aquaculture licence and facilities
- progress of the IOTs Aquaculture Management Plan
- progress towards the finalisation and implementation of the Introduced Marine Species and Fish Kill Management and Response Plans for CKI and CI
- progress the development of advice to Territories Office Perth on fisheries compliance enforcement requirements, options and recommendations for the IOTs, and
- development of the community awareness and education program for the IOTs, including progress on a schools-based education program.

# Department of Health

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## **Status of Services**

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

## **Activities during 2007–08**

During 2007–08 the following activities were undertaken in accordance with the SDA:

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

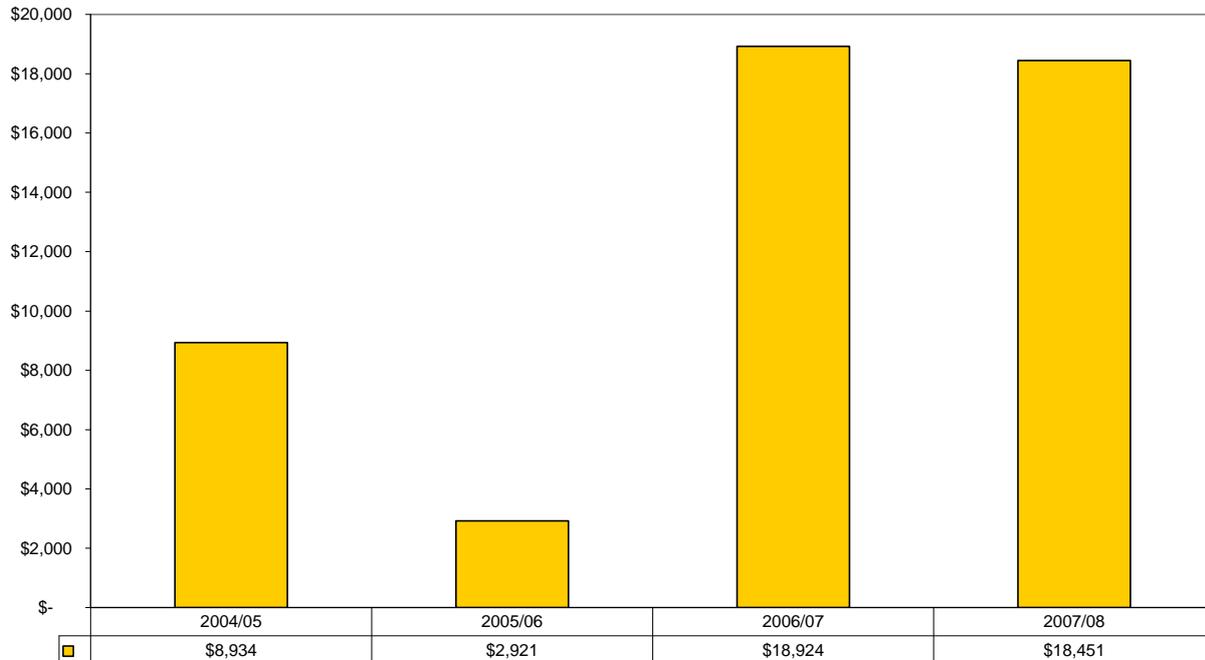
## **Future Issues**

As a result of the recent market testing process, the Minister for Local Government, Territories and Roads has decided that DOTARS (now the Attorney-General's Department) will continue to directly manage IOTHS. This decision provides a greater degree of certainty about identifying the needs of the IOTHS.

# Office of Health Review

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## SDA Expenditure



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

## Status of Services

The SDA with the Office of Health Review (OHR) was entered into in May 2004 to provide a complaint mechanism for residents of the IOTs. OHR deals with complaints about health or disability services for residents of CI and CKI. Complaints can be received about services provided on CI or CKI and also services provided in WA to people from both the IOTs.

## Activities during 2007-08

During the year a senior OHR staff member visited CI. The visit provided the opportunity to meet with health and disability service providers, local government officials and community representatives. At these meetings the OHR staff member sought to raise the profile of OHR and inform people about its roles. The local providers and consumers also discussed various issues related to the provision of services on CI.

OHR is planning to send a staff member to CKI early in the next financial year to engage in similar outreach activities.

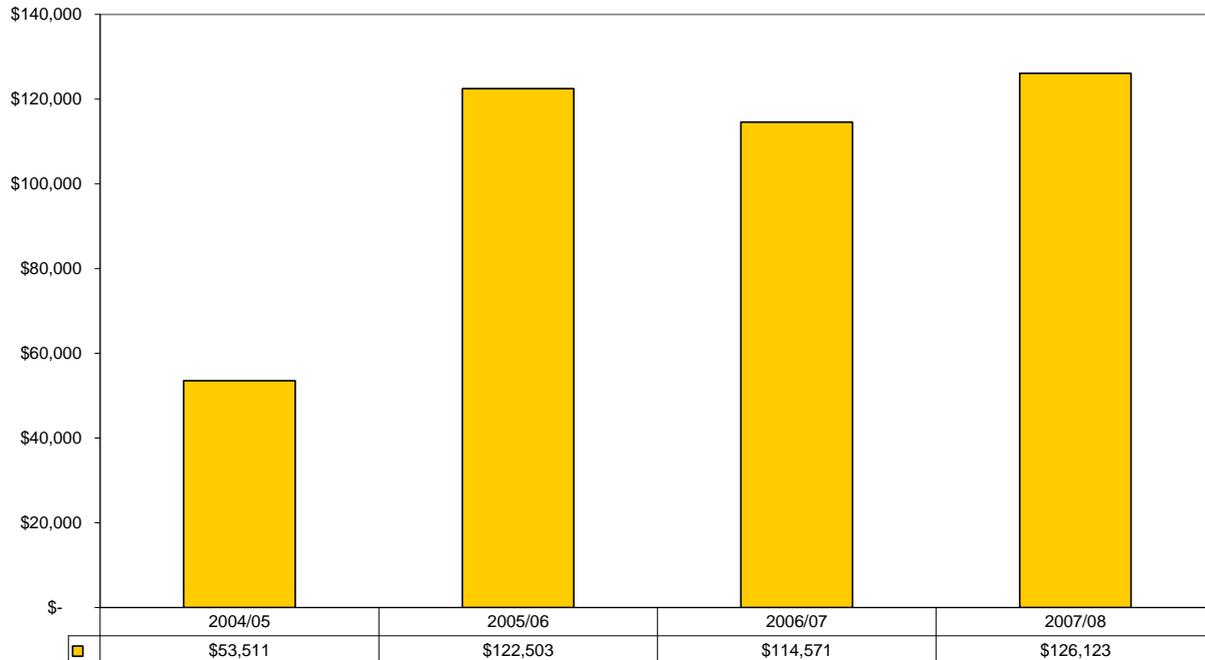
During the 2007–08 financial year, OHR dealt with three complaints made pursuant to the *Health Service (Conciliation and Review) Act*. Each of the complaints related to services delivered on CI. One of the complaints was rejected as it was deemed that it did not require further action. The remaining two matters were dealt with via the conciliation process employed by OHR.

The Manager appointed to the IOTHS during 2007–08 is conversant with the processes followed by OHR and has worked very cooperatively with OHR. Informal feedback obtained from community members during the CI visit in June 2007 indicates that the Manager IOTHS has assisted in bringing about positive change to the delivery of health service. Since his appointment the OHR has received no new complaints.

# Department of Housing and Works

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## SDA Expenditure



*In 2005 the SDA was expanded to include the management of the Attorney-General's Department's commercial property portfolio in the IOTs.*

## Status of Services

The initial SDA with the Department of Housing and Works (DHW) was signed in September 2003.

The objectives of the SDA are to:

- support the effective administration of social housing in the IOTs
- provide purchasing, contracting and consulting solutions for Public Works in the IOTs
- support the effective management of commercial and community property leases, and
- provide timely information on amendments to Building Codes and regulation.

## Activities during 2007-08

- A renewed arrangement between the Attorney-General's Department and the DHW was made on the 18 October 2007.
- The DHW Leasing Manager, Commercial Property Directorate visited CI and the CKI in July 2007 and April 2008 in their role of administering the management contract for commercial and community leases in the IOTs on behalf of Territories Office Perth. He was accompanied by the Property Managers, Jones Lang LaSalle.
- Jones Lang LaSalle Property Managers visited CI and CKI in February 2007 in their role in managing the commercial and community leases in the IOTs on behalf of Territories Office Perth.
- The DHW Leasing Client Manager, Commercial Property Directorate accompanied by Jones Lang LaSalle, visited CI and CKI in April 2008 in their role of administering the management contract for commercial and community leases in the IOTs on behalf of Territories Office Perth.

- The DHW Portfolio and Leasing Manager, Commercial Property Directorate visited CI and CKI in March/April 2007 in their role of administering the management contract for commercial and community leases in the IOTs on behalf of Territories Office Perth, accompanied by Jones Lang LaSalle.
- The DHW Regional Manager – Kimberley, visited CI from 10-14 March 2008. During the visit all key operational areas were reviewed and discussions were held with Administration staff. In addition, assistance was provided to the Administration on housing policy and procedures in relation to eligibility, rent assessment, asset management, building regulation and other key operational areas.
- DHW's Works and Building Services Kimberley Region arranged tender documentation, calling, assessing and awarding of the tenders in consultation with the Administration for the following:

*Christmas Island*

- minor refurbishment and extension of existing decks and roofs to ten Employee Housing properties in Silver City
- construction of new deck, carport bathroom and kitchen refurbishment to MQ14 Coconut Grove, Settlement
- minor upgrade works to Block 403 Kampong
- extensive external renovation to MQ16 Coconut Grove, Settlement, and
- general refurbishment of MQ13 Triadic Crescent, Settlement.

*Cocos (Keeling) Islands*

- construction of two employee houses at Buffet Close.

## **Performance Information**

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

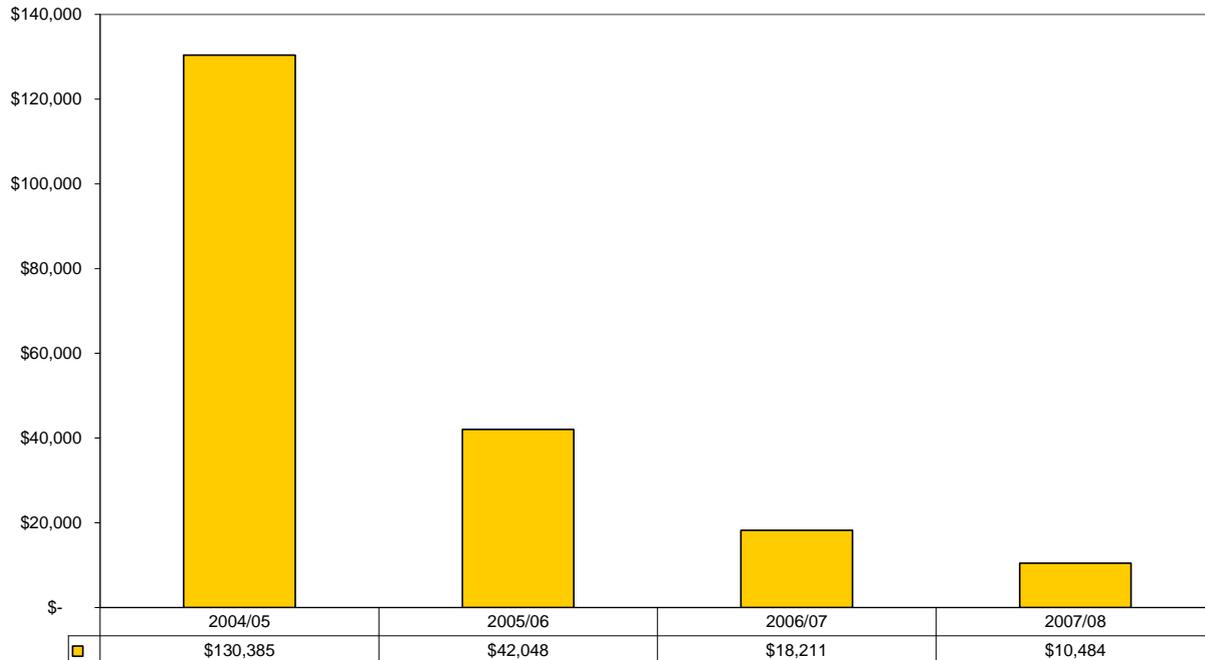
During 2007–08 all key performance areas have been satisfactorily managed by the Administration.

## **Future Issues**

- DHW Housing Services Directorate will continue to assist the Attorney-General's Department with the administration of public and employee housing in the IOTs.
- DHW's Works and Building Services Kimberley Region will continue to provide contract management services to the Administration.
- DHW's Building Codes and Regulations Branch will continue to provide advice on changes to the Building Code of Australia and other regulatory matters as required.
- DHW's Commercial Property Branch will continue to administer the Property Manager's contract to manage commercial and community leases in the IOTs on behalf of Territories Office Perth.
- Jones Lang LaSalle exercised the option to continue to manage commercial and community leases in the IOTs on behalf of Territories Office Perth. The service is extended from 1 January 2008 for two years expiring on 1 January 2010.
- The SDA has been revised to include the provision of services by DHW's Commercial Property Directorate and the Building Codes and Regulations Branch.
- The services provided by DHW's Housing Services Directorate were also revised to allow for the expansion of the property management role for both public and private employment housing on CI and CKI at a time agreed by both parties.

# Department of Industry and Resources

## SDA Expenditure



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

## Status of Services

### Royalties

Under the SDA, the Royalties Branch of the Department of Industry and Resources (DOIR) provides the following services:

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

### Mineral and Title Services

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

## Activities during 2007–08

### Royalties

During the year, the Royalties Branch conducted quarterly desk-top audits of information provided by PRL in support of royalties paid to the Commonwealth for the export sales of phosphate mined from CI. Royalties Branch verified that royalties totalling \$1,541,462.50 (inclusive of bi-ennial audit adjustment) were payable for the 12 months ending 30 June 2008.

In January 2008 an officer from the Royalties Branch travelled to Singapore and conducted a comprehensive audit of PRL's operations for the 24 month period from October 2005 to September 2007. The result of the audit showed that the company had underpaid the Conservation Levy by \$495.44 but, at the same time, had overpaid royalties by \$1,512.96.

### *Mineral and Title Services*

Currently there is only one mining lease in force on CI. The rent on the lease has been paid and the expenditure report has been lodged and accepted. In addition, three small areas have been surrendered from this lease and identified by File Notation Area (FNA) numbers in the Tengraph electronic mapping system. These areas will be included into the adjoining National Park. FNA's serve to inform any subsequent mining tenement applicants of the areas proposed for future use.

## **Performance Information**

### *Royalties*

Quarterly royalty returns and royalty payments, received from PRL, were processed and disbursed in accordance with the SDA. All variances detected in the verification of the submitted returns were addressed and resolved.

## **Future Issues**

### *Royalties*

In 2008–09 and further, the Royalties Branch will focus on:

- ongoing desk-top audits of submitted quarterly royalty returns, and
- the management of a progressive reduction in the rate of royalty, as drafted by the Attorney-General's Department, with the final rate of 2% to apply from 1 July 2009.

### *Mineral and Title Services*

Application for mining lease MCI 70/10 has been recommended for grant by the Warden and has been forwarded to the Attorney-General's Department for grant. This lease is for gravel/road making material which is required for the extension of the airport runway.

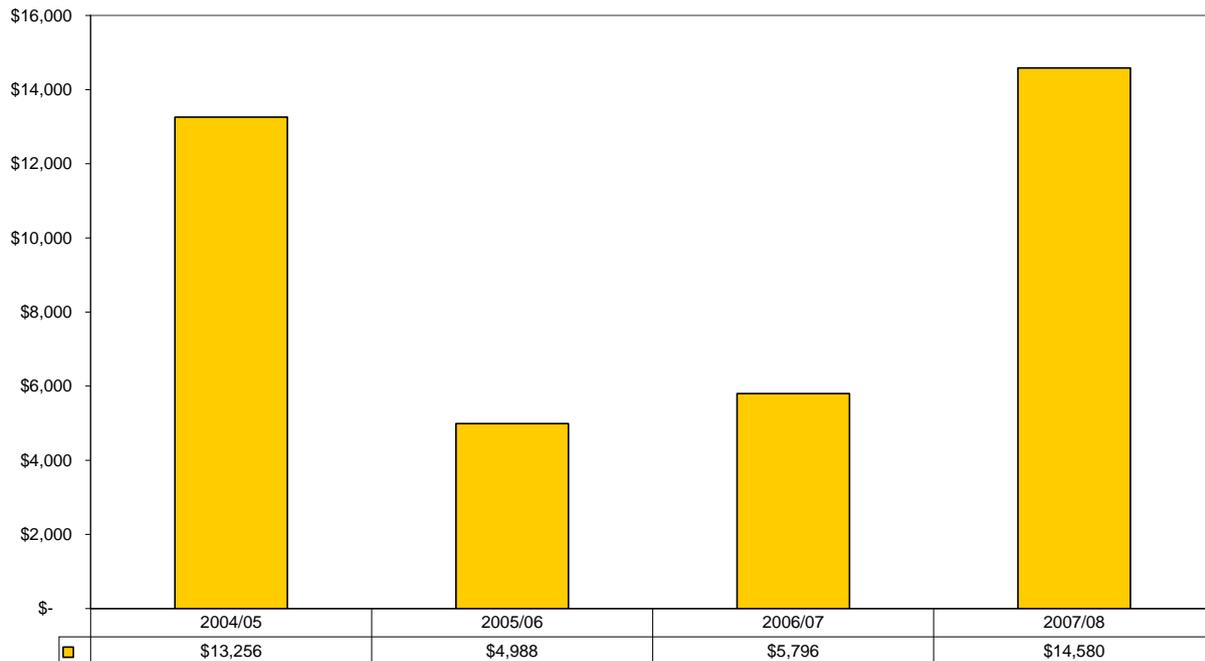
Application for mining lease MCI 70/2 is with the Attorney-General's Department for grant. The grant has been held up by proposed changes to the National Park boundaries on CI. The lease application was by invitation from the Minister for Affairs as the land was subject to a Section 19 exemption. The bi-annual renewal of this exemption is monitored by the Mineral and Title Services Division.

There are 13 pending mining tenement applications that will be processed when required by the applicant.

# Department of Land Information

## Landgate - Land Information Division

### SDA Expenditure



### Status of Services

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

### Activities during 2007–08

IOT Titles as at 30 June 2008:

Type	CKI	CI
Freehold titles	74	311
Crown land titles	103	300
Strata titles	3	226
Crown leases	0	4
Total Registers	180	841
Reserves	72	205

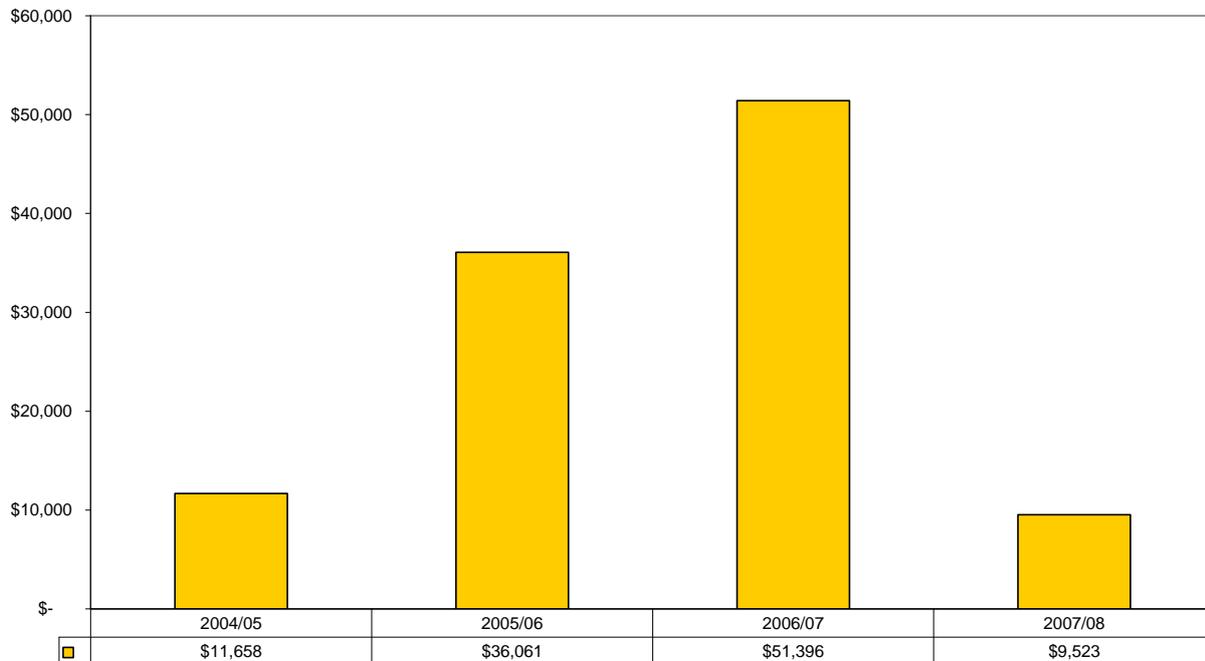
<b>Transactions</b>	<b>CKI</b>	<b>CI</b>
2002–2003	23	37
2003–2004	5	28
2004–2005	5	78
2005–2006	49	285
2006–2007	24	280
2007–2008	11	126

## **Performance Information**

<b>Indicator</b>	<b>Performance</b>
Registration error rate	0.35%
Registration timeliness	9.49 days for 75% of documents
Meet client requirements	Throughout the year there was ongoing liaison between Landgate, Territories Office Perth and the Administration on a range of issues as circumstances required. Client enquiries were satisfied in a reasonably timely manner.

# Valuer-General's Office

## SDA Expenditure



## Status of Services

The Valuer General primarily provides valuations for rateable and taxable property on CI and CKI for the respective Shires, Water Corporation and the Office of State Revenue (OSR). 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 2007–08

Valuation activity during the year included:

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

Valuation outcomes for 2007–08 comprised of the following:

- there were 466 UVs on the CI valuation roll and 261 UVs on the CKI roll
- interim values for rating and taxing included the making of one GRV on CI, and one GRV and one UV on CKI
- there were no formal objections or appeals raised during the year against UVs or GRVs for both CI and CKI, however three queries were received relating to three individual GRVs
- during the year, three market valuation requests were received yielded 97 valuations
- six values were provided for stamp duty assessment, and
- the overall total of 103 non rating and taxing valuations was well above the previous year's total of 14 values.

## Performance Information

### Accuracy and Uniformity of Rating and Taxing Values

*While the Valuer General's Regulation Plan, which tests accuracy and uniformity by applying international standards (including the Coefficient of Dispersion and the Mean Ratio Test) were not applied as the samples are too small to be statistically significant, the valuations are subject to the same internal scrutiny by the valuers.*

*The WA results (included below) indicate that the 2007–08 outcomes were generally better than the previously year.*

WA Results	Actual 2005–06	Actual 2006–07	Target 2007–08	Actual 2007–08
Benchmark against international standards for accuracy using Median Value Price Ratio Test <sup>1</sup> :				
Gross Rental Value	92.93%	94.00%	>92.5%	92.59%
Unimproved Value	92.38%	92.59%	>92.5%	91.24%
Coefficient of dispersion to check uniformity of values:				
Gross Rental Value	6.02%	4.39%	<7.00%	4.69%
Unimproved Value	8.67%	11.07%	<15.00%	8.13%

### Number of objections allowed/Number of values in force – WA v IOT

During the year no objections were lodged against either UV or GRV in force in the IOTs.

### Key Efficiency Indicator: Average cost per valuation

WA Results	Actual 2005–06	Actual 2006–07	Target 2007–08	Actual 2008–09
Average cost per valuation	\$15.47	\$12.37	\$11.96	\$12.40

Notes:

1. Comprises WA Actuals and Targets as published in the Annual Report to Parliament as well as operational plan targets and outcomes.

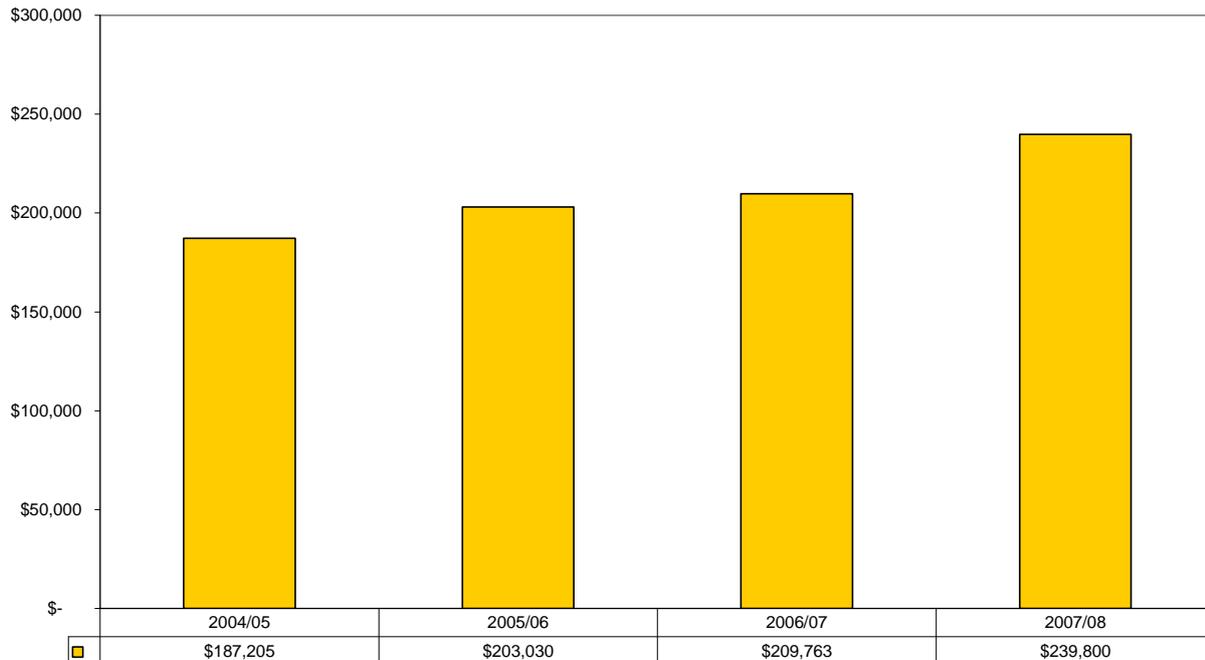
## Future Issues

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

# Legal Aid WA

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## SDA Expenditure



## Status of Services

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

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

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

## Activities during 2007-08

LAWA provided the following legal services to residents of IOTs during 2007–08:

- 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***

LAWA has an office on CI that is located in the Lower Administration building.

The LAWA solicitors visit once a month for 11 months of the year for up to a week on each occasion. The solicitors provide advice and information, minor assistance, duty lawyer services, community legal education, referral and representation. When necessary, they are available outside of normal office hours on CI.

The LAWA office is also staffed two days each week by a paralegal who provides information and referral services and ensures that appointments for either in-person or telephone legal advice or assistance are made where appropriate. Residents requiring legal advice or any of the other legal services referred to above outside of the monthly solicitor visit to CI are able to access the solicitor/manager in Perth, based at the Fremantle LAWA office, or the Regional Supervisor, based in Bunbury. The Fremantle office has several other solicitors and four administrative staff. The most senior of the administrative staff has been partially dedicated to the IOT, providing excellent administrative back-up.

For anything urgent outside of normal office hours, such as a client being held in custody, the solicitor can be contacted at their home number in Perth or Bunbury through the paralegal. The paralegal also provides interpreter and translation services.

Duty lawyer representation is provided when a Magistrate visits every three months or when a Court is convened by two JPs and this coincides with the monthly solicitor visits. A Magistrates Court sat in September and December 2007 and in March and June 2008. A Children's Court was convened in September 2007. A JP Court was convened in November 2007. There were one or two matters listed before two JPs in other months.

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

There were six grants of aid to CI clients in the financial year, for criminal law matters. This is an increase from previous years.

On a number of occasions, LAWA negotiated with the Director of Public Prosecutions to withdraw charges, substitute less serious charges or reach agreement about a less serious factual situation in which the offence was committed.

Civil law issues included insurance law, taxation and overseas property, civil liability for a motor vehicle accident where another party was injured wills, restraining orders, defamation, criminal injuries compensation, common law assault, the passing of joint shares upon death, immigration, commercial lease, consumer/trader, civil debt, letters of administration, public liability and incorporated associations, liability in a motor vehicle accident, strata titles, workers compensation and real property issues, among others.

Criminal law matters including driving and drink-driving offences, no motor driver's licence, burglary, stealing, dangerous driving causing grievous bodily harm, dangerous driving causing bodily harm, reckless driving, unlicensed vehicle, assault, disorderly conduct, obstructing Police, assault occasioning bodily harm, road traffic offences, being armed in a way that may cause fear, unlawful assembly, trespass, possession of drugs with intent to sell/supply, and fighting in public causing fear.

The overall level of activity in the last reporting year may have been due to the greater population as a result of the building of the immigration detention centre. There is the expectation that the level of activity will decrease once the detention centre is completed. Overall there was a steady demand for advice and minor assistance.

## ***Cocos (Keeling) Islands***

During 2007–08 there were four visits to CKI. Three of these visits coincided with the sitting of the CKI Magistrates Court and one was in the month prior to the December Court sitting to see a client to prepare for a trial. As with the financial year immediately preceding this one, there were more people charged with offences and overall more charges on CKI than in previous years.

The charges laid included stealing, receiving, firearms, burglary, traffic, drug, Customs and weapons offences.

The CKI Registry of the Magistrates Court sat in September and December 2007 and in March 2008. A Children's Court was convened in September 2007 and one young person dealt with. The LAWA solicitor visited CKI in November 2007 to take instructions for a trial of approximately 10 charges set down for December 2007. There was no Court sitting in June 2008.

There were 2 grants of legal aid to CKI both on criminal matters.

Quite a number of telephone advice, face-to-face advice and minor assistance appointments were conducted for CKI residents, particularly relating to the criminal charges.

Referrals to LAWA for legal services for CKI residents are made through the AFP, Social Worker, Community Services Officer or the client contacting LAWA direct.

### *Liaison work with other agencies for both CI and CKI*

The LAWA solicitor worked closely with the Social Worker throughout 2007–08, in particular in assisting clients with drug or other problems and with respect to family law and criminal offence problems.

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

There is a continuing and close relationship with the CI Court Registrar.

The solicitor also now meets with the school and community psychologist and will continue to do so each trip to refer clients and discuss matters of mutual interest. This has been a particularly useful and strong relationship.

The solicitor also met with the CEO of SOCI and with the Administration to discuss matters of mutual interest, such as community legal education.

In 2008 a Victim Support Services officer began travelling to the IOTs with the Magistrate. The solicitor now liaises with her on each trip.

### *Community Legal Education*

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

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

The articles are also being provided to the Community Services Officer, LAWA's contact officer on CKI. The Community Services Officer translates them into Cocos Malay and places them on notice boards or in *The Atoll*. These are regarded as being the most suitable vehicle for their publication on CKI.

Public talks were also held in August 2007 and April 2008 regarding new legislation concerning mandatory reporting of child abuse, and laws about enduring powers of guardianship and advance health directives, and the ordinary and enduring powers of attorney and orders for guardianship and administration. Due to the extra work relating to criminal charges, community legal education has been low, but it is intended to continue these as resources and time permit.

### *Continuing Family Court Telephone Hearings*

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

The Family Court has continued to agree to hear the initial part of the proceedings (or where it is a divorce, the whole matter) by way of telephone hearings in the 2007–08 financial year, which was of great assistance to the particular applicant in 2007–08.

## Performance Information

Service Type	Christmas	Cocos	Wyndham	Kununurra
Legal Advice	93	20	13	63
Minor assistance	66	5	2	16
Duty Lawyer	*18	*6	60	120
Information	**560	*** not recorded	*** not recorded	*** not recorded
<b>Total:</b>	<b>737</b>	<b>31</b>	<b>75</b>	<b>199</b>

\* This includes the CI Registry of the Magistrates Court, CI Children's Court, CKI Registry of the Magistrates Court and CKI Children's Court.

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

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

While there was significantly more legal advice and minor assistance provided to the IOTs than to Wyndham/Kununurra, the level of court work in Wyndham/Kununurra was a lot higher than on the IOTs. As mentioned above, the levels of legal advice and minor assistance in Wyndham/Kununurra are likely to be higher as a result of the existence of the community legal centre, whose statistics are not reported in LAWA's statistics. It may well be that with the recent opening of a Kununurra Legal Aid WA office, minor assistance and legal advice will increase.

Although the number of police charges laid in Wyndham/Kununurra was much higher than the IOTs, the fewer charges proceeding to court on the IOTs perhaps also reflects the emphasis on the preventative minor assistance program on the IOTs (which is in accordance with the SDA goal of resolving problems at the earliest opportunity and avoiding unnecessary litigation).

### *Applications for Legal Aid*

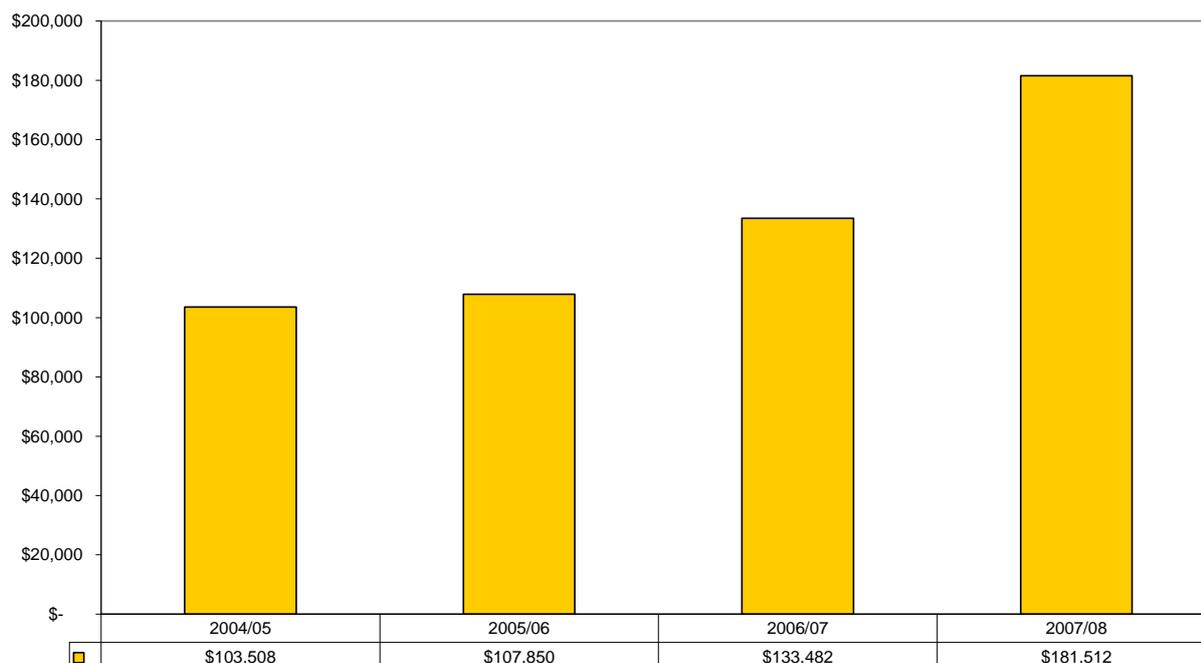
Law type	CI	CKI	Approved	Refused
Criminal	6	2	8	0
Family Law	0	0	0	0
Civil Law	0	0	0	0
<b>Subtotal</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>0</b>

## Future Issues

LAWA will continue to provide its full range of services to the IOTs, and will also monitor the need for law reform and community legal education on CKI and CI.

# Department of Local Government and Regional Development

## SDA Expenditure



## Performance Information

	Christmas Island	Cocos (Keeling) Islands
<b>Key Outcomes</b>	<ul style="list-style-type: none"> <li>The Shire continues to achieve a high level of service to its community. It has achieved accountability standards and financial and statutory compliance standards equivalent to local governments in rural and remote WA.</li> <li>Whilst Council services were maintained throughout the year, progress on the implementation of its Strategic direction was hampered due to the long term illness of the CEO.</li> </ul>	<ul style="list-style-type: none"> <li>The Shire continues to achieve a high level of service to its community. It has achieved accountability standards and financial and statutory compliance standards equivalent to local governments in rural and remote WA.</li> <li>During the year the Council reviewed its Strategic Plan and extending its long term vision for the islands to 2020.</li> </ul>
Advice to Commonwealth Minister	<ul style="list-style-type: none"> <li>Advice provided to the Minister for Home Affairs on statutory compliance and approvals under the <i>Local Government Act</i>.</li> <li>Advice given within required timelines.</li> <li>Advice provided on the general purpose grant to be paid to the Shires.</li> <li>Advice also provided on the eligibility criteria for Community Facilities Grant Program.</li> </ul>	
Advice to the Attorney-General's Department	<ul style="list-style-type: none"> <li>Ongoing advice as requested on the function of local government and operation of the Councils. Advice provided at the time of the request.</li> </ul>	

	Christmas Island	Cocos (Keeling) Islands
Advice to local governments	<ul style="list-style-type: none"> <li>The Local Government Support and Development and Compliance and Advice Branches provided advice and support to all levels of senior management and elected members when requested.</li> <li>Copies of all circulars, information notes, guidelines and publications were supplied.</li> <li>Telephone support was also provided in the lead up to and during the 2007 Local Government Elections.</li> <li>There was a significant increase in the telephone support provided throughout the year due to the absence of the CI CEO for long periods of time.</li> </ul>	
Advice to the public	<ul style="list-style-type: none"> <li>Telephone advice was given when requested.</li> <li>Advice was given on minor matters during officer's visits to the IOTs.</li> </ul>	

Local Government Development and Support		
No. and type of monitoring visits	<ul style="list-style-type: none"> <li>Two Department of Local Government and Regional Development (DLGRD) officers and an elected member from the City of Nedlands visited the island in August 2007.</li> <li>Training was provided to council staff on changes to the electoral provisions. A DLGRD officer and the elected member conducted a series of community awareness activities and candidate information sessions for the 2007 Local Government elections.</li> <li>DLGRD officers assisted with preparation of a submission to the Grants Commission undertook further work on the rate book exemption provisions and SOCI's tender processes. A review of SOCI's public question time procedures was also undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>Two DLGRD officers visited the islands in February.</li> <li>During the visit a review of key compliance issues was undertaken and advice and assistance on corrective action required where issues of non-compliance were identified.</li> <li>An amended guide to the Local Government Act was prepared to assist council to interpret the Instruments of Delegation issued by the Commonwealth.</li> <li>Training was provided to the elected members on roles and responsibilities and compliance matters.</li> </ul>
Complaints about Local Government and elected members	<ul style="list-style-type: none"> <li>A number of complaints were received from two residents of CI pertaining to operational issues and the operation of public question time.</li> <li>DLGRD concluded that the majority of allegations lacked substance and did not warrant any further action.</li> <li>Assistance was also provided to SOCI on the management of public question time.</li> </ul>	<ul style="list-style-type: none"> <li>No complaints received into operation of local government or elected members.</li> </ul>
Compliance Audit Return	<ul style="list-style-type: none"> <li>2007 Compliance Audit Return adopted by SOCI at its March meeting and received by DLGRD on 3 April 2008. Seven issues of non-compliance identified.</li> </ul>	<ul style="list-style-type: none"> <li>2007 Compliance Audit Return adopted by SOCKI at its February meeting and received by DLGRD on 28 March 2008. Three issues of non-compliance identified.</li> </ul>
Budgets	<ul style="list-style-type: none"> <li>2007-08 Budget adopted by SOCI on 23 August 2007 and received by the DLGRD on 31 August 2007.</li> </ul>	<ul style="list-style-type: none"> <li>2007-08 Budget adopted by SOCKI on 25 July 2007 and received by the DLGRD on 28 August 2007.</li> </ul>
Mid-year Budget Review	<ul style="list-style-type: none"> <li>2007-08 Mid Year Budget adopted by Council at April meeting and received by DLGRD on 2 May 2007.</li> </ul>	<ul style="list-style-type: none"> <li>2007-08 Mid Year Budget adopted by Council at on 23 February 2007 and received by Department on 13 April 2007.</li> </ul>
Annual Financial Statements	<ul style="list-style-type: none"> <li>2007-08 Statements received by DLGRD on 7 January 2008.</li> </ul>	<ul style="list-style-type: none"> <li>2007-08 Statements received by DLGRD on 16 January 2008</li> </ul>
Audit	<ul style="list-style-type: none"> <li>Auditor's Report for 2007-08 received by DLGRD on 17 December 2007. A minor statutory compliance issue was raised in the Independent Auditor's Report and the Management Report recommended improvements to public works and plant allocation methods.</li> </ul>	<ul style="list-style-type: none"> <li>Auditor's Report for 2007-08 received by DLGRD 17 December 2007. No matters were raised in the Independent Auditor's Report and the Management Report recommended improvements to internal control processes relating to purchasing, delegations and daily receipt processes.</li> </ul>
Annual Reports	<ul style="list-style-type: none"> <li>The Annual Report for the 2005-06 year was received by DLGRD on 7 January 2007. The Report was assessed as complying with the legislative requirements.</li> </ul>	<ul style="list-style-type: none"> <li>The Annual Report for the 2005-06 year was received by DLGRD on 18 January December 2006. The Report was assessed as complying with the legislative requirements.</li> </ul>
Telecentre Support	<ul style="list-style-type: none"> <li>There is no Telecentre on CI.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing advice and assistance was provided on request.</li> </ul>

# Lotterywest

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## **Status of Services**

The arrangement between the Attorney-General's Department and Lotterywest provides for fee-for-service assessment advice on applications made by IOTs organisations in line with Lotterywest grant opportunities. The previous 3 year agreement expired in May 2007, and has been extended pending the finalisation of a new SDA.

## **Activities during 2007–08**

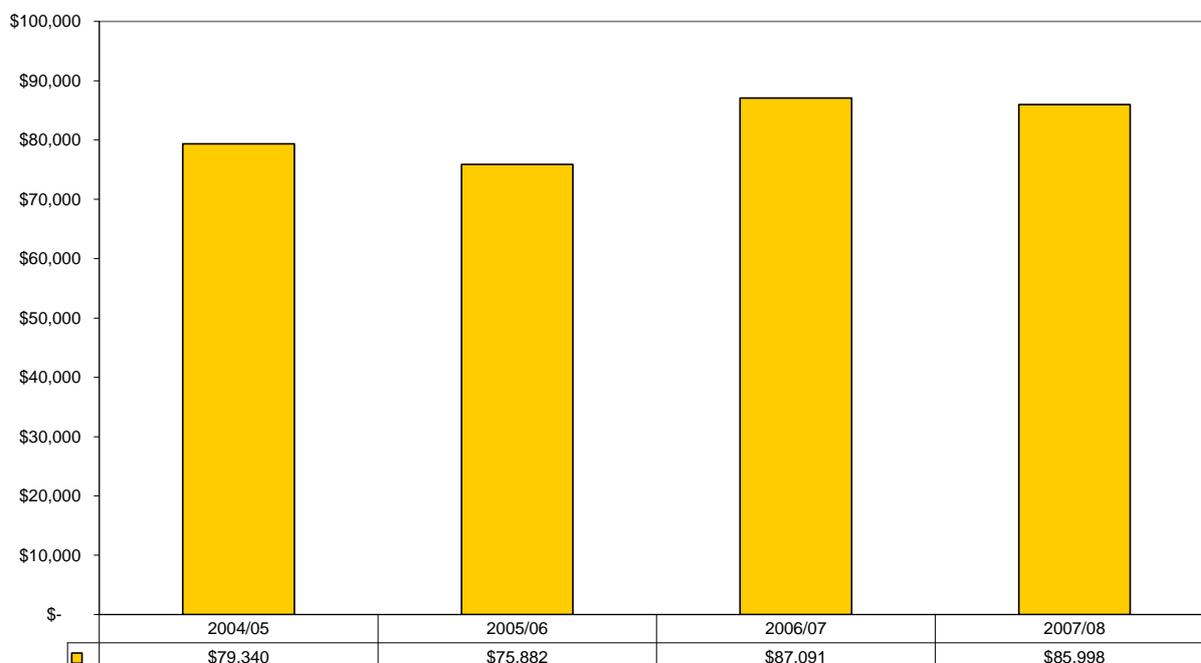
During 2007–08 Lotterywest continued to assess IOTs grant applications and make recommendations to Territories Office Perth.

## **Future Issues**

A visit to the IOTs with the aim of re-establishing stakeholder relationships and building on the interest developed after the visit of 2004 is planned to occur following finalisation of the new SDA.

# Main Roads WA

## SDA Expenditure



## Status of Services

This SDA, the fourth involving Main Roads WA, commenced on 1 July 2004 and operates 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 SOCI and SOCKI.

## Activities during 2007–08

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

### *Christmas Island*

- Crab crossings are working satisfactorily, although maintenance cleaning is required on many crossings.
- Parks Australia has commenced the installation of permanent fences alongside drains that will improve effectiveness of the crab migration and reduce labour costs of removing temporary crossings after migrations.
- Linkwater Road – following a decision to reopen the existing road and not construct the proposed realigned road, MRWA was requested to undertake an initial assessment, produce design improvements and tender documents for contracting of the works during 2008–09. GHD Pty Ltd were utilised by MRWA to produce the design improvements and tender documents.
- SOCI, Parks Australia and CIP are committed to the principle operation of the Central Road Authority. A review is recommended after appointment of SOCI's new Manager Works and Services, and formal agreements produced between the three organisations.

- Heavy haulage – the implementation of Heavy Vehicle Operation Compliance arrangements was progressed in 2007–08 with operations due to commence in 2008–09.
- A variety of training programs to improve road management and operations skills were undertaken during 2007–08. These included road management system (ROMAN), traffic control, and concreting works.
- The bicycle education and road safety programs were continued by the AFP and have been well received by the community.
- MRWA undertook an assessment of SOCI's plant fleet management and operation; and arranged a comprehensive road safety audit of roads to be undertaken in early July.
- CI was visited twice this year to access road projects and programs; provide advice and support to SOCI staff; consult with stakeholders; and to provide feedback to Territories Office Perth.

### *Cocos (Keeling) Islands*

- Issue of cars on Home Island – SOCKI initiated a resolution not to allow more cars on Home Island after March 2008 with conditions also being applied to existing vehicles. SOCKI is promoting and encouraging the use of electric vehicles, initiatives supported by MRWA.
- Jalan Belek Mem and Jalan Tannah Tinggi – access roads to the new power station, fuel depot and refuse site on Home Island are expected to be completed by the end of 2008.
- Sydney Highway – a Project Proposal to upgrade the road was developed in 2007–08 utilising the services of consultants GHD Pty Ltd. Upgrade works may be undertaken in conjunction with the resurfacing of the Airstrip (expected in 2010–11).
- Airforce Road and Southern Road upgrade works, including drainage, was working well. SOCKI is planning to primerseal/seal the section between the end of current seal and culvert.
- New brick baking machine was purchased and is to be installed on Home Island during October 2008. This machine will improve the production and quality of paving bricks.
- Improvements to traffic management and pedestrian safety were made this year.
- Training – various training programs were undertaken during 2007–08 including ROMAN, plant management and operation, and various on the job training associated with maintenance and construction projects, including Fremantle Road traffic management improvements.
- Fremantle Road – SOCKI initiated improvement works outside the entrance to the Airport terminal and CI Club were commenced with expected completion during 2008–09.
- Bicycle education and road safety – successful programs including the wearing of bicycle helmets by adults, were undertaken by the AFP.
- CKI was visited twice this year to access road projects and programs; provide advice and support to SOCKI staff; consult with stakeholders; and to provide feedback to Territories Office Perth.

During 2007–08 a review of the SDA was undertaken by Territories Office Perth and the State Project Manager IOTs. It was recommended that the SDA be renewed.

## Programs and Expenditure

<b>Christmas Island</b>	<b>Estimates (\$)</b>	<b>Expenditure (\$)</b>	<b>Notes</b>
Capital works*	345,000	138,000	40% of Budget paid due to the significant amount of carry over funds from previous years
Non-capital works (inc MRWA service costs)	100,000	71,798	Refer to above
Proposed 2008–09 Program	177,000 168,000 42,000 30,000 53,000		Capital Operational R&M Non Capital Heavy Vehicle Ops Compliance MRWA Services
<b>Central Road Authority</b>	<b>Estimates (\$)</b>	<b>Expenditure (\$)</b>	<b>Notes</b>
Maintenance of Island Roads	240,000	206,877	
Contributions (estimated): CIP Parks Australia		Not Available Not Available	In kind/cash In kind/cash
Proposed 2007/08 Program	240,000		
<b>Cocos (Keeling) Islands</b>	<b>Estimates (\$)</b>	<b>Expenditure (\$)</b>	<b>Notes</b>
Capital Works**	425,000	425,000	\$40,000 carried over into 2008–09 for Sydney Highway
Non-capital works (includes MRWA services costs)	62,000	63,000	
Proposed 2007–08 Program***	335,000 15,000 32,000 32,000		Capital Operational R&M Non Capital MRWA Services

\*\$196,117 has been advanced to SOCI and is held in trust for specific capital projects.

\*\*Includes \$120,000 to undertake traffic management upgrade works on Fremantle Road.

\*\*\*Includes \$40 000 accrual from 2007–08

## Performance Information

During the review of the SDA in 2007–08 it was agreed that the Performance Information previously provided by MRWA reflected the performance of SOCI and SOCKI, and not MRWA. Based on this premise, the following is a summary of MRWA performance with respect to the requirements of the current SDA:

- Visits to the IOTs to assess status of road projects, financial management, programming, training/skills development in road management, status of road management system, meetings with stakeholders (including the AFP, CIP and Parks Australia) regarding road management and feedback on road issues, meetings with Shire CEO's and respective Manager/Director Technical Services to discuss road issues and provide advice on resolving these issues. Two visits were undertaken during 2007–08, positive feedback obtained from stakeholders and comprehensive reports produced and distributed to Territories Office Perth, the Project Manager IOTs and both Shires.
- Arrange special visits to the IOTs by experts in Plant Management and Traffic Management to undertake assessments in both IOTs of Shire plant management and operation and provide advice and training; undertake a comprehensive road traffic audit on CI and produce a report of improvements required to meet satisfactory road safety standards.
- Financial Management – satisfactory. With reference to the *Statement of Receipts and Expenditure* for the year ending 30 June 2008, the operating budget was \$93,000 and expenditure was \$85,998.
- On behalf of MRWA, arrange for engineering consultants GHD Pty Ltd to develop a Project Proposal for Sydney Highway and road design improvements and contract documents for Linkwater Road.
- Reported on 2007–08 road programs and budgets for both CI and CKI, and recommended road budgets and road programs for 2008–09.
- An audit of MRWA SDA management, services provided and records was undertaken during 2007–08 and was found to be very satisfactory.

## **Future Issues**

The working relationship with Territories Office Perth, both Shires, other WA Agencies, consultants, community groups and organisations on the IOTs continues to be very satisfactory.

MRWA will continue to provide road management expertise and advice to both Shires and Territories Office Perth in a broad range of areas including general road management activities, heavy vehicle operations, traffic management, plant management, pavement technology and training in various road management operations.

# Medical Board of WA

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## **SDA Expenditure**

The Medical Board of WA's (Medical Board) IOTs activity during 2007–08 was minimal, and corresponding expenditure was less than \$1,000.

## **Status of Services**

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

## **Activities during 2007–08**

All doctors working in the IOTs have been registered on the database within the Medical Board's registration system. No complaints were received concerning any doctors in the IOTs, 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.

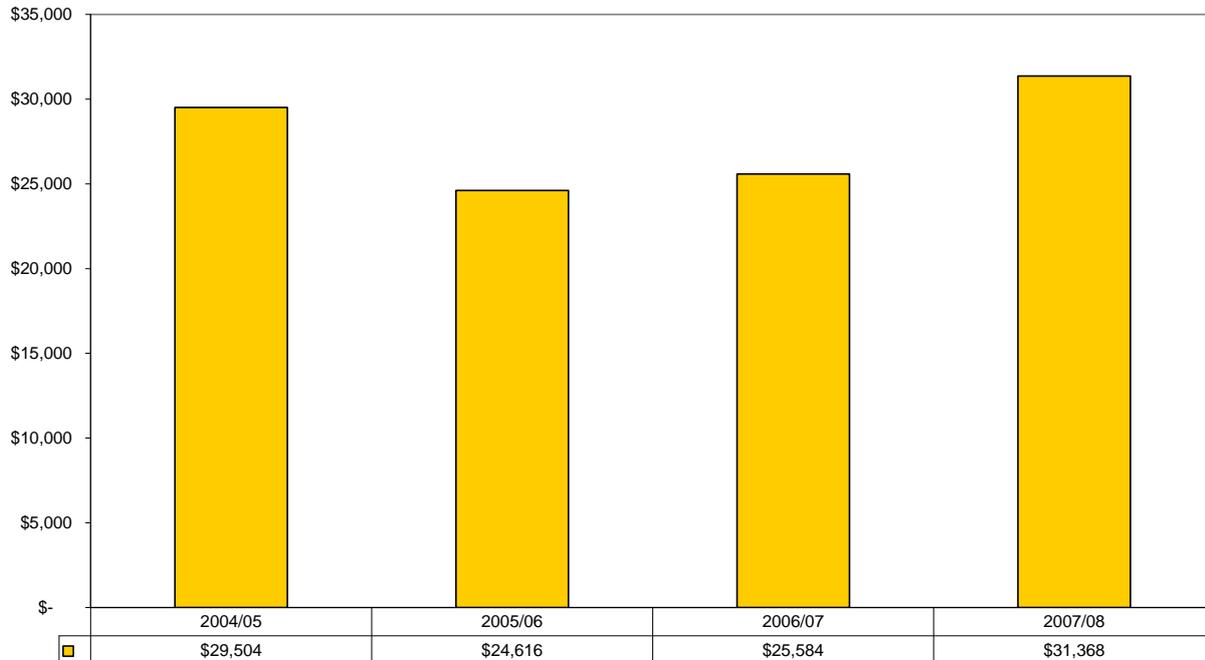
## **Performance Information**

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 and Midwives Board of WA

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## SDA Expenditure



## Status of Services

The Nurses and Midwives Board (NMWB) Register shows four Enrolled Nurses, five Registered Nurses and three Registered Nurses with Midwifery qualifications resident on CI. Nurses and Midwives on CI continue to obtain assistance from Chinese and Malay health workers on health related initiatives.

The Register also shows that there are three Registered Nurses classified as active, of which two are also qualified as Midwives, residing on CKI.

## Activities during 2007–08

Throughout the year, professional advice in the areas of continuing professional competence, medications and documentation was made available to nurses and midwives from the IOTs.

There was no need for NMWB staff to visit either CI or CKI during the year; however plans were developed for a visit in 2008–09.

The new *Nurses and Midwives Act of 2006* was fully implemented in 2007–08, with Nurses and Midwives being provided with information on the changes via the *Nurses and Midwives OnBoard Journal* and direct correspondence.

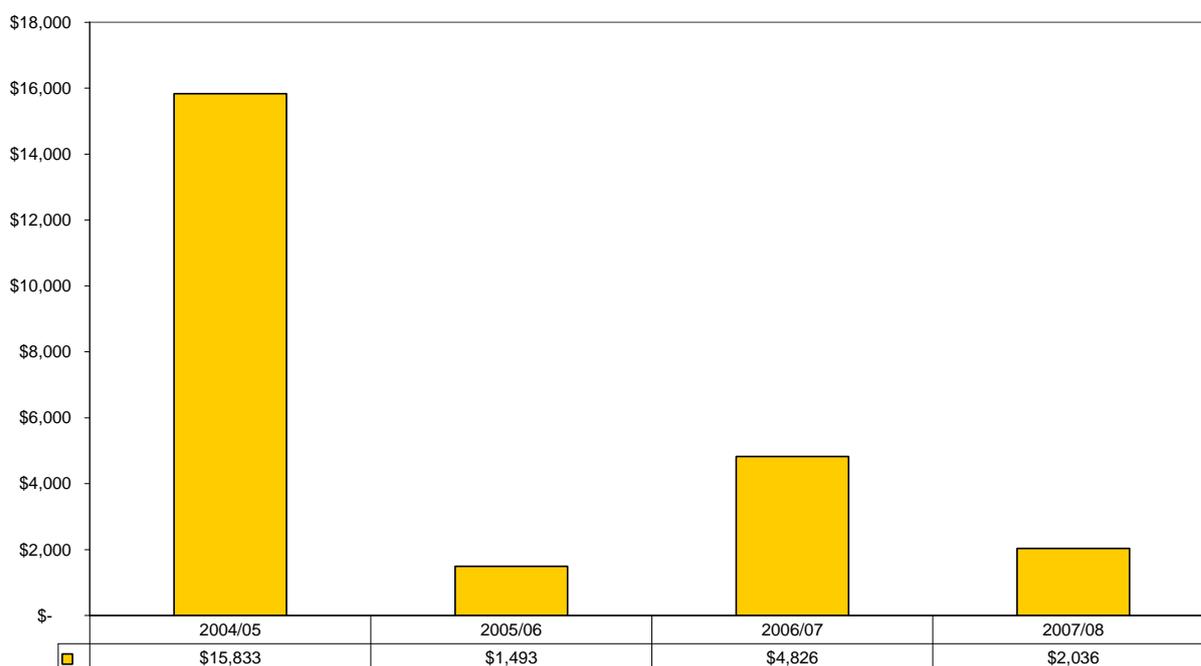
## Performance Information

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

# Parliamentary Commissioner for Administrative Investigations (State Ombudsman)

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## SDA Expenditure



*The substantial reduction in costs from 2004–05 is due to no trips being undertaken to the IOTs.*

## Status of Services

A SDA between the State Ombudsman and the Attorney-General's Department provides for the State Ombudsman's office to offer ombudsman services to residents of the IOTs covering agencies within the State Ombudsman's jurisdiction which also operate in the IOTs at the request of Territories Office Perth.

## Activities during 2007–08

During the period 1 July 2007 to 30 June 2008 the State Ombudsman received one complaint from the IOTs. This was assessed as out of jurisdiction. The complainant was advised in writing of this decision.

## Performance Information

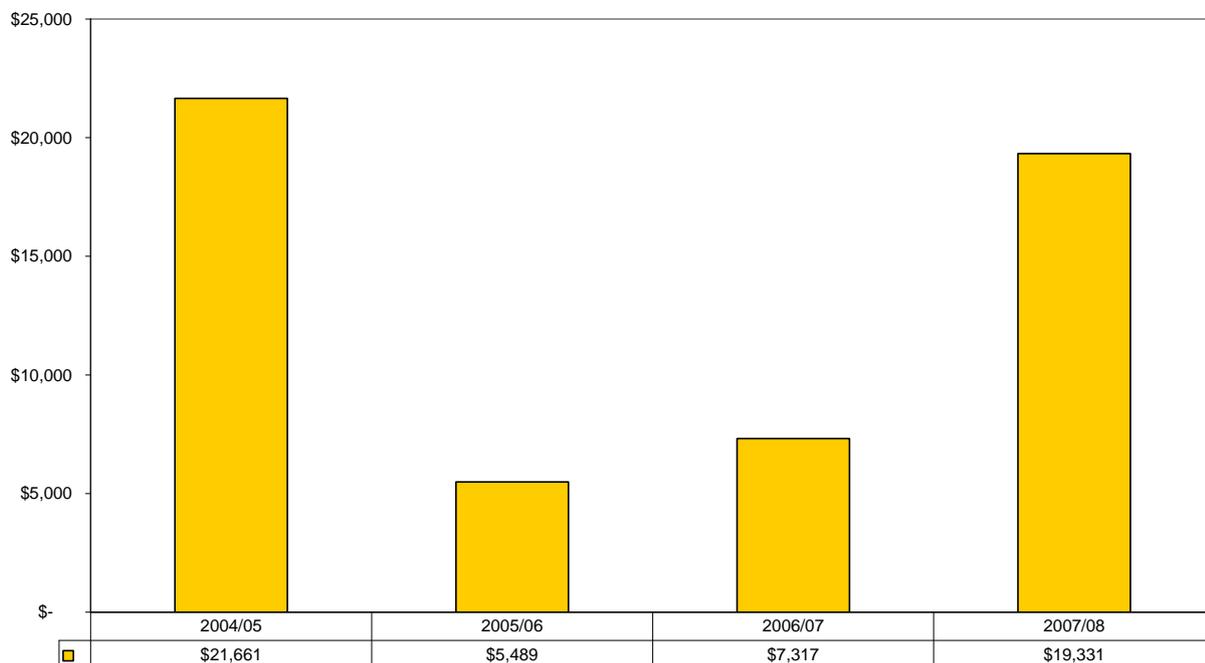
Percentage of allegations where complainants received assistance - Nil

Average time taken to finalise allegation – 8 days.

# Department for Planning and Infrastructure

## Land Asset Management Services Division

### SDA Expenditure



### Status of Services

Land administration services are provided to the IOTs by the Department of Planning and Infrastructure (DPI) from within the State Land Services Branch (SLSB), with support from DPI's Legislative and Legal Services section.

From 1 July 2008, SLSB was restructured and whereas previously the Pilbara Region provided assistance with land administration services to the IOTs, during the reporting period assistance was provided by staff from the Wheatbelt Region of SLSB.

The land administration service delivered under the applied *Land Administration Act (1997) (WA)(CI)(CKI)* provides Territories Office Perth with a reference point for consistency with mainland (WA) Crown land dealings for application in the IOTs.

## Activities in 2007–08

Land dealings to 30 June 2008	Cocos (Keeling) Islands	Christmas Island
Freehold transfers	Nil	Nil
Crown land titles created	Nil	28
Reserves	Nil	3

	Cocos (Keeling) Islands	Christmas Island
Land Dealings in 2003–04	116	158
Land Dealings in 2004–05	9	77
Land Dealings in 2005–06	19	84
Land Dealings in 2006–07	2	50
Land Dealings in 2007–08	Nil	10

## Performance Information

Registration Error Rate	Less than 1% error on Registration under the applied <i>Transfer of Land Acts</i>
Registration Timeliness	75% of dealings lodged within 14 days of receiving instruction from the Administrator or Australian Government Solicitor.
Land disposition and administration requirements satisfied.	95% satisfied
Advice on legislative and land administration matters satisfies requirements.	<p>During this period, incidental land administration clarification, advice, and liaison was provided to Administration staff regarding land administration issues.</p> <p>During May the Wheatbelt Region Manager visited CI together with the Director Country Planning from DPI and met officers from local and IOT administration as well as business.</p>
Meet clients' requirements (The Attorney-General's Department)	<p>Throughout the year there was ongoing liaison between SLSB, the Attorney-General's Department and the IOTs Administration on a range of issues as circumstances required. Client enquiries were satisfied in a timely manner.</p> <p>The Land Management Officer from the Administration spent four days working in the Midland offices of the Wheatbelt region for familiarisation with crown land administration processes as well as understanding the interface between the crown land business and the related registration processes of Landgate.</p>
Surveys completed in accordance with applied Act's requirements	100% of surveys conducted on instructions from DPI are compliant.

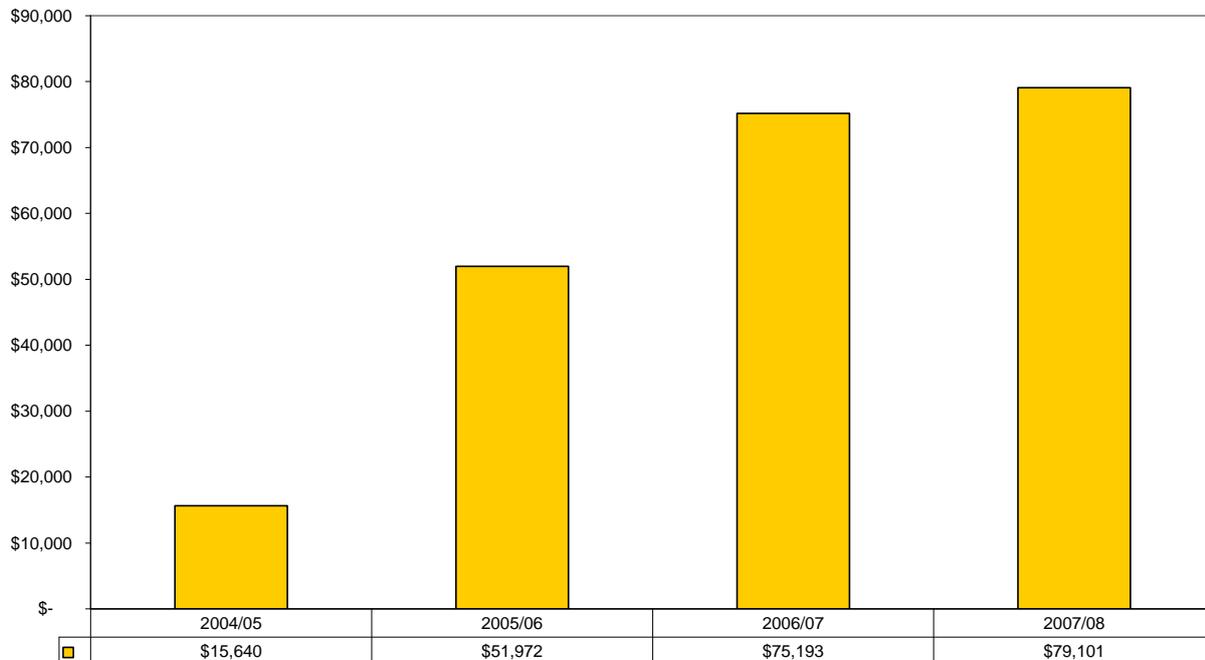
## Future Issues

Assisting Territories Office Perth to establish a land resource and capability plan for areas of land in the IOTs. Initial discussions indicated that there may be an opportunity for SLSB to assist Territories Office Perth in scoping the requirements as well as assisting in the collection and compilation of the study and contributing to its recommendations and strategies.

The new position of Economic Development Officer will likely be an opportunity for SLSB to provide advice and assistance to that position as required.

# Planning Division

## SDA Expenditure



## Status of Services

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

## Activities during 2007–08

DPI provided assistance on the format and content of the *SOCI Local Planning Strategy (SCILPS)*. SCILPS represents a strategic framework for the development of SOCI over the next 10 to 15 years. During a visit to CI, various modifications requested to the document by the WA Planning Commission were able to be discussed with SOCI. SCILPS was advertised for public comment.

DPI handled a number of enquiries for various planning issues on CKI.

The following services by the Environment and Sustainability Unit (Coastwest) were provided for 2007–08 financial year.

One project was submitted for consideration. The Stabilisation of the Home Island western foreshore at CKI was lodged by SOCKI and the Cocos Island Youth Council.

Prior to submission, the State Coastwest Coordinator provided advice and support to the proponents of the stabilisation of the foreshore project in the development of their application.

The application was assessed in line with other applications for Coastwest funding, and measured against published guidelines and objectives. This assessment included submission to panels that considered indigenous and community consultation, technical feasibility, and consideration of how the project related to State and local strategies and plans.

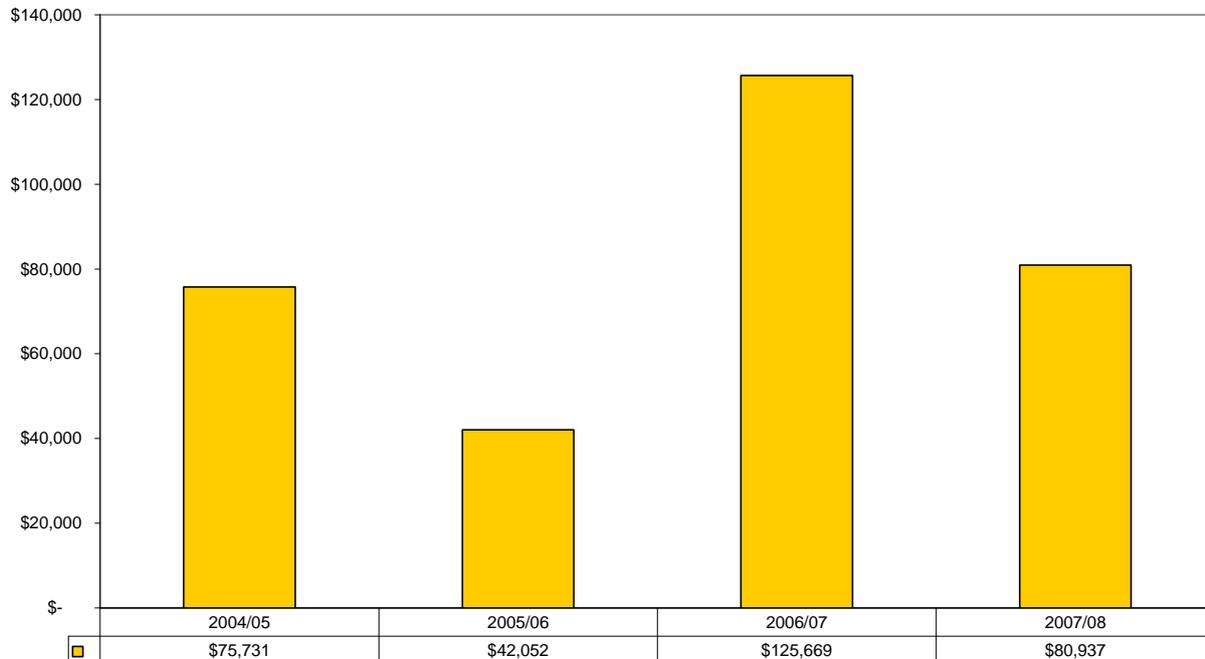
## **Future Issues**

Possible future projects:

- possible SCLIPS Review or Amendments to SCLIPS (CI)
- finalisation of the *Local Planning Strategy* (CI), and
- finalisation of the *Local Planning Strategy* (CKI).

# Transport Division

## SDA Expenditure



## Status of Services

In 2007–08 DPI provided services to Territories Office Perth in order to achieve, consistent as far as practicable with WA's transport system, an efficient, safe, effective and equitable transport system in the IOTs, through the provision of appropriate advice, services and support, as requested by Territories Office Perth.

## Activities during 2007–08

As requested by Territories Office Perth, DPI provided advice, services and support on issues relating to:

### *Public Transport*

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

### *School Bus Services*

- advice on bus standards, safety and driver registration, and
- advice on licensing requirements of drivers.

### *Regional Transport Planning*

- no services requested.

### *Air Services*

- information on Australian and international services.

### *Ports and Shipping*

- issued Certificates of competencies
- provided advice on the obtainment of competencies
- advice on assessing the documentation of appointment of pilotage and harbour masters
- advice on commercial vessel safety
- advice on Recreational Skippers Ticket (RST)
- issued RST to CI and CKI residents
- visited CI and CKI and inspected and provide advice on RST's
- provided advice on port management and marine hazards management, and
- advice on oil pollution 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
- advice and information of Recreational Boating Facilities Scheme, and
- advice and information on Coastwest Grants Scheme.

### *Administration*

- associated administration requirements to meet SDA
- advice was provided with regard to delegations and other legal aspects of the various legislation administered by DPI
- visited both CI and CKI to provide advice on changes to road traffic legislation and its potential impacts and advice on licensing services
- visited both CI and CKI to provide advice on RST
- visited both CI and CKI to provide advice on the various Subsidy Schemes available in WA, and
- visited both CI and CKI to provide advice on marine safety issues.

The DPI has provided requested services and advice in a timely and accurate manner in order to meet DPI's responsibilities to the IOTs under the SDA with the Attorney-General's Department.

# Office of the Public Trustee

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## **SDA Expenditure**

The Office of the Public Trustee's (OPT's) IOTs activities during the year 2007–08 were minimal and corresponding expenditure was less than \$1,000.

## **Status of Services**

OPT 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.

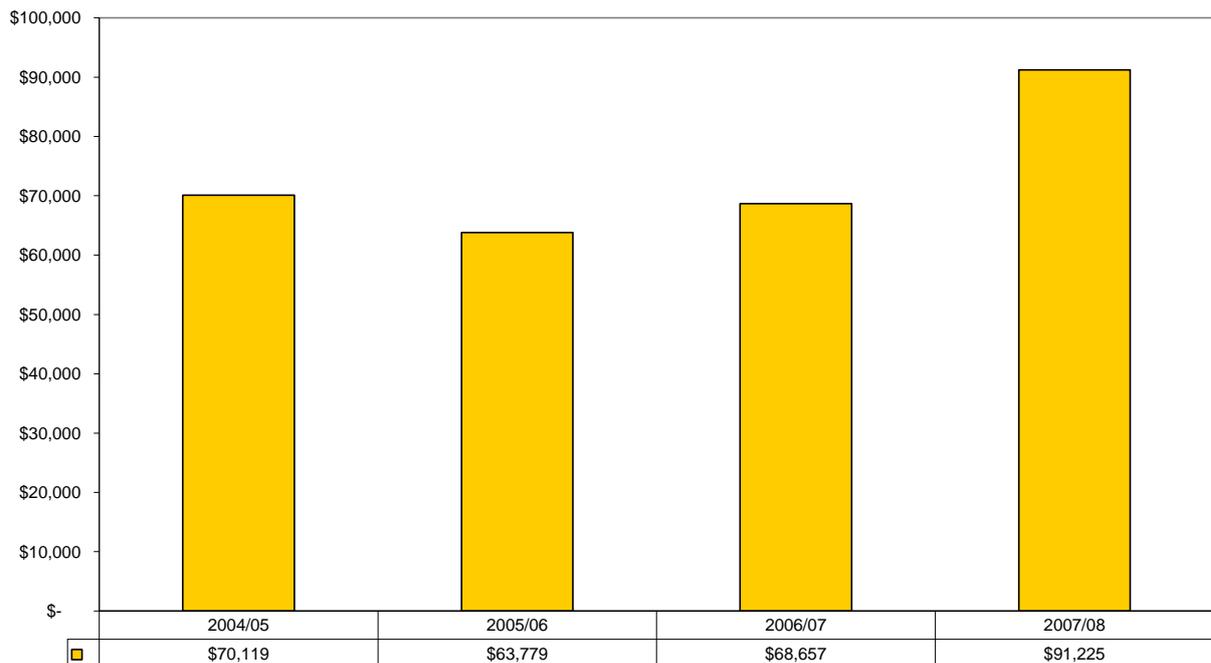
## **Activities during 2007–08**

The Public Trustee was not required to prepare any wills, administer any trusts or deceased estates for any IOTs residents during 2007–08.

# Department of Racing, Gaming and Liquor

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## SDA Expenditure



## Status of Services

The Department of Racing, Gaming and Liquor (DRGL) provides licensing and inspection services for the liquor and gaming industry. The current SDA with DRGL to regulate the sale, supply and consumption of alcohol, and to minimise the harm effects of alcohol consumption in the IOTs commenced in 2007.

DRGL receives and determines applications for licences and objections to licences in accordance with the applied legislation.

DRGL undertakes activities to ensure compliance with legislation, including:

- licensed premises inspections (including prior to licence being issued)
- financial inspection and assessment (to verify liquor licence fees payable)
- awareness raising, and
- information about training for licensees and managers.

## Activities during 2007–08

### *Licensing*

There were a total of six applications lodged during 2007–08 as in the table shown below.

	Application Type	
	One-off: Add/Vary/Cancel	Approval of Manager
CI	0	3
CKI	2	1
<b>Total</b>	<b>2</b>	<b>4</b>

As at 30 June 2008 there were 22 licensed premises on CI, and three on CKI. The breakdown of licence types is shown in the table below.

	Tavern	Liquor Store	Club	Restaurant	Special Facility	Wholesaler	Club (Restricted)
CI	3	3	2	1	6	4	0
CKI	0	1	0	0	1	0	1
<b>Total</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>1</b>

### *Compliance Audits and Inspections*

DRGL undertakes one compliance visit each year, with a second visit in alternate years. Two visits of both CI and CKI were undertaken in 2007–08. During the visits a combined total of 15 inspections were conducted.

- matters raised during previous inspections were followed up and in all cases these had been rectified
- work orders were issued to nine licensees for minor breaches of the *Liquor Control Act 1988*
- it was reported that in several cases improvements had been made to premises and in most cases premises appeared well run, and
- the changes to the Liquor Control Act were discussed and information provided on the requirements concerning approved managers and mandatory training.

### *Review of SDA*

During the review associated with the 2007 renewal of the SDA, the following opportunities for improvements in the provision of DRGL services were identified:

- awareness raising in the IOTs for licensees and the community of the impacts of the liquor licensing reforms enacted during 2006.

On 7 May 2007 the majority of the WA Liquor Reforms came into effect. DRGL assisted industry and the community prepare for the changes through a proactive education and information campaign. During the 2007–08 visits, DRGL officers gave attention to providing licensees with information concerning the changes resulting from these reforms. The changes included:

- the introduction of a new Small Bar Licence
- the application of a public interest test
- the ability of restaurants to service liquor without a meal subject to the grant of permit to do so, and
- mandatory requirement for all bar staff to undergo training in the responsible service of alcohol.

To date no applications have been made to take advantage of these changes. However discussion did occur concerning the mandatory training requirement. As training is available by correspondence and online from several

accredited providers this requirement can be met by IOT licensees. Notwithstanding this, several licensees have been granted exemption from this requirement.

DRGL was approached by Territories Office Perth in June 2007 concerning interest expressed by a person in the operation of a sports betting and wagering business on CI. Whilst information was provided it is not expected that there will be further action required.

### *Performance Information*

	Grant of Licences			Transfer of Licences			Miscellaneous Applications		
	2005-06	2006-07	2007-08	2005-06	2006-07	2007-08	2005-06	2006-07	2007-08
CI	0	0	0	1	1	0	8	5	3
CKI	0	0	0	0	0	0	0	5	3
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>10</b>	<b>6</b>

## **Future Issues**

### *Comparison with Mainland Services*

#### ***Range and level of service delivery***

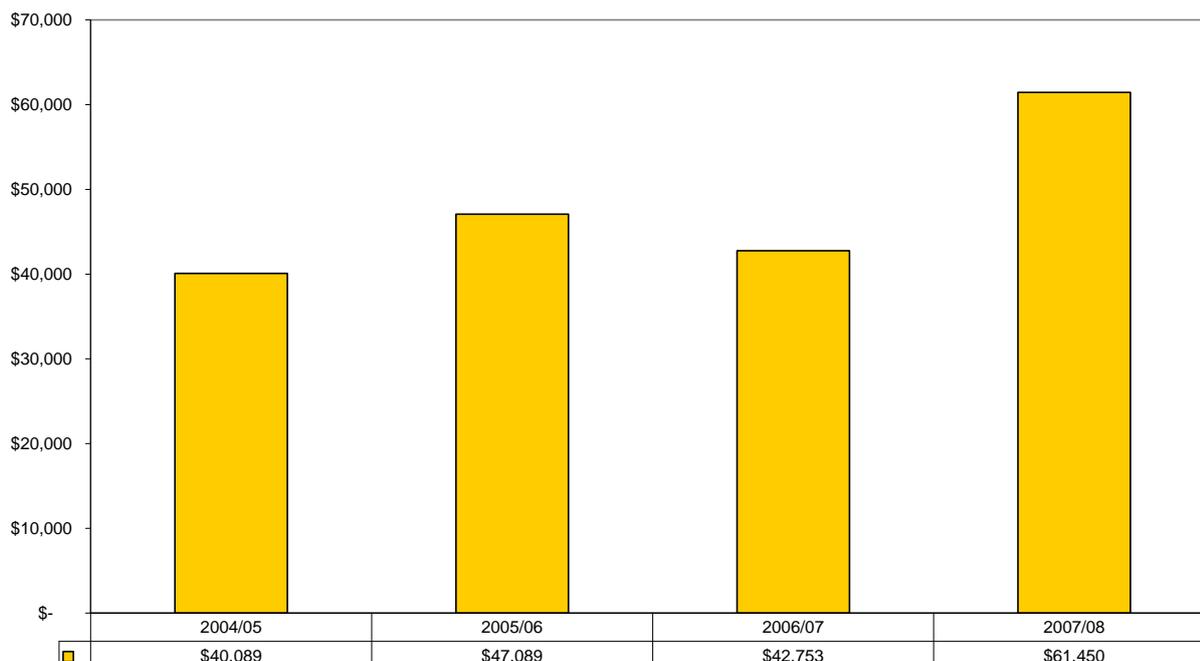
Currently the DRGL provides only liquor licensing services under the SDA.

Since the repeals of the *Casino Control Ordinance 1988 (CI)*, the *Casino Control Act 1984 (WA)* and the *Gaming and Wagering Act 1987 (WA)* in their application to the IOTs, the only legal gambling is conducted under the *Gambling (Clubs) Ordinance 1978 (CI)*. Under that Ordinance the IOT Administrator has the power to license clubs to conduct games of chance. There is no corresponding ordinance for CKI. Currently DRGL plays no role in the issue or enforcement of gambling licences on CI.

# Small Business Development Corporation

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## SDA Expenditure



## Status of Services

The Small Business Development Corporation (SBDC) provides a small business information and guidance service to the IOTs.

SBDC delivers services to business clients in the IOTs through its local agent through an arrangement for service delivery up to June 2008. The service is managed and supported by the SBDC through telephone and email consultation, visits to the IOTs and online information. The appointed agent for CI was switched from the IOGTA, to the CI Chamber of Commerce for the year ended June 2008. Due to recent changes to the CI Chamber of Commerce Executive, SBDC is reviewing this ongoing representation. In October 2007 two agents were appointed for CKI; the CKI Co-op and SOCKI.

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

An accurate figure of the number of businesses operating on CI and CKI cannot be verified. The main source of statistics is the Australia Bureau of Statistics, but its records do not account for enterprises that periodically operate from home as hobbies, registrations that are no longer in use, or temporary business cessation.

The main languages spoken on-island are English (35%), Chinese (34.6%), Malay (16.4%) and Indonesian (1.3%). This information indicates an ongoing need for business related interpreter services.

Informal statistics can be sourced from organisations such as the CI Chamber of Commerce, community groups and Government agencies.

Formal statistics reported by the DOCEP are based on business name registrations. During 2007–08, 21 new businesses were registered and 18 deregistered on CI, and four new businesses registered and six deregistered on CKI. The number of business names registered as at 30 June for the last eight years is set out below. The source is DOCEP’s Business Name Registration database.

No of Business Names Registered in the Its								
	2001	2002	2003	2004	2005	2006	2007	2008
<b>CI</b>	127	151	173	175	166	344	319	322
<b>CKI</b>	47	54	57	44	41	84	83	81

The significant increase in business numbers for the 2005–06 year cannot be explained at this time.

## Activities during 2007–08

In addition to the contracted on-island advisors, SBDC made five advisory visits in 2007–08, visiting CI four times and CKI twice. The reasons for the visits were to provide direct on-site business advice, provide group presentations, deliver workshops and conduct coaching sessions with the on-island service providers. Each visit was preceded by advertisements in the local newspapers and included advice to local businesses of the support available. These visits resulted in the delivery of services by the SBDC to 203 separate contacts, 104 of which were direct on-site contacts and 98 were attendances at workshops during visits to the IOTs. Details are provided below.

Client contacts	CKI		CI			
	September 2007	March 2008	August 2007	September 2007	November 2007	May 2008
Appointments/interviews	36	11	2	17	22	16
Contacts					4	1
Workshops and seminars			37		46	15
<b>Total</b>	<b>36</b>	<b>11</b>	<b>39</b>	<b>17</b>	<b>68</b>	<b>32</b>

SBDC specialists delivered a number of workshops and seminars on-island, including How to Apply for Government Grants, which was delivered in partnership with CI Childcare Centre to an audience of 30 attendees and it was also delivered at the local Community Centre to eight potential grant applicants. How to Start a Business, Business Growth through Mutual Support, Business Planning, and Getting your Business on the Web workshops were also presented.

The Getting your Business on the Web workshop was supported by supplementary seminars and individual coaching which focussed on:

- being able to communicate better using existing computers
- using computers to improve the management of business
- buying or selling goods or services online
- developing a website or update an existing one so it lifts the image of business and generates more sales, and
- accessing a specialist who could help small business owners with understanding how to go about using a computer in business – beyond MYOB.

A total of 39 contacts accessed this support.

Feedback highlighted the need to provide training on general IT, webpage development and management workshops on CI.

Significant efforts were applied by SBDC advisors to engage with the local community at culturally appropriate and sensitive levels whilst pursuing small business development objectives.

Equally, substantial efforts were made to identify and liaise with local stakeholders on the role and function of SBDC on island. Matters that emerged during these discussions assisted local stakeholders to understand the objectives of the SDA in fostering small businesses on the island and the advisors were alerted to local issues that would not have been uncovered but for the frank and open discussions that were held. Local stakeholder groups included:

- members of CI Chamber of Commerce
- the Acting Administrator
- Executives of CIP
- tourism professionals
- telecentre operators
- airport staff and operatives
- the CIDHS Principal on enterprise education for students
- community representatives of the Chinese and Malay communities
- executives of both SOCI and SOCKI, and
- local opinion leaders who were not necessarily self-employed.

Another important benefit of SBDC's visits is the perceived lack of local political bias. Small communities such as CI and CKI are often strongly affected by local politics. The SBDC is seen as a 'political cleanskin' and frank business discussions can be held because of the lack of political bias. The advisors are endorsed by the agent as competent and trusted. The advisors that have travelled to the IOTs and delivered presentations reinforce the lack of political bias and foster communication channels with SBDC directly and through the agent.

SBDC has a number of specialist advisors who are accessible by telephone and email. They provide quick, accurate and professional advice at no cost to small business clients and they also support the on-island service providers.

In order to ensure on-island advice is of a high standard SBDC provided support, assistance and education to the on-island service providers, ensuring the flow-on of quality small business advice. This consistent on-island presence has many benefits for the client and ensures clients have access to a small business representative that can be approached at any time on business development issues.

Having an on-island presence has also ensured SBDC has direct access to:

- local political and economic issues
- local levels of business confidence
- cultural sensitivities that impact upon business development and operations
- social problems and the difficulties these may cause when fostering business development
- current and emergent business development needs analysis
- business bottlenecks and choke points
- local personalities who were to be included as informal, as well as formal stakeholders when plotting service delivery strategies, and
- the outlook for the near and mid term with a view to developing on-island business growth strategies.

#### ***Client Contacts***

During 2007–08 the SBDC registered a total of 236 contacts (2007 – 265), in the delivery of a range of services at a cost of \$61,450 (2007 – \$42,753).

Total contacts included 203 (2007 – 81) direct contacts with clients and stakeholders during SBDC visits to the IOTs. In the same period the local agent made 41 (2007 – 70) client contacts, providing 40.5 hours (2007 – 24 hrs) service delivery and 101 hours (2007 – 29 hrs) consultation with the SBDC. The cost per client contact increased to \$189 compared with the 2007 rate of \$141. The increase per in cost per client contact can be attributed in part to additional support for new on-Island agents and the cost of additional visits to the IOTs.

#### ***CI key issues 2007–08***

The following are some of the ongoing issues on CI that cause concern:

- winding down of phosphate mining
- cost and frequency of flights and sea freight to the islands – a high speed ferry delivering freight and tourists to CI may break the current economic bottlenecks of expensive airfares and shipping
- reduction in sub-contractor employment opportunities
- decrease in the number of Fly In Fly Out personnel
- lack of people with various skills
- future direction – a strategic plan
- ongoing cultural issues
- concern was expressed by local residents that the Department of Immigration and Citizenship (DIAC) do not appear to have a policy of letting tenders to small businesses

- few, if any small businesses on the island have the skill to develop a tender (or business proposal for finance)
- tourism has grown over the years, but significant barriers, including lack of local services and infrastructure, and competition from the rest of the world for the tourism dollar, hinder growth. Other destinations are cheaper, more modern, offer good local services, good shopping and cheaper fares. While local business owners accept tourism as a future industry they fail to provide services commensurate with the expectations of tourists
- workshops were well advertised but attendance was low reflecting the poor energy levels on the island, and
- small business owners have a short-term view and do not have a culture of cross-referrals.

#### *CKI key issues 2007–08*

- restricted housing availability means that the population and labour supply cannot increase
- government agencies are withdrawing their staff and offices from CKI and moving their staff (and consumption) to CI
- erratic and unreliable food supplies impede tourism development
- island staff require hospitality and tourist awareness training if tourism is to be fostered
- CKI is small economy with limited business development opportunities
- goat farming, ecotourism (bird watching), tourism fishing trips, aluminium fabrication for marine applications and a bio fuel industry have been identified as new business development options
- some West Islanders resist notions of economic development such as tourism as damaging to their lifestyle, and
- existing ferry timetables are designed for local convenience and will require review to cater for the tourist market.

## **Future Issues**

### *Christmas Island*

CI continues to have an uncertain economic future. The community will be challenged with social and economic adjustments due to the expected increase in unemployment as the mine progressively closes down.

The local residents are concerned about high rents, property sales, and freight and food costs. Only some economic activity will replace mining, such as employment generated by the dismantling of the mine equipment and the possible growth in tourism.

The community is varied in its perception of the future with some continuing to link their livelihood with the mine, while others are promoting and embracing a future in tourism. No major project has been announced that has the potential to create a significant economic benefit for CI.

### *Cocos (Keeling) Islands*

The SBDC officer visiting the islands in March 2008 found optimism for the future and tourism prospects was high on West Island, but not on Home Island, where approximately 68% of the population is unemployed (Source – SOCKI). The cost of building, lack of available land for new houses, and up to four generations living in one house, together with poor health, contributes to problems. The population is approximately 120 on West Island and 450 on Home Island.

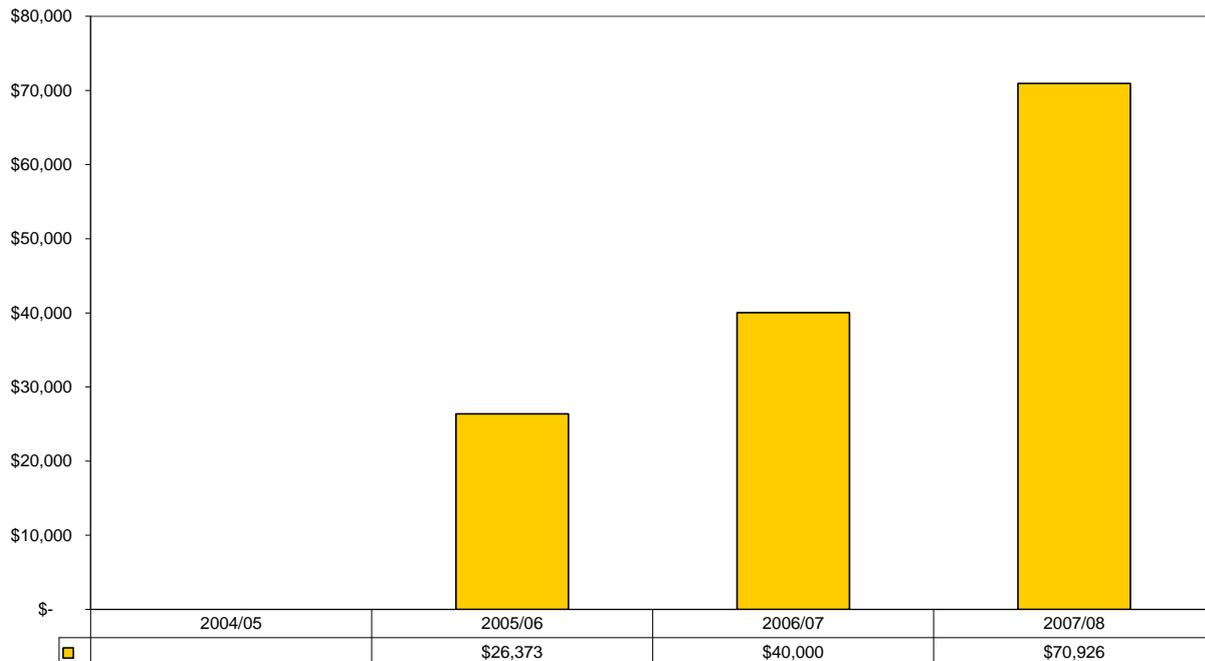
Erratic and unreliable food supplies and cost of flights to CKI impedes tourism development.

The economies of both regions are in decline, however, the SBDC will continue to explore and promote options for small business starters and existing businesses wishing to grow or diversify on CI and CKI.

# Department of Sport and Recreation

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## SDA Expenditure



## Status of Services

The SDA between DOTARS (now the Attorney-General's Department) and the Department of Sport and Recreation (DSR) was signed in December 2005.

The objectives of the SDA are for DSR to:

- encourage more IOTs residents to be physically active
- strengthen the capacity of IOTs sport and recreation organisations
- promote sound infrastructure planning and sustainable facilities
- assist Territories Office Perth and the IOTs communities in their strategic recreational planning process
- undertake an initial strategic recreational planning assessment, and
- access grants from the DSR.

The *Hurst Report* was undertaken and completed in July 2006 as the initial strategic recreational planning assessment.

One of the recommendations from this report was that SOCKI develops a five year strategic sport and recreation plan which identifies the future aspirations of the community and prioritises the provision of future recreation facilities.

## Activities during 2007–08

In accordance with the services that DSR provides on the mainland for people in Regional WA, the Manager Regional Services has overseen the SDA for the IOTs.

In 2007 DSR's Mid West Manager was appointed on a three month contract to develop the five year strategic plan; encourage more CKI residents to be physically active; and strengthen the capacity of CKI sport and recreation organisations.

DSR's Mid West Manager visited CKI for two months from October to December 2007, and then for a month in January to February 2008. The purpose of the visit was to develop a three to five year Strategic Plan for the islands that included infrastructure, people and organisational development; to assist with the short-term capacity building for people and organisations and introduce and promote new activities and programs.

DSR's Mid West Manager met with CKI stakeholders to discuss future opportunities for CKI and opportunities for collaboration.

## Performance Information

Performance Indicators:

- KPI 3.1 The aim of the WA Agency is to provide services, advice and support as described in Section 2 9f the SDA at a level comparable to that provided in a similarly remote locality in WA. In this regard the provision of services performance indicators presented:
- KPI 3.1.1 Encourage more IOT residents to be physically active:
- As part of the research for the Strategic Plan the following actions were implemented:
- a *Physical Activity Provision and Participation Survey* (adult),
  - *Sport and Recreation Participation Survey* (Years 7-10),
  - Walking School Bus Program commenced October 2007,
  - adult walking group, and
  - dance classes.
- KPI 3.1.2 To strengthen the capacity of IOTs sport and recreation organisations
- KPI 3.1.3 Promote sound infrastructure planning and sustainable facilities (type of information provided including turf management and trails)
- KPI 3.1.5 Access grants from the DSR – DSR was able to assist with queries and provide grant information
- KPI 3.2 DSR will conduct an annual *Client Satisfaction Survey* for the IOTs and provide the information to Territories Office Perth. Results will be available in October 2007.

## Future Issues

The most important factor underpinning the study is that all stakeholders make a long term commitment and do not continue to initiate the many, previously failed, short term initiatives and programs.

CKI is a young community growing at a rate well above the national average. Over 26% of the population is under 15 years of age, well above national figures and increasing at a rate also above the national average. It is important that the provision of programs and facilities be addressed to ensure that provision is consistent and relevant to the size and nature of demand.

Currently over 52% of the population are females. Consideration needs to be given to the current and future provision of programs and facilities in terms of gender, specifically opportunities for equal participation and availability for both males and females. On Home Island, cultural considerations will need to be addressed when planning and developing women's activities.

42.5% of the population is between 25 and 54 years of age. This represents a large portion of the population who would normally be expected to be active in sport and recreation. Whilst this is the case on West Island it is not the case on Home Island. A priority will be the provision of programs and planning to address this dilemma.

Planning for the predicted ageing population of CKI will require special consideration to ensure provision of appropriate programs and facilities that will allow for the changing uses and provide adequate flexibility to meet the needs of older people in the community.

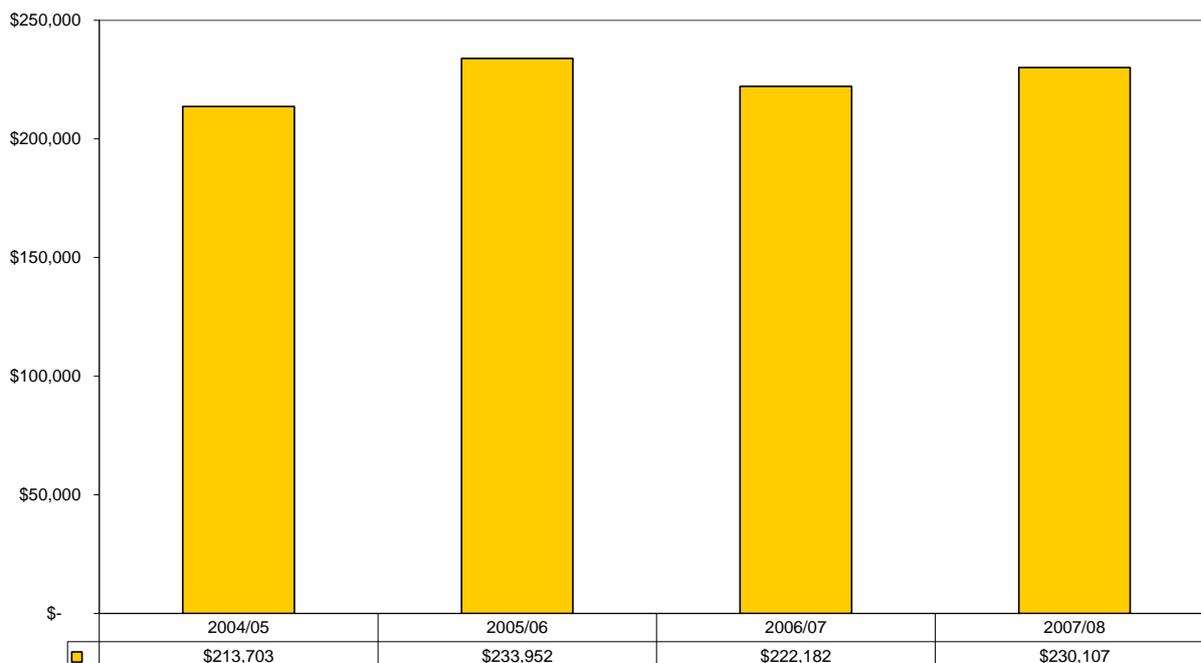
There is an urgent need to fast track planning and programs to the 65 and over age group. Figures are very low compared to the national average for this group, indicating 65% less people are living on CKI beyond 65 years.

CKI has a significant proportion of Malay people living mainly on Home Island. It is essential to recognise the important, unique and sensitive culture of the Malay community and their special needs.

# State Library of Western Australia

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## SDA Expenditure



## Status of Services

The library on CI and the two libraries on CKI have been operating with State Library of Western Australia (SLWA) stock since October 1997. Under the SDA and agreements with SOCI and SOCKI, the Shires provide staff, library accommodation, equipment and other infrastructure and pay for the freight for book exchanges from the IOTs to Perth. The libraries are well-used by the communities.

The CI library is located in the George Fam Centre, the same complex as the SOCI offices. It occupies three adjoining rooms in the former school. It operates from 12 noon to 4:00 pm Mondays to Fridays, and 10:00 am to 12 noon on Saturdays. Stock consists of 3,484 items in Chinese, English, Indonesian and Malay languages.

The CKI libraries are joint-use libraries situated within the school campuses, easily accessible by users. The West Island library's hours are 7:00 pm to 9:00 pm Mondays and 3:30 pm to 5:30 pm on Wednesday. The Home Island library's hours are 3:30 pm to 5:30 pm on Mondays and Thursdays. Both are also available during school hours of 8:00 am to 2:30 pm weekdays.

West Island stock consists of 1,527 English-language items. Home Island stock comprises 1,364 items in English, Indonesian, Malay and Arabic.

## Activities during 2007–08

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

Stock is exchanged on CI every two months and each exchange comprises 290 items including English, Chinese, Malay or Indonesian items and French or Vietnamese language items. Altogether 1,740 items were exchanged.

The exchanges to the CKI libraries are also bi-monthly. Exchanges of 100 English, Indonesian, Malay and Arabic language items are sent to Home Island. A West Island exchange comprises 150 items in English. A total of 1,500 items were exchanged.

### Visits

The CI library officer attended SLWA training in July 2007. The two-day program provided a learning experience as well as the opportunity to meet staff across the SLWA network.

The SLWA CEO and State Librarian visited both CKI and CI in April 2008. The visit was an opportunity to meet both library and Shire staff to discuss issues.

A regular program of contacting library staff has continued throughout the year to ensure that any operational matters or concerns are dealt with in a timely manner.

SOCKI has signed an agreement to commence the Better Beginnings Program, by which all CKI babies will receive a kit that includes a quality children's book and supporting materials to stimulate reading activities and literacy.

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	1,500	16.27	7.98	93.84	2.32	\$39.37
Exmouth	2,224	7.05	7.29	64.07	1.57	\$32.07
Leonora	1,620	72.32	1.29	No figures provided	1.81	\$33.74
Meekatharra	1,296	No figures provided	No figures provided	No figures provided	1.65	No figures provided

Rural Remote Small (RTS) Shires	Population	Loans per member	Loans per hour open	Members per population	State Lib. stock per capita	Library exp. Per member
Cocos (Keeling) Islands	620	No figures provided			4.66	No figures provided
Cue	362	No figures provided			4.43	No figures provided
Shark Bay	917	7.33	1.18	64.71	4.14	\$35.64
Wiluna	770	No figures provided			1.11	No figures provided

## Future Issues

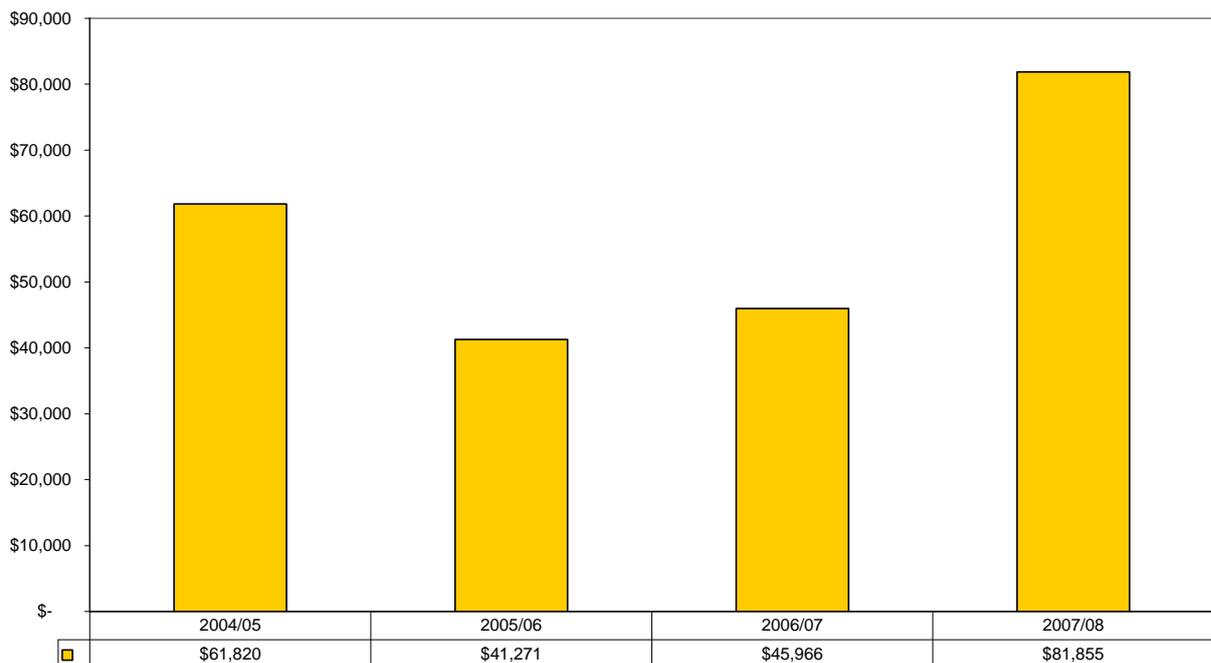
Inadequate information and communication technology infrastructure continues to be a problem. The CKI libraries are unable to access Public Libraries Online, which is used for communication purposes for libraries within WA. Communication via the internet is still slow and on occasion unreliable.

Shipping service delays have caused delays with the exchange service and on the delivery and return of inter library loan items.

# Department of Treasury and Finance

## Office of State Revenue

### SDA Expenditure



### Activities during 2007-08

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

For the 2007–08 period, collections were:

Tax	Collections
Land Tax	\$22,078.75
Stamp Duty	\$245,148.46
Pay-roll Tax	\$997,362.32
Tobacco	\$94,065.60
<b>Total</b>	<b>\$1,358,655.13</b>

The table below compares the 2007–08 revenue with that collected in previous years:

Collections	Cocos	Christmas	IOTs total
2003–04	\$400,805	\$1,123,500	\$1,524,305
2004–05	\$142,913	\$1,214,564	\$1,357,476
2005–06	\$110,942	\$1,271,987	\$1,382,929
2006–07	\$139,149	\$1,611,481	\$1,750,630
2007–08	\$171,487	\$1,187,168	\$1,358,655

For the 2007–08 period, the number of assessments, returns and licences issued were:

Tax	Assessments>Returns/Licences		
	Cocos	Christmas	IOTs total
Land Tax	8 notices	16 notices	24 notices
Stamp Duty (document based)	0 assessments	36 assessments	36 assessments
Stamp Duty (returns-based)	0 returns	35 returns	35 returns
Pay-roll Tax	33 returns	160 returns	193 returns
Tobacco	14 licences	57 licences	71 licences

### **Revenue Transfer**

All collections were reconciled and credited to a trust account established for this purpose. All revenue collected has been accounted for and transferred to the Attorney-General's Department with a statement detailing for each Territory, collections by revenue head.

### **Refunds**

Three refunds in relation to land tax collections occurred during the period, two for overpayments and one for accidental double payment.

### **Budget**

The Department of Treasury and Finance (DTF) provides Territories Office Perth with a budget estimate and also a statement of actual expenditure in respect of its operations in the IOTs for each year. The actual cost of administering the collection of taxes in the IOT on behalf of Territories Office Perth for 2007–08 amounted to \$81,855. The total expenditure was less than the revised budget estimate of \$87,047.

### **Visits to the IOTs**

Four Investigation Officers from the Compliance area visited CI and CKI during the period 2-9 July 2007. During the visit investigations and audits were conducted in relation to tobacco, stamp duty and pay-roll tax. In addition there were some issues relating to the sale of duty free tobacco, and as a result of this several tobacco wholesalers were visited to clarify the requirements in relation to the sale of such products. Discussions were held with Customs regarding the sale of duty free tobacco to visiting ships and yachts.

### **Taxpayer Awareness Program**

The IOTs are included in DTF's Customer Education 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 and fact sheets have in the past been distributed to SOCI and SOCKI. SOCI and SOCKI been asked to participate in distributing the information brochures from their centres and were advised that further supplies could be ordered from DTF. The OSR 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 are also available.

### **Enquiries**

DTF provides an enquiry service for taxpayers located in the IOTs regarding pay-roll tax, land 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 OSR customers from the IOTs. Taxpayers are also able to make preliminary enquiries regarding DTF services with the Managing Registrar in each Territory.

### ***Advisory Service***

Section 20(1)(b) of the SDA requires the State to advise the responsible 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. DTF implemented a system whereby any changes to administered tax legislation results in written advice of the change and a copy of the legislation being forwarded to the Attorney-General's Department. Throughout this financial year, on three occasions DTF advised the Attorney-General's Department of a total of 32 modifications or amendments to state legislation that related to the Services.

### ***Internal Audit***

The Internal Audit function provides a service to Territories Office Perth by auditing the DTF systems and controls, which also process the IOT Collections.

## **Performance Information**

These measures are identical with those that apply to OSR for annual report and audit purposes. The measures themselves were reviewed and revised for 2007–08, and reflect the measures now adopted for reporting purposes on revenue collection matters performed by the OSR. For comparison purposes the WA performance indicators provided.

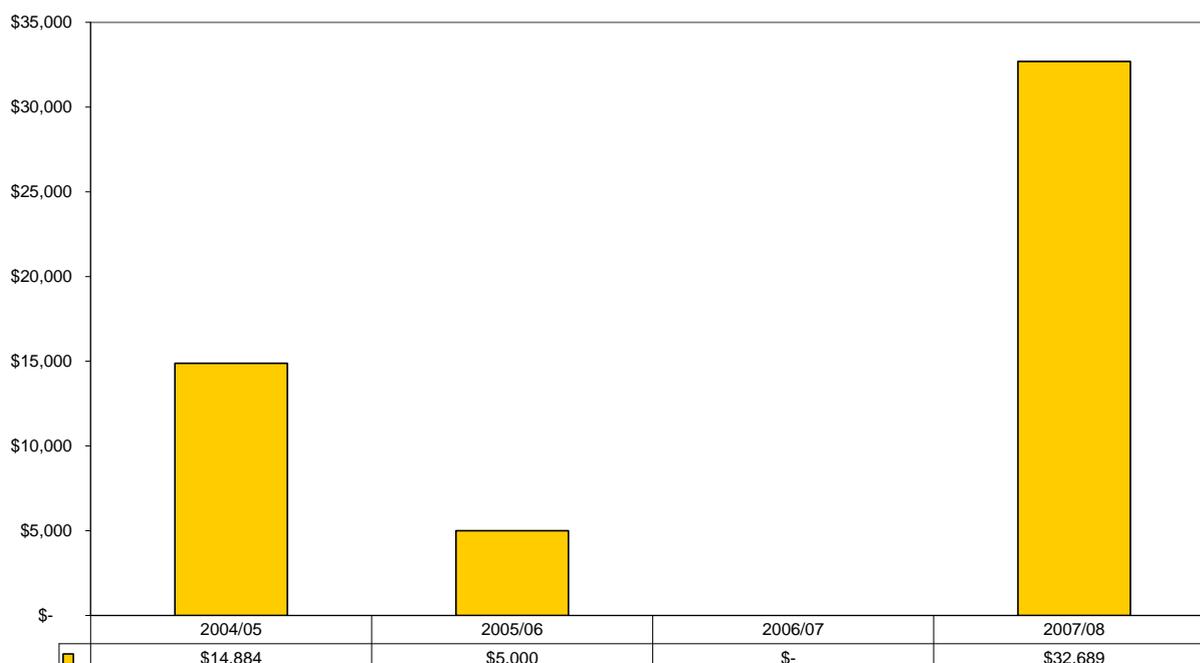
<b>Collection effectiveness indicators</b>	<b>WA</b>	<b>IOTs</b>
No of land tax assessment notices issued	140,324	24
No of pay-roll tax returns issued	109,191	193
No of stamp duty returns issued	3,250	35
No of stamp duty instruments assessed	882,536	36
<b>Collection efficiency indicators</b>	<b>WA</b>	<b>IOTs</b>
Cost per determination	\$27.68	\$228.01

Not all of the WA indicators are relevant to the IOT. Some of the effectiveness indicators reported for WA are excluded for the IOT. This is due to the IOTs' small population of taxpayers, which means that the indicators rely on the results of sampling techniques making them statistically invalid. The "cost per determination" for the 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 WA fall into two categories:

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

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

## Activities during 2007–08

### *Education and Training Activities*

WorkCover WA's key IOTs education and training initiatives and activities during 2007–08 were:

- the translation of seven publications into four languages
- interpreter services offered to people with culturally and linguistically diverse backgrounds that require one-to-one assistance. Information on the WorkCover WA website has brochures available in the languages of Malay and Chinese, and
- ensuring that the Malay and Cocos Malay languages are now standard requirements for all translations. There are more prominent links now offered from the website home page for all seven languages other than English.

### Noise Induced Hearing Loss (NIHL) Activities

An approved audiometric officer resident on CI successfully completed the continuing approval examination process and was reinstated as an approved audiometric officer within the WA workers' compensation scheme. Currently there is no approved audiometric officer located on CKI and no audiometric hearing tests were undertaken this year.

### WorkCover WA 2007–08 Website Statistics for IOT Languages

The table below details activity against visitor and publication downloads for simplified Chinese, Malaysian and Cocos Malay Languages. These are languages attributed to the IOTs, although activity recorded may not be exclusively related to this jurisdiction.

Website Statistics for IOT Languages				
	Website Visitor Numbers		Publication Downloads	
	Monthly Average	Annual	Monthly Average	Annual
Simplified Chinese	68	810	105	1,260
Malaysian	63	756	876	10,512
Cocos Malay	48	570	136	1,632

### Performance Information

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

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

Summary of Activities and Outcomes for Christmas Island and Cocos (Keeling) Islands			
Compliance	CI	CKI	Denham
Number of insurers/self insurers writing policies of total available <sup>(1)</sup>	6 out of 10	3 out of 10	8 out of 10 <sup>(8)</sup>
Number of employers covered <sup>(2)</sup>	81	15	60
Completed inspections	0	0	0
% of targeted employers with workers' compensation insurance cover at the time of inspection	0	0	0
Number of prosecutions initiated	0	0	0
<b>Noise Induced Hearing Loss</b>			
Number of people tested <sup>(3)</sup>	0	0	0
Number of hearing loss claims	0	0	0
<b>Injury Management and Vocational Rehabilitation</b>			
Number of rehabilitation cases commenced, finalised and ongoing <sup>(5)</sup>	4	0	3
Average number of days taken to access vocational rehabilitation services <sup>(4)</sup>	183	n/a	531
% of workers (injured in IOTs) with disabilities in receipt of AVRVP services <sup>(6)</sup>	0	0	10%
% of workers (injured in IOTs) with disabilities in receipt of AVRVP services who successfully return to work <sup>(6)</sup>	n/a	n/a	-
<b>Dispute Resolution and Agreement Processing</b>			
No of disputes	0	0	0
% of disputes resolved at conciliation	0	0	0
% of disputes resolved within 12 weeks of lodgement	0	0	0
Number of Memorandum of Agreements registered	0	0	0

#### Notes

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

## **Future Issues**

### *Compliance Inspections*

A series of targeted compliance checks are scheduled for the 2008–09 period.

Compliance inspections will be either desktop (enquiry through letter, phone or fax) or field (visitation) of lapsed policy notifications received from approved insurers, new businesses registered with DOCEP, new owners of sold businesses identified through the lapsed and cancellation policy process and targeted inspections.

Inspections will be undertaken to determine if the employer employed workers and, if so, held a current worker's compensation insurance policy to cover full liability.

# The IOTs State-type Grant Funding Program

## About the Program

The Attorney-General's Department has implemented a program enabling IOTs Shires, residents and community groups to apply for funding similar to that available to WA under grant programs operated by WA Agencies. The program brings State-type grant funding for the IOT 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 any residency requirements) and competitive standards as WA applications before being recommended for funding. Applications also need to 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 DLGRD. Copies of the Directory are available from SOCI and SOCKI or online at [www.dlgrd.wa.gov.au](http://www.dlgrd.wa.gov.au). Further information and application forms about particular grants are available from the relevant WA Agencies.

## Activities during 2007–08

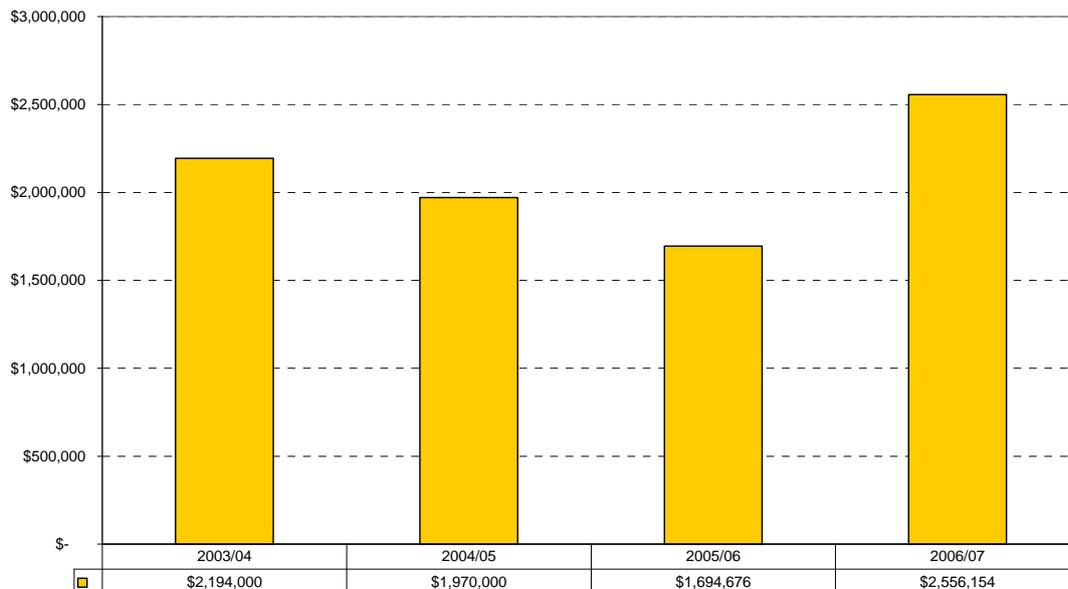
The table below lists the projects that were approved for funding by the Minister for Home Affairs, and for which funding agreements were entered into:

APPROVED PROJECTS – State-type Grants Program			
Recipient	Project	Assessing WA State Agency	Funding
Arts and Culture CI	Sculpture in the Padang	Country Arts WA	\$5,063
Arts and Culture CI	Pulse Conference	Country Arts WA	\$6,100
Arts and Culture CI	Community Textile Workshops	Country Arts WA	\$11,085
Arts and Culture CI	Annual Funding	Country Arts WA	\$10,000
CI Neighbourhood Centre	Volunteer Resource Centre 2007	Dept of Community Development	\$37,500
CI Neighbourhood Centre	Family Centre Services	Dept of Community Development	\$70,820
Cocos Club	Music & Arts Festival 2007	LotteryWest	\$6,000
Shire of Christmas Island	Community and Cultural Development Officer	Country Arts WA	\$80,000
Shire of Christmas Island	Community Bus	LotteryWest	\$121,109
Shire of Christmas Island	50 <sup>th</sup> Anniversary of Australian Sovereignty Celebrations	Not applicable	\$504,421
Shire of Cocos (Keeling) Islands	Enhancing Cocos Malay Traditions	Healthway	\$5,400
Shire of Cocos (Keeling) Islands	Cyclone Shelter Air-Conditioning	Dept of Sport & Recreation	\$110,000
Shire of Cocos (Keeling) Islands	Sailing the Traditional Malay Jukung	Dept of Sport & Recreation	\$10,000
<b>Total Approved Grant Funding 2007–08</b>			<b>\$977,498</b>

# Australian Federal Police

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## SDA Expenditure



## Status of Services

The AFP staffing on CI consists of one sergeant, three constables, one locally engaged full-time AFP staff member and four locally engaged part-time special members. The police team is fully funded by the Attorney-General's Department to provide community policing to the CI community. The AFP is also responsible for regulatory functions, such as the service of court documents and civil process, marine compliance, boat registration and vehicle licence testing.

AFP staffing on CKI consists of one sergeant, one constable and two locally engaged part-time special members. The AFP provides community policing, fully funded under its arrangements with the Attorney-General's Department. The AFP also provides customs and immigration services under arrangements with those respective Commonwealth agencies.

During the year, the AFP contracted the construction of three new marine vessels for the IOTs. These vessels will replace the current Police boats on CKI and CI. The third vessel will be delivered to the VMRS on CI in 2008–09. All three vessels will satisfy 2C survey requirements and therefore will enable a greater range of services and improved safety to the IOT communities.

## Activities during 2007–08

### *Christmas Island*

In October 2007 a body of a male person was recovered by police from beneath the cantilevers in Flying Fish Cove. Post mortem examination was consistent with salt water immersion. A Coronial brief was submitted.

During the year residents were charged with numerous burglary offences.

As the Controller for Emergency Services, the AFP oversighted:

- a full deployment of CI emergency services in response to a Search and Rescue exercise, involving two injured hikers at West White Beach (December 2007), and
- a desk-top exercise at the Airport to test the viability of the current emergency plan. A number of shortfalls were identified in relation to call out lists for essential personnel (March 2008).

In January 2008 a local fishing boat with one person aboard required immediate assistance following the overturning and sinking of the vessel approximately 1.5 miles seaward from the Lily Beach area. The rescue was successful with nil injuries to either rescuers or victim, with assistance provided by the VMRS on CI and the Port Authority.

### *Cocos (Keeling) Islands*

During the year the AFP successfully charged residents and yachties with criminal charges including breaches of the Customs Act.

In August 2007 the AFP conducted a maritime rescue of a 75 year old Cocos Malay who was in distress with no engine power and drifting out to open ocean.

In November 2007 the AFP as the Controller for Emergency Services conducted a Ferry Disaster Exercise between Home Island and West Island utilising only CKI resources. All Island Agencies and residents were involved in what was a very successful original exercise. The exercise was beneficial to all participants raising shortfalls in resources and logistics.

In January and February 2008 the AFP provided assistance to the vessel, the M.T. Breakthrough that was suffering engine problems.

In March the AFP commenced an operation to remove unregistered vehicles from both Home Island and West Island. As a result of this operation 25 sets of numberplates were seized and official cautions were issued to all 25 offenders.

# Abbreviations and Acronyms

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Administration	Indian Ocean Territories Administration
Administrator	Indian Ocean Territories Administrator
AFP	Australian Federal Police
CANWA	Community Arts Network WA
CAWA	Country Arts WA
CEO	Chief Executive Officer
CI	Christmas Island
CIDHS	Christmas Island District High School
CIP	Christmas Island Phosphates
CKI	Cocos (Keeling) Islands
CKIDHS	Cocos (Keeling) Islands District High School
CKITA	Cocos (Keeling) Islands Tourism Association
CLA	Chinese Literary Association
Coastwest	Environment and Sustainability Unit
Country Services Manager	Disability Services Commission, Operational Support and Development, Country Services Manager
CP	Consumer Protection Division
CSCCLAC	Country Service Coordination Local Area Coordinator
DCA	Department of Culture and the Arts
DCD	Department for Community Development
DCP	Department for Child Protection
DEC	Department of Environment and Conservation
DET	Department of Education and Training
DfC	Department for Communities
DHW	Department of Housing and Works
DIAC	Department of Immigration and Citizenship
DLGRD	Department of Local Government and Regional Development
Landgate	Department of Land Information
DOCEP	Department of Consumer and Employment Protection
DOCS	Department of Corrective Services
DoE	Department of Environment
DoF	Department of Fisheries
DOH	Department of Health
DOIR	Department of Industry and Resources
DOJ	Department of Justice
DoTAG	Department of the Attorney General
DOTARS	Department of Transport and Regional Services
DOW	Department of Water
DP&C	Department of Premier and Cabinet
DPI	Department for Planning and Infrastructure
DRGL	Department of Racing, Gaming and Liquor
DSC	Disability Services Commission
DSP	Disability Support Program
DSR	Department of Sport and Recreation
DTF	Department of Treasury and Finance
EEU	Environmental Enforcement Unit

EFN	Environmental Field Notice
EOC	Equal Opportunity Commission
EP	Environmental Protection
EPN	Environmental Protection Notice
ERA	Economic Regulation Authority
ESL	English as a Second Language
FESA	Fire and Emergency Services Authority of WA
FNA	File Notation Area
GRV	Gross Rental Value
GTO	Group Training Organisation
HRWL	High Risk Work Licences
IOGTA	Indian Ocean Group Training Association
IOT	Indian Ocean Territory
IOTHS	Indian Ocean Territories Health Service
IOTSEO	Indian Ocean Territories Senior Environmental Officer
JLL	Jones Lang LaSalle
JJT	Juvenile Justice Team
JP	Justice of the Peace
LAWA	Legal Aid WA
MAP	Museum Assistance Program
Medical Board	Medical Board of WA
MHA	Minister for Home Affairs
MOU	Memorandum of Understanding
MRWA	Main Roads WA
NMWB	Nurses and Midwives Board
OHR	Office of Health Review
OofE	Office of Energy
OPT	Office of the Public Trustee
OSH	Occupational Safety and Health
OSR	Office of State Revenue
PLB	Plumbers Licensing Board
PRL	Phosphate Resources Limited
PRU	Pollution Response Unit
Registry	Registry of Births, Deaths and Marriages
ROMAN	Road Management System
RST	Recreational Skippers Ticket
RTO	Registered Training Organisation
SBDC	Small Business Development Corporation
SCLIPS	Shire of Christmas Island Local Planning Strategy
SDA	Service Delivery Arrangement
SES	State Emergency Service
SLSB	State Land Services Branch
SLWA	State Library of Western Australia
SOCI	Shire of Christmas Island
SOCKI	Shire of the Cocos (Keeling) Islands
SSO	State Solicitors Office
TSB	Trading Standards Board
UV	Unimproved Value
VET	Vocational Education and Training
VMRS	Volunteer Marine Rescue Service

WA	Western Australia
WA Agencies	WA State Government Agencies
WWCC	Working With Children Checks
WWCSU	Working with Children Screening Unit