Service Delivery Arrangements (SDA) Annual Report

Indian Ocean Territories 2014–15

June 2016
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Chapter 1:  Introduction

1.1  Background

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

State-type services are predominantly delivered in three ways:

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

Since 1992, the Commonwealth and WA Governments have been entering into SDAs for the provision of services to the IOT. Forty WA Agencies are currently providing services. Three of these WA Agencies: the Office of the Auditor General, Department of Education (Education), and the Department of the Premier and Cabinet (DPC), provide services through an exchange of letters.

1.2  SDA management during 2014–15

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

A new SDA template was agreed between the Commonwealth and WA Government in 2015. Reaching this agreement has allowed the renegotiation of multi-year SDAs with WA Agencies. In 2014–15 seven new multi-year SDAs were negotiated, effective from 1 July 2015:

- Department of Commerce (DoC);
- Department of Environment Regulation (DER);
- Department of Finance (DoF);
- Department of Fisheries (Fisheries);
- Department of Local Government and Communities (DLGC);
- Department of Transport (DoT); and
- Insurance Commission of WA (ICWA).

An SDA Information Kit, which provides guidance to WA Agencies providing services to the IOT through an SDA, was developed during the year. This information kit was provided to WA Agencies and is available through the Department’s website at http://regional.gov.au/territories/publications/index.aspx

In partnership with the WA Government, the Department also introduced SDA Fact Sheets for the renegotiated SDAs. These Fact Sheets are designed to provide information about the services available through SDAs and how these services can be accessed. Fact Sheets will be produced for all SDAs as they are renegotiated. The SDA Fact Sheets, including translated versions, are also

1.3 Priorities for 2015–16

Fourteen SDAs are under review and renegotiation in 2015–16, these are:

- Department of Agriculture and Food (DAFWA); (in place as of 1 February 2016)
- Department of the Attorney General (DoTAG);
- Department for Child Protection and Family Support (DCPFS);
- Department of Culture and the Arts (DCA);
- Department of Lands (DoL);
- WA Land Information Authority (Landgate);
- Department of Mines and Petroleum (DMP);
- Department of Planning (Planning);
- Department of Racing, Gaming and Liquor (DRGL);
- Department of Regional Development (DRD);
- State Library of WA (SLWA);
- WA Planning Commission (WAPC);
- Department of Water (DoW); and
- Water Corporation (Water Corp.).

Negotiations are continuing with five WA Agencies where an SDA was not finalised in 2014–15:

- Department of Fire and Emergency Services (DFES);
- Environmental Protection Authority;
- Office of Environmental Protection Authority;
- Housing Authority; and
- Salaries and Allowances Tribunal.

1.4 WA Agency Annual Reports

The primary source of information contained in this report is the 2014–15 annual reports supplied by WA Agencies as required under each SDA. This has been supplemented by:

- information held by the Department’s Perth office;
- SDA visit reports;
- SDA reviews; and
- discussion with WA Agency representatives.

There is a three year project plan in place to review and renegotiate all SDAs (commenced 2014–15) with WA Agencies. To ensure consistency across agencies, the new SDAs have a standard template for reporting against performance indicators. Given the different reporting
formats received by the Department in the 2014-15 financial year, WA Agency performance against specific indicators has not been included in this report.

The following WA Agencies did not provide any services to the IOT during 2014–15 and a report is not required:

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

At the time of publication, the following WA Agencies had not submitted annual reports:

- DFES; and
- Department of Housing.
Chapter 2: Department of Agriculture and Food

2.1 Services

DAFWA provides biosecurity support to minimise the impact of identified noxious weed species on the environment of the IOT.

2.2 Activities during the year

Parthenium Weed – Christmas Island (CI)

The first visit for the 2014–15 financial year was conducted in late August–September 2014. There were no detections of Parthenium weed at 22 known sites. However, Parthenium weed was detected in June 2015 at two new urban locations. These sites are being monitored and controlled under existing protocols.

Sixteen of the 22 remaining sites have not had any Parthenium for over three years. Seven sites have had no detections for over five years. This is a considerable achievement and shows the approach undertaken by DAFWA is succeeding. Further inspections will be required for up to five years to prove eradication. All inspection locations are within a five kilometre radius of settlements located in the north-east of CI. Until the recent detections in June 2015, the number of known infestations has remained static since April 2009.

Siam Weed – Cocos (Keeling) Islands (CKI)

Control and surveillance activities conducted during 2014–15 have been highly effective and continue to reduce the infested area on Home Island (HI) and West Island (WI). The visit in September 2014 has consolidated control activity achieved since the programme commenced in 2010.

The control programme on both inhabited islands is rapidly reducing the seeding potential in many highly infested locations. A number of these heavily infested areas are subject to regular human interaction and are potentially a high bio-security risk to non-infested locations and to Australian mainland assets. Engagement with the community, industry and various levels of government is ongoing and essential to the success and continuation of the programme. Local Home Islanders are employed through Indian Ocean Group Training Association (IOGTA) to assist with operational tasks during each visit.

2.3 Future issues

DAFWA will continue to provide surveillance and control activities for Parthenium weed on CI and is progressing towards the objective of reducing the impact of Siam Weed from HI and WI. Three trips are planned in the 2015–16 financial year to CI and CKI to continue the control programmes.
Chapter 3: Department of the Attorney General

3.1 Services

DoTAG provides access to the justice system including Judicial and Non-Judicial Court Services; Registry Office; State Solicitor’s Office; Public Advocate and Victim Support and Child Witness Service (VSCWS).

3.2 Activities during the year

Circuit and other visits

The Magistrates Court scheduled regular quarterly sittings at the CI and CKI Courts in 2014-15. There were four sittings held at CI and three sittings held at CKI. Justices of the Peace (JPs) were called to hear other urgent matters arising at the islands as required.

A management inspection/audit was carried out by the Court Liaison Officer in June 2015. The result of the audit has seen video conferencing services between the CI Immigration Detention Centre (IDC) and Perth Magistrates Court re-established.

VSCWS provided services to identified victims during the year. They also continued to advertise in local media on a quarterly basis.

Coronial Inquests

One death on CI was reported to the State Coroner in 2014–15. The case is still open and will be dealt with by way of Administrative Finding and not an Inquest. No Inquests were finalised in CI or CKI during 2014–15.

On-going procedural advice and training

Training, information sessions and support material for rostered JPs were provided during the June visits to CKI and CI Courts by the visiting Magistrate and DoTAG.

Assistance in criminal and civil court procedure was provided throughout the year to the Indian Ocean Territories Administration (IOTA) officers at CI, and to Australian Federal Police (AFP) officers undertaking court duties on behalf of DoTAG.

All charge related information for criminal matters listed before the Magistrates Court at both CI and the CKI is scanned and emailed to the Perth Magistrates Court registry where it is entered into the Magistrates Court Criminal Case Management System. Any fines imposed at the IOT locations, which remain outstanding are enforced through the Fines Enforcement Registry.
Chapter 4: Breastscreen WA

4.1 Services
BreastScreen WA provides screening and diagnostic mammography services to CKI and CI on alternate years.

4.2 Activities during the year
BreastScreen WA routinely provides the following for each two-yearly visit:

- promotional material;
- call centre phone line for making appointments;
- on-site Senior Medical Imaging Technical Technologist for image acquisition;
- courier of images back to the Perth-based radiology rooms;
- reporting of images by two qualified radiologists; and
- if required, breast assessment services at any Perth-based hospital centres.

During the 2014-15 visit to CKI, 112 women were screened, an increase in 10 per cent from the previous year.

4.3 Future issues
Next visit to CI scheduled for around September 2016.
Chapter 5:  Department for Child Protection and Family Support

5.1 Services

DCPFS provides professional supervision and support for the resident IOT Senior Social Worker (SSW). DCPFS also provides assistance in administering the applied legislation concerning Working With Children Checks (WWCC).

5.2 Activities during the year

Professional supervision is provided to the SSW by the Perth-based Social Work Supervisor (SWS) on a regular basis by telephone and in person when possible. Skill and knowledge development, peer interaction and supervisory expansion continue to be promoted through professional development opportunities both on and off island and through Webinar, a web based conferencing system.

During this reporting period the SSW visited CKI three times to liaise with the Community Service Officer (CSO). The SSW provides regular supervision and support to the CSO by phone and email. In November 2014 the SWS visited CI and met with key stakeholders, including the AFP, the Women’s Association, the IOT Health Services and Shire of Christmas Island (SOCI) representatives. The visit included discussion regarding current issues and practices relating to child protection, and the opportunity to gather feedback on the Social Work Service. Gaps in mental health and aged care service provision were noted.

In 2014–15, 100 applications for WWCC were made from the IOT with 105 WWCC cards being issued. This represents 83 applications received and 87 issued on CI; and 17 applications received and 18 issued on CKI. The discrepancy between these figures is due to applications not being finalised in the financial year they were received in and the associated carry-overs.

5.3 Future issues

The SSW has reported a number of broad concerns impacting on the IOT relating to the provision of services and factors impacting on the IOT economy. The SSW has also again suggested the expansion the Social Work Service to include both a counselling and community development position which could be utilised across CI and CKI. This would enable capacity building, integrated development, maximising community participation and cultural development.

Feedback from community members is that the SSW and their provision of services is an important and valued role in the IOT. The current delivery of services and stakeholder engagement is predominantly delivered by the SSW with the role of DCPFS being limited to provision of advice, support and information as required. The review of the SDA will require consideration to the role of the SSW and other significant stakeholders, including the AFP and DCPFS in delivering services in the IOT and any other Memorandums of Understanding which may be required.
The WWCC Screening Unit’s last visit to the IOT was in June 2013 and it was intended that mid–2015 would see a return visit. This visit is now likely to be in May 2016 as the WWCC Screening Unit will be in a better position to comment on the (proposed) legislative amendments to the applied *Working with Children (Criminal Record Checking) Act 2004* and implementation of recommendations arising from the *Royal Commission into Institutional Responses to Child Sexual Abuse.*
Chapter 6: Department of Commerce

6.1 Services

The Department of Commerce (DoC) supports the application of legislation related to the building industry; consumer protection, energy safety (electricity and gas), occupational safety and health legislation, as well as regulatory services.

6.2 Building Commission

6.2.1 Activities during the year

The Building Commission made one compliance visit to CI and CKI in June 2015.

CI

A Plumbing Inspector conducted a compliance visit to CI from 6–13 June 2015 to inspect new works and to provide follow up inspections and educational advice regarding regulation changes and the recent adoption of the Plumbing Code of Australia (PCA) for WA regulation.

Meetings were conducted with management at the SOCI and Water Corporation (Water Corp.) offices.

CKI

A Plumbing Inspector conducted a compliance visit to CKI from 13–20 June 2015 to inspect new and previously inspected work. The inspector also provided educational advice regarding regulation changes and the recent adoption of the PCA for WA regulation.

A meeting was conducted with a representative from the Shire of Cocos (Keeling) Islands (SOCKI).

6.2.2 Future issues

There are several matters requiring follow up by the Building Commission in the future, including the re-inspection of rectification notices issued on both islands and further inspections to identify unlicensed plumbing matters. Water heater installations are of particular concern and continued monitoring of these installations is required to ensure community safety. The local industry operatives have indicated they would like to see a stronger presence from the regulator.
6.3 Consumer Protection

6.3.1 Activities during the year

Visits to the IOT
Consumer Protection visited CKI from 23–29 August 2014 and CI from 29 August to 4 September 2014. The purpose of this visit was to assess IOT residents’ compliance and understanding of consumer protection and tenancy laws, and to conduct product safety inspections and price scanning audits of a range of IOT businesses.

A second visit was undertaken to CI from 8–13 June 2015 and CKI from 13–20 June 2015. This visit was conducted in collaboration with the DSR. Working together, the two agencies conducted a series of workshops to inform the islands not-for-profit sporting and other organisations about their role and obligations.

Information was provided on the legislative requirements of the applied Associations Incorporation Act 1987 and the proposed changes in the Associations Incorporation Bill 2014 (Bill), which complemented DSR’s focus on risk management, club roles and individual responsibilities.

Consumer enquiries, advice and assistance
Advice, assistance and conciliation services continued to be provided to the IOT during 2014–15. Access to a translation service, provided through the Translation and Interpreter Service (TIS) was provided to callers (as required) free of charge.

Written material, such as the PowerPoint presentation, brochures and example sheets provided at the Associations workshop, were translated from English into Chinese (simplified), Malay and Cocos Malay and were distributed at the IOT workshops.

New legislation
Travel agent deregulation
The commencement of provisions in the applied Travel Agents Amendment and Expiry Act 2015 in October 2014 ended the licensing system for travel agents in WA and the IOT. The cessation of licensing brought WA into line with the national deregulation of the travel industry. This was discussed with relevant agents during visits.

Consumer Protection Legislation Amendment Act 2014
This Act commenced in November 2014 and introduced several important reforms across a number of Acts to reduce red tape for businesses, streamline administrative processes and remove redundant provisions. Industries including motor vehicle sellers and repairers; real estate agents; settlement agents; land valuers; employment agents and fuel retailers benefit from this amendment.
**Associations reforms introduced to Parliament**

The *Associations Incorporation Bill 2014* was introduced into the Parliament and passed by the Legislative Assembly in March 2015. The Bill was expected to be debated in the Legislative Council in the 2015 Spring Session and changes proposed in this Bill were the subject of the June 2015 visit.

**Reviews of consumer protection laws in progress**

Reviews of laws regulating cooperatives, limited partnerships, the motor vehicle dealer and repairer industries progressed significantly.

- **Applied Cooperatives Act 2009** — review completed and drafting of amendments has commenced. The progress of this Act was discussed with the manager of the Cocos Cooperative Society during the June 2015 visit.
- **Applied Limited Partnerships Act 1909** — following review of that Act amendments are being drafted.
- **Motor Vehicle Dealers and Repairers** — information has been provided to motor vehicle repairers during visits. A Consultation Regulatory Impact Statement will be released early in 2015–16.

Codes of Conduct for real estate and business agents, settlement agents and land valuers were reviewed in consultation with industry groups. Drafting of new codes commenced and it is envisaged that they will be introduced in the first part of 2015–16. Some residents have interests in WA, so general information was provided for all residents.

### 6.3.2 Future issues

Planned initiatives in 2015–16 include:

- A visit by the Consumer Protection IOT Coordinator in May 2016.
- Ongoing promotion of the Australian Consumer Law will occur to ensure both consumers and traders remain aware of their obligations.
- Online content and focused educational material specific to the IOT will continue to be developed.
- Consumer Protection will increase its presence in IOT newsletters and other media channels. In particular, issues to be promoted in 2015–16 will include:
  - ScamNet;
  - pre-paid funerals;
  - consumer rights during seasonal sales;
  - unfair contract terms;
  - changes to motor vehicle dealers’ and repairers’ licensing;
  - balcony and deck safety (working in cooperation with the Building Commission);
  - wash before you wear (chemicals and overseas clothing); and
  - exploring the viability of an IOT specific Facebook page.
6.4 EnergySafety

6.4.1 Activities during the year

CKI

- There are no new projects planned, mainly due to budget constraints.
- A small fire in the exhaust system put one power generator at HI out of service for a short period.
- The roles of EnergySafety and Indian Ocean Territories Power Service (IOTPS) were clarified.
- There has not been any significant electrical work carried out on SOCKI assets.
- SOCKI has a good working arrangement with its electrical contractor.
- IOTPS, in conjunction with EnergySafety, will resume safety inspections of domestic installations at the next inspection visit.
- Reports of persons receiving electric shocks must be notified to Water Corp, which, in turn, will advise IOTPS. From that process, EnergySafety will receive an investigation report of the incident from IOTPS.
- Some remedial electrical work was carried out at the Light Industrial Area (LIA).
- Concerns about the standard of work performed by electrical contractors were investigated. It was found that the standard of work is satisfactory and Electrical Safety Certificates are always issued.
- CKI has a mix of Multiple Earthed Neutral (MEN) and direct earthing and it is intended, as funds become available, to convert all of CKI to the MEN system. Notwithstanding, electrical installations on CKI are intrinsically ‘safe’.

CI

- EnergySafety met with the new IOT Administrator, who took up residence in November 2014.
- A positive meeting was held with electrical contractors.
- Investigations revealed that some electrical work is being done without an electrician’s licence. The matter is being investigated by EnergySafety.
- CI uses the MEN System or earthing, as do all other States in Australia.

The EnergySafety electricity regulatory inspector undertook the following activities:

- Oversaw notice and safety inspections carried out by IOTPS electrical staff.
- Carried out site inspections with Water Corp. electrical staff.
- Conducted electrical contractor audit of IOTPS.
- Visited power stations at HI and WI.
- Chaired meetings with electrical contractors.
- Gave a presentation at IOGTA (i.e. electrical apprentices).
Notice of Completion Inspections
Inspectors carried out a number of Notice of Completion inspections of electrical installations on HI and WI.

In total six Inspector’s Orders (IOs) were issued. Two were for not serious defects and no follow up action was necessary. Four installations were found to be substandard but not unsafe.

The Notice of Completion inspections on CI did not reveal any breaches of legislation.

Safety Inspections
There were no safety inspections planned to CKI during 2014–15. However, it is intended that safety inspections will resume at the next available opportunity.

Nil inspections on CI.

Site Inspections
During 2014–15 Inspectors made numerous site inspections resulting in some follow up work and issuing IOs.

Compliance inspections

CKI - Electrical Contractors (ECs)

EC compliance inspections on CKI are conducted to monitor compliance with the applied Electricity Act 1945 and other relevant legislation; and overview current work practices.

No breach action or issues were identified.

Appliance retailers

Electrical appliance compliance inspections on CKI were conducted to ensure that, at the point of sale, retailers and wholesalers are complying with relevant legislation relating to approvals of electrical appliances that are prescribed; and energy efficiency labelling.

CI - ECs

No compliance inspections were carried out as all ECs on-island have been inspected during the previous two visits.

CI Appliance retailers

There were no breaches identified during the compliance inspection.

It was noted that two identical USB chargers with an unusual approval number had been in stock for several years and were destroyed immediately.

Breach action

At the time of writing this report, there was one breach of legislation identified. The matter will be investigated by Energy Safety.
Electrical accidents

Two electrical accidents were reported during the 2014–15 financial year.

6.4.2 Future issues

There is only one active EC on CKI and this will be the case for the foreseeable future.

CI

Liquified Petroleum Gas (LPG) is predominantly used for cooking in most of the residential homes, restaurants, cafes and communities on CI. Domestic installations mainly consist of either an upright 4-burner gas cooker or a 4-burner hotplate. The majority of water heating is by solar heating or electric storage.

EnergySafety received four Notices of Completion for additional and new gasfitting work and upon inspection IOs were issued for three of these.

CKI

LPG is predominantly used for cooking in most of the residential homes on WI and HI. Domestic gas installations mainly consist of either an upright cooker or ring type burner cooking appliances. The majority of water heating is by solar heating or electric storage.

Modernisation of some of the housing has affected the original compliant gas installations, rendering the installation to be non-compliant in some areas, e.g. LPG cylinders less than one metre to openings into a building (windows, doorways and drains), LPG cylinders enclosed inside the building, ad-hoc kitchens in lean-to building environments.

Visits to CKI in April 2015 revealed a lack of concern for gas safety resulting in an IO being issued to SOCKI. The IO required SOCKI to engage a licensed gas fitter to inspect all houses. SOCKI was responsible for ensuring the gas installations complied with the Regulations.

A letter was sent to all Lessees of HI and two articles were published in The Atoll newsletter informing residents that EnergySafety would be conducting random gas installation inspections; unsafe gas installations would be disconnected and prohibited from use. These were published in English and Malay.

Inspections conducted during this visit found a marked improvement of the standard of gas installations. HI residents were aware of the newsletter and understood EnergySafety’s concerns.

<table>
<thead>
<tr>
<th>Summary of inspection activities – CKI</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial gas installations</td>
<td>4</td>
</tr>
<tr>
<td>Residential gas installations</td>
<td>9</td>
</tr>
<tr>
<td>Meetings</td>
<td>3</td>
</tr>
<tr>
<td>Retail gas appliance</td>
<td>1</td>
</tr>
</tbody>
</table>
6.4.3 Activities during the year

CI
LPG supplier
Origin Energy has taken over as the main gas supplier of LPG on the island. 45kg liquid withdrawal or vapour withdrawal cylinders are shipped from Fremantle to CI. Empty 45kg cylinders are returned to Perth for refilling.

Gas fitters and compliance
There are no gas fitters residing on CI.

CKI
LPG supplier
Origin Energy has taken over as the main gas supplier of LPG on the islands. 45kg liquid withdrawal or vapour withdrawal cylinders are shipped from Fremantle to the CKI. Empty 45kg cylinders are returned to Perth for refilling.

The Cocos Islands Cooperative Society takes delivery of the gas cylinders which are then stored in compounds located on WI and HI. Occasional decanting into smaller 9kg or 18kg size cylinders is undertaken at these compounds.

Gas fitters and compliance
There are two gas fitters carrying out gas fitting on CKI.

6.4.4 Future issues

The following matters will need to be addressed in the future by EnergySafety:

- Persons who received an IO are to be contacted in January 2016 for a progress report.
- A follow up inspection will be conducted in 12 months time.
- Visit the LPG Supplier and SOCKI as the responsible persons were off the island during the CKI visit.
- Write articles for The Atoll newsletter reminding residents of their obligations with regards to gas safety.
6.5 WorkSafe

6.5.1 Activities during the year

WorkSafe Inspectors made two inspection trips to CI and CKI in September 2014 and February 2015.

The Senior Inspector concluded the investigation into the circumstances of the serious injury on 21 June 2013. Investigations by WorkSafe in consultation with the AFP and the Office of the Commonwealth Director of Public Prosecutions (CDPP) in Perth have concluded there was nil positive prospects.

**Provision of Regulatory Services**

The objective was to ensure compliance with the applied Occupational Safety and Health (OSH) legislation through firm and fair enforcement.

<table>
<thead>
<tr>
<th>Regulatory Services</th>
<th>2014–15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investigations completed</td>
<td>44</td>
</tr>
<tr>
<td>Improvement notices issued</td>
<td>44</td>
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<tr>
<td>Prohibition notices issued</td>
<td>2</td>
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<tr>
<td>Notice compliance verifications</td>
<td>6</td>
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<tr>
<td>Fatalities</td>
<td>0</td>
</tr>
<tr>
<td>Notice Reviews to the WorkSafe Commissioner</td>
<td>1</td>
</tr>
</tbody>
</table>

**Provision of Information Services**

Inspectors attended the IOT and distributed OSH information. In addition OSH information is provided to the IOT, on an ongoing basis, via WorkSafe’s website including documents in Chinese/ Malay.

**Changes to Legislation**

The WA *Occupational Safety and Health Act 1984* and *Occupational Safety and Health Regulations 1996* were amended during the year. The changes are mirrored in the applied *Occupational Safety and Health Act 1984* and the applied *Occupational Safety and Health Regulations 1996*. Up to date copies of the above laws are available at the State Law Publisher’s website [www.slp.wa.gov.au](http://www.slp.wa.gov.au). The changes were only minor.
Chapter 7:  Department of Corrective Services

7.1  Services

The Department of Corrective Services (DCS) provides offender management and community justice services.

7.2  Activities during the year

The Adult Justice Services (AJS) and Youth Justice Services (YJS) Divisions provides AJS and YJS officers, in conjunction with visiting Judicial Officer, to visit the IOT to conduct community corrections activities such as:

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

The AJS assists with the transfer and incarceration of IOT’s offenders in WA prisons. The AJS and YJS Divisions visited CKI and CI in September and December 2014, and March and June 2015.
Chapter 8: Department of Culture and the Arts

8.1 Services

The Department of Culture and the Arts (DCA) provides broad policy and planning services; arts development services (including art funding administration); art gallery services; museums services; and cultural planning services.

8.2 Activities during the year

Activities during the year included SDA coordination and services provided by Country Arts WA and funding to Arts and Culture Christmas Island (ACCI) peak funding.

Coordination Services

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

Arts Development Services

ACCI continued to receive peak funding through Country Arts WA. This ensured that ACCI’s role as the key provider of arts and cultural services and support on CI was maintained, and increased level of activity and diversity of its programme could continue.

During the 2014–15 financial reporting period Community Arts Network WA and Art on the Move did not provide services to the IOT.

Museum Services

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

In the 2014–15 year, the service’s focus was on having an on-island exhibition to commemorate the centenary on 6 November 2014 of the Battle of CKI and subsequent escape of the SMS Emden crew.
Chapter 9: Disability Services Commission

9.1 Services

The Disability Services Commission (DSC) works in partnership with IOT service providers to provide information, and support services to people with disabilities, their families and carers in the IOT, including the services of a Local Area Coordinator (LAC).

9.2 Activities during the year

The LAC visited CI three times (July 2014, November 2014 and May 2015) and CKI twice (November 2014 and May 2015) during this period.

The purpose of the visits were to provide LAC support, planning and follow up for people with disabilities and their families. In addition, a variety of meetings were held with IOT based stakeholders for the purpose of promoting the needs and aspirations of people with disability.

Throughout the year the LAC liaised with the Indian Ocean Territories Health Service (IOTHS) regarding the identified support needs of people with disabilities living in the IOT. The LAC liaised with a range of service providers and professionals around the support needs of IOT individuals.

Throughout the year, the visiting IOTHS Occupational Therapist (OT) consulted with the DSC Country Resource and Consultancy Team (CRCT). CRCT visited CI in July 2014 to support the visiting IOTHS OT, particularly around issues related to home modifications for a client.

During this 12 month period, the LAC assisted the IOTHS to implement:

- A Shared Management model and processes: to support families to self-manage funding for their family member with disability to include a shared management agreement clarifying individual responsibilities.
- An on island Coordinator role: to include coordination of therapy services; shared management funding processes; training provision; primary point of contact for families and service providers.
- Increased alignment with DSC My Way model.
- A monthly teleconference with the IOTHS on CKI.

The LAC provided information and advocacy to two individuals.

9.3 Future issues

There have been additional children deemed eligible to receive support since the last report. The current model and funding arrangements allow for any child or adult with a disability to be identified early on and their planning and support needs met. This is subject to the IOTHS being able to recruit support workers as availability of suitable people is an ongoing issue as with any regional or remote area. It is foreseeable that there will be an increased demand for funded support to resource individual plans for people with disabilities.
Chapter 10: Economic Regulation Authority

10.1 Services

The Economic Regulation Authority (ERA) promotes economically efficient outcomes at the lowest practicable cost through efficient and effective independent economic regulation. The ERA provides independent advice to the Commonwealth.

10.2 Activities during the year

Since the commencement of the SDA it has been anticipated that the Commonwealth will make a licence application for water services. It is understood that the Water Corp. is contracted by the Commonwealth to manage the water supply and sewerage services in the IOT. The Commonwealth arranged for the Water Corp. to apply on its behalf for water supply and sewerage licences. The ERA continues to liaise with the Commonwealth on the content, process and progress of the licence application. However, an application has not been progressed to date.

10.3 Future issues

Until an application for a water Operating Licence is lodged by Water Corp., on behalf of the Commonwealth, the ERA will continue to liaise with the Commonwealth on an as per need basis.

Once the Operating Licence application is received, the ERA will evaluate whether the applicant has, and is likely to continue to have, the financial and technical capacity to provide electricity and water services that will be covered in the licences and that it would not be contrary to public interest to grant the licences.

As part of the licence application process, financial and technical experts will assess the standard of service delivery proposed for the IOT. This is to ensure it complies with the standards prescribed under the applicable legislation and is consistent with the ERA's application guidelines.
Chapter 11: Department of Education

11.1 Services

Education provided services in line with the requirements of the applied *School Education Act 1999* to students at Christmas Island District High School (CIDHS) and Cocos (Keeling) Islands District High School (CKIDHS) for the entire reporting period.

Student and staff numbers at CIDHS and CKIDHS have stable through during 2014-15.

<table>
<thead>
<tr>
<th>Students</th>
<th>CIDHS</th>
<th>CKIDHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kindergarten</td>
<td>14</td>
<td>11</td>
</tr>
<tr>
<td>Primary</td>
<td>138</td>
<td>63</td>
</tr>
<tr>
<td>Secondary</td>
<td>88</td>
<td>27</td>
</tr>
<tr>
<td>Total</td>
<td>240</td>
<td>101</td>
</tr>
<tr>
<td>Total Education FTE</td>
<td>36.5</td>
<td>14.4</td>
</tr>
</tbody>
</table>

An increase in the number of young children through a probable combination of local population growth and young families moving to reside on CI has created the likelihood that for the start of the 2016 school year, kindergarten enrolments may increase significantly compared to this year.

The provision of the English Transition Centre ceased on 30 June 2014. These services were no longer provided to the Department of Immigration and Border Protection (DIBP) in association with the Department through CIDHS Education staff.

North Metropolitan Regional Education Office staff provided consultation, support, advice and information to the staff at both IOT schools. The Department and DPC with respect to the provision of education services to the Territories Schools.

The position of Coordinator, IOT Schools, was vacated when the substantive occupant was promoted to another WA Agency in October 2014. A suitable applicant was appointed from December 2014 until 30 June 2015.

11.2 Activities during the year

- Monthly meetings were held with the Department and DPC representatives to discuss operational issues in the IOT schools. This included discussion on resolving the issues impacting on the capacity to implement a formal SDA for the provision of education services.
- Coordination of visiting services to the IOT to provide support to the teaching and learning needs of the staff and students in the IOT schools:
  - the provision of consulting teacher services for students with special educational needs in line with agreed service proposals;
Visits by the Lead School Psychologist to support students and staff in accordance with relevant education plans;
Education and external contractors providing professional learning to the whole staff group in line with whole school plans; and
Education and external contractors providing programmes to staff, students and the communities in line with whole school plans and community need.

- Coordination of visiting services to the IOT to provide assessment and advice on building and facility management through Building Management and Works (BMW), external contractors and on island contractors.
- Provision of operational advice on a daily basis to staff working in the IOT schools to ensure compliance with relevant legislation as it applies in the IOT; Education policies and arrangements for education service provision in the IOT.
- Coordination of all recruitment, selection and relocation processes for teaching staff in the IOT schools.
- The Coordinator, IOT visited CI in July 2014 to meet with staff and to work through corporate services provision.
- The new Coordinator, IOT visited both IOT schools in December 2014 as an introductory visit to meet staff and to work through issues relating to corporate services provision including human resource, financial and administration matters, faults, accommodation, and repairs and maintenance management.

11.3 Future issues

- The possibility of increasing enrolments in the kindergarten cohort on CI may be likely to impact on future budget requests.
- The ongoing management of appointments of teaching staff to the IOT will continue to be monitored as the reasons for choosing to take up a position in the IOT appear to be shifting. Available additional incentives alleviate this to some degree. This shift has been felt across WA as applicants to teaching positions become less inclined to undertake a position in a country location when they wish to remain located in a major metropolitan centre.
- The changes to flight schedules proposed for 1 July 2015 will be monitored. This may have some impact on the ability to deliver visiting services to both schools and manage staff relocations at times when flights are in peak demand.
Chapter 12: Department of Environment Regulation

12.1 Services

The DER protects and conserves the IOT environment through advice and implementation of strategies for a healthy environment in the IOT to protect public health, minimise environmental impact, and implement environmental policy to the IOT. This includes regulation of prescribed premises, native vegetation, pollution, contamination, emissions and wastes, and incident protection and response, environmental sustainability and climate change and waste policy and programmes.

12.2 Activities during the year

Environmental Regulation

DER inspected all prescribed activities within the IOT during the 2014–15 financial year. Two clearing permit applications were received and processed for CI.

Environmental Policy

No Commonwealth policies were required to be implemented in the 2014–15 financial year.

Waste Policy and Programmes

DER continues to work with industries to promote environmentally sustainable waste management practices.

An education and liaison programme was commenced with the community, schools and local government on issues relating to litter reduction and waste management. A total of 235 CI and 103 CKI students were engaged in lessons on themes of waste reduction methods and impacts, i.e. impacts of plastic bags on wildlife, etc.

Three litter clean-up events involving more than 100 people from the schools and community were held throughout 2014–15.

Response to Pollution Incidents

DER responded to three complaints regarding minor waste spills to the environment from industry.

12.3 Future issues

- Annual compliance inspections of all prescribed premises and other related activities.
- Continued licensing and assessing of prescribed premises and applications for clearing native vegetation.
- Community engagement and education within schools during “Ocean Week” (May 2016).
- Online IOT community survey to identify waste management strategies that are important to the local communities, e.g. composting, reduction of plastic bags and ownership for end of life waste products, etc.
- Support to SOCKI for an incinerator and waste processing depot to process aluminium cans, glass and polystyrene packaging that cannot be disposed of on CKI.
- Continued liaison and response for the IOT Emergency Management Committee for pollution response.
Chapter 13: Equal Opportunity Commission of WA

13.1 Services
The EOC provides information and advice on equal opportunity and human rights issues. The EOC investigates complaints under the applied equal opportunity legislation.

13.2 Activities during the year

Output One: Training and information delivery to CI and CKI
During the IOT visit from 25 May to 5 June 2015, activities were conducted on CI by the EOC Commissioner and Community Education and Training Officers.

The activities included training sessions for staff on Equal Opportunity Law — An Introduction and Equal Opportunity Law and Grievance Management for Managers, Information Forums, organisational and community meetings, handling enquiries and potential complaints from members from the IOT communities.

Twenty three meetings were held with representatives of community groups, administrative bodies, peak employer organisations and Union representation. Fifteen private enquiries related to the provisions of the applied Equal Opportunity Act 1984.

Handling Enquiries and Complaints
IOT community members raised issues privately concerning either alleged discrimination, request for advice on rights or an explanation of a specific experience. These issues were resolved.

EOC Publications
In order to facilitate training, presentations, information sessions and forums the following publications were distributed:

- Discrimination fridge magnets.
- Unlawful Discrimination brochures in Chinese and Malay outlining grounds of unlawful discrimination and areas of public life where the Act can apply.
- EOC 2015 Calendar.
- Equal Opportunity fact sheets.
- Training Packs (session outline, PowerPoint slide notes and work manual) to assist participants in training sessions.

Publications serve as a source of current information about equal opportunity to employees, employers, service providers and the wider public about their rights and responsibilities. These are continually evaluated and revised and are an important component of the EOC’s overall communication strategy.
In addition, EOC officers travelled with training resource materials in order to facilitate the structured training courses and employer information/presentation sessions.

**Output Two: Avenue of Redress for Discrimination**

In addition to the enquiries that were dealt with by EOC officers while on island, the EOC dealt with six enquiries through the 2014–15 year. As the EOC was able to provide guidance on how matters may be able to be dealt with, none of these escalated into complaints.

### 13.3 Future issues

During 2015–16 EOC officers intend to:

- Visit CI and CKI in 2016 to deliver customised training as follows:
  - Course: Equal Opportunity Law — *An Introduction*.
  - Course: Equal Opportunity Law and Grievance Management for Managers.
- Continue to conduct information sessions and presentations to inform community group members and their families of their rights and obligations, and the means of redress afforded under the Act.
- Continue to respond to requests to deliver both customised and rights based sessions to the IOT, for private appointments and telephone enquiries.
- Continue to ensure the EOC has the personnel structures in place to be able to work effectively with the communities and organisations on the islands.
- Participate in more formal networking.
Chapter 14: Department of Finance

14.1 Building Management and Works

14.1.1 Services

Building Management and Works (BMW) sub-contracts Jones Lang Laselle (JLL) to manage commercial properties.

14.1.2 Activities during the year

BMW undertook one trip to CI and the CKI (in May 2015) in its role of administering the management contract for the commercial and community leases in the IOT on behalf of the Commonwealth. The officer travelling was accompanied by JLL.

JLL, BMW’s contracted property manager, undertook trips in line with the Property Management Agreement. These trips were taken in December 2015 and May 2015. Under the contract management plan, BMW meets with JLL on a monthly basis and has incorporated the attendance of the Department’s representative.

14.2 Office of State Revenue

14.2.1 Services

The Office of State Revenue (OSR) collects state-type revenue in accordance with applied legislation and remits revenue to the Commonwealth.

14.2.2 Activities during the year

Revenue Collection

All revenue was assessed and collected on behalf of the Commonwealth in accordance with applied taxation laws in the IOT, in the same manner as that currently used for administering WA tax legislation.
For the 2014–15 period, assessments/returns/licences issued were:

<table>
<thead>
<tr>
<th>2014–15 Tax</th>
<th>Assessments/Returns/Licences</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CI</td>
</tr>
<tr>
<td>Land tax</td>
<td>23</td>
</tr>
<tr>
<td>Duties (document based)</td>
<td>13</td>
</tr>
<tr>
<td>Duties (return based)</td>
<td>16</td>
</tr>
<tr>
<td>Pay-roll tax</td>
<td>164</td>
</tr>
<tr>
<td>Tobacco</td>
<td>68</td>
</tr>
</tbody>
</table>

**Revenue transfer**

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

**Refunds**

Three refunds were issued during the 2014–15 period: one is related to the rebate approval for First Home Owner Rate of Duty, one objection allowed, and one overpayment for Insurance.

**Visits to the IOT**

The OSR did not visit the IOT during 2014–15.

**Taxpayer awareness programme**

The IOT is included in OSR's Customer Education Programme. The programme advises taxpayers of their rights and obligations in respect of the administered tax laws. Residents of the IOT may be liable to taxes and/or other duties under legislation administered by the DoF, and as such a sample of the various information brochures and fact sheets have in the past been distributed to IOTA. The OSR website has been further updated to include information for the IOT in both Malay and Chinese for Duties and Land Tax. Fact sheets written in English, Chinese and Malay are also available.

**Enquiries**

OSR provides an enquiry service for taxpayers located in the IOT regarding pay-roll tax, land tax, tobacco franchise fees and duties. The service involves either telephoning DoF’s enquiry numbers or calling in personally to the office in Perth. A free call number is available to all OSR customers from the IOT. Taxpayers are also able to make preliminary enquiries regarding OSR services with the Managing Registrar in each Territory.
Advisory Service

Section 20(1)(b) of the SDA requires the State to advise the Commonwealth Minister from time to time of any modifications or amendments to State Legislation, or any repeals or enactments of State Legislation relating to the Services. DoF implemented a system some time ago, whereby any changes to administered tax legislation results in written advice to the Department of the change and a link to the State Law Publisher site is provided whereby the Commonwealth can access copies of the legislation directly. Throughout this financial year, the State advised the Commonwealth of a total of 24 modifications or amendments to State legislation that related to the Services.

Internal Audit

The Internal Audit function provides a service to the Commonwealth by auditing DoF’s systems and controls, which also process the IOT Collections.

14.2.3 Future issues

OSR expects to visit the IOT in May/June 2016. As usual the focus will be on looking at compliance issues in relation to Tobacco licensing fees, Payroll Tax and possibly Duties.
Chapter 15: Department of Fisheries

15.1 Services

Fisheries assist with the protection of the IOT marine environment through: commercial and recreational fisheries management; fisheries research and assessment; fisheries community education; aquatic biosecurity services; fish health diagnostic and pathology services; fisheries compliance services; and aquaculture management and licensing.

15.2 Activities during the year

Recreational Fisheries Management

The drafting of Ordinances to provide for island-specific recreational fishing rules was largely completed in April 2014. In 2014–15 the Ordinances were reviewed and updated. Policy staff travelled to CKI and CI in June 2015 to meet with key stakeholders and provide an update on the status of the recreational fishing rules and the SDA. A public information session was held at WI CKI on 10 June 2015, and a meeting with the HI Cocos Malay Seniors group on 15 June 2015.

Fisheries compliance planning was undertaken in anticipation of a new SDA and commencement of Fisheries compliance services in the 2015–16 financial year. A Fisheries and Marine Officer undertook a familiarisation and compliance planning trip to the IOT in June 2015.

Commercial Fisheries Management

An annual status report on commercial fishing activities (including those at the IOT); entitled Status Reports of the Fisheries and Aquatic Resources of Western Australia 2013/14: The State of the Fisheries; is available at www.fish.wa.gov.au. Fisheries provides on-going management of the CI Line Fishery and responded to a number of queries regarding new commercial fishing ventures.

Aquaculture and Licensing Services

Fisheries continued to provide fisheries licensing services, including licensing of fishing boats, commercial fishers, and aquaculture activities. Fisheries assessed and granted a permit for fisheries scientific research at CKI and information was provided to existing and prospective aquaculture licence holders.

Finfish Research

Ongoing activities of the Finfish Research group include:

- undertaking surveys of shallow water reef fish assemblages using underwater visual census and stereo baited remote underwater videos;
- undertaking surveys of deep-water fish assemblages using stereo baited remote underwater videos; and
- investigating connectivity between the IOT and neighbouring regions, including species-specific assessments where practicable.

Two field trips were undertaken, and of note is the recovery of populations of the coral trout (*Plectropomus areolatus*) at CKI. Surveys in early 2014 observed a few small individuals in the
lagoon area. During subsequent sampling in late 2014 and during surveys in 2015, large numbers of coral trout have been reported. Individual coral trout were absent from most of this area prior to 2014. In order to investigate this recovery, tissue samples were collected and are being analysed, as part of a wider study examining the connectivity of coral trout. Initial results of these analyses indicate that the CKI population is closely related to the Maldives population and they are genetically distinct from the WA and Pacific Ocean populations.

Three scientific publications relating to the IOT were produced and published in the 2014 *Raffles Bulletin of Zoology Supplement* 30.

**Invertebrates and Biodiversity Research**

Fisheries’ Marine Ecology and Monitoring Section undertook programmes to provide research advice on marine invertebrate stocks and broad level ecosystem status. In November 2014 staff re-surveyed 70 giant clam (*Tridacna sp.*) monitoring sites in and around the CKI southern atoll. Preliminary data suggests there is a need for management measures to ensure the sustainability of the giant clam stocks.

The baited remote underwater video system trial, developed in 2014, was repeated in April 2015 at CKI, including sites in Pulu Keeling National Park. In 2015 stereo cameras were added to allow for analysis of fish length. This survey aims to assist with assessing and monitoring broad-scale relative abundance of targeted and indicator demersal finfish species in shallow water.

Environmental data loggers at CKI were retrieved, data downloaded and redeployed.

**Marine Biosecurity**

During the 2014–15 financial year the third biennial implementation of the introduced marine pest monitoring survey was undertaken at CI. Activities included visual surveys, drop cameras, crab trapping and zooplankton and phytoplankton trawls, with sampling conducted at Flying Fish Cove and Smith Point. No nationally listed pest species were detected during this survey.

An analysis of the likelihood of introduction of marine pests to CI from commercial vessels was completed and published as Fisheries Research Report Number 264 (available from [www.fish.wa.gov.au](http://www.fish.wa.gov.au)).

**Promoting Community Awareness**

The Community Education Officer undertook two trips to CI and one trip to CKI. The Community Education Officer delivered a school education programme consisting of 42 structured classroom-based and outdoor-based school activities. Classroom-based work focused on the classification of marine species and methods used to reduce bycatch in the fishing industry. Outdoor-based activities were designed for students to learn about the importance of coral reefs.

A range of community engagement events were also held. The ‘Seaweek’ programme of events, held in March 2015 at CI, included a community beach clean-up at Flying Fish Cove; a Family Fun Day and ‘touch pool’, and a community information session run jointly with Parks Australia and Keep Australia Beautiful (KAB). At CKI two community events were held in collaboration with KAB. These events focused on marine debris, ways to reduce waste and protection of the marine environment.
In addition to the on-island activities the following publications were produced:

- Fisheries ‘Fun Facts’ - published in local newspapers and school newsletters;
- research poster on sea cucumber research at CKI; and
- species identification posters for popular recreational finfish.
Chapter 16: Department of Health

16.1 Services

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

16.2 Tobacco Control Branch

16.2.1 Activities during the year

The IOT were visited by two Tobacco Control Branch (TCB) officers in August 2014. Inspections of retail businesses selling tobacco or allowing tobacco to be smoked on their premises was the main purpose of the visit. TCB Officers also met with officers from the AFP, DIBP, SOCI Environmental Health Officers and members of one local community group on CI.

The visit ensured the objectives of the SDA were met as current tobacco licence holders were provided with education and advice on the requirements of the legislation. Other premises selling tobacco were informed of their legal obligations which increased the number of premises with a tobacco licence. Premises which had provision for outdoor eating and drinking were also visited to inform them of their obligations and responsibilities in regard to smoking prohibitions applicable to them.

The progress of the Cooperative Act was discussed with the manager of the Cocos Islands Cooperative Society during the June 2015 visit.

During the year, five retail tobacco licences were renewed on CKI and six on CI. Five new retail tobacco licenses were issued on CI. Twenty five inspections were conducted at IOT premises selling tobacco or where tobacco is smoked.

16.2.2 Future issues

The visit to the IOT has increased the local communities' knowledge and understanding of tobacco legislation. This will mean the TCB will be administering and monitoring those premises with a tobacco licence. There will be no change to the level of service provided.

Having met with local business persons has given them confidence to comply with tobacco legislation. Businesses have contact details of the TCB officers who visit the Islands if any assistance is needed or queries arise.

A visit is planned during the 2015–16 financial year to assist with licencing and compliance matters.
Chapter 17: Health and Disability Services Complaints Office

17.1 Services

The Health and Disability Services Complaints Office (HaDSCO) investigates complaints about the provision of health and disability services in the IOT.

17.2 Activities during the year

HaDSCO developed an awareness raising video, based on the slogan “Voice Up" with the CI community which will be launched in the coming months. The video, spoken in a range of languages, features a number of local community members speaking about HaDSCO’s role in managing complaints. This educational tool will be provided in a number of formats throughout the community with the aim to raise awareness about HaDSCO services. The video aims to make viewers aware of their right to complain through positive messaging and has been translated into Indonesian, Chinese and Malay.

Prior to the visit, HaDSCO’s Assistant Director Strategic Services and Community Engagement, conducted teleconferences with staff from IOTHS, SSW and SOCI to obtain feedback and input on the video content. Consultation was also completed with the DPC State Coordinator, IOT.

Two HaDSCO officers visited CI from 9–13 June 2015 to:

- film an education/awareness raising video with the community to explain the role of HaDSCO;
- meet with community members to discuss their complaints, concerns and queries; and
- engage with key stakeholders including the Administrator, IOTHS, SSW and SOCI to provide information on the role of HaDSCO.

This educational tool will be provided in a number of formats (CD, USB, Facebook and YouTube) throughout the community with the aim to raise awareness about HaDSCO services. The video will also be available on HaDSCO's online engagement site Collaborate and Learn (visit website [https://www.collaborateandlearn.hadsco.wa.gov.au/cal/iot/ _layouts/15/start.aspx#/SitePages/Home.aspx]).

The video will be promoted through networks throughout the IOT and Culturally and Linguistically Diverse Communities (CALD) of WA.

HaDSCO managed two complaints, with an additional four complaints being submitted early in the 2015–16 financial year.
Chapter 18: Insurance Commission of WA

18.1 Services

The Insurance Commission of WA (ICWA) provides funds management, expert advice and claims management services on a fee for service arrangement in relation to the operation of a Compulsory Third Party Insurance (CTPI) scheme in the IOT.

18.2 Activities during the year

Four claims were made against the IOT CTPI fund throughout the year, two of which remain ongoing.

18.3 Future issues

The WA Government is planning to implement a no-fault Catastrophic Injury Support Scheme covering victims catastrophically injured in motor vehicle related accidents and requiring lifetime care and support as a result. This scheme, administered by ICWA, is due for introduction on 1 July 2016. New legislation is being created to cater for this scheme. This legislation will apply in the IOT under the applied law regime. The costs for this scheme will be met by an additional premium paid as part of the annual vehicle licence and CTPI renewal. Work on the new scheme and its application in the IOT will begin early in the 2015–16 financial year.
Chapter 19: Landgate

19.1 Services

Landgate provides land information services, including registration of title, and geographic and cadastral information. Landgate also provides impartial valuation services supporting asset management and revenue collection.

19.2 Activities during the year

Land Information

<table>
<thead>
<tr>
<th>Land transactions</th>
<th>CKI</th>
<th>CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014–15</td>
<td>4</td>
<td>8</td>
</tr>
</tbody>
</table>

Valuation Services activity during the year included:

- General Valuations on the Unimproved Value (UV) basis.
- General Valuations on the Gross Rental Value (GRV) basis.
- Interim valuations on both the UV and GRV basis.
- Market valuations and stamp duty assessments.
- Asset valuations.

Valuation Services outcomes for 2014–15 comprised the following:

- 545 UVs on CI valuation roll and 268 UVs on CKI valuation roll.
- 1,067 GRVs on CI valuation roll and 298 GRV’s on CKI valuation roll.
- Interim values for rating and taxing included the making of 1 GRV and 0 UV interims on CI, and 12 GRVs and 6 UV interims on CKI.
- No informal queries or formal objections lodged against UVs or GRVs for CI or CKI and no formal appeals lodged.
- Five market valuation requests resulting in the provision of six values.
- Nine values were provided for stamp duty assessment.
- The overall total of 15 non-rating and taxing valuations was below the previous year’s total of 91 values.

19.3 Future issues

National Electronic Conveyancing System (NECS)

The implementation of NECS is proposed during 2015–16. Prior to implementation, Landgate will undertake a consultation process with key stakeholders to raise awareness and understanding, and develop actions to support the programme.
Verification of Identity (VOI) Practice to Apply

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

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

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

Valuation Services

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

Imagery Capture

Landgate has requested on behalf of SOCI and SOCKI, approval and funding from the Department to proceed with an aerial imagery capture across both IOT Shires and earthmine imagery capture of CI in the 2015–16 financial year.
Chapter 20: Department of Lands

20.1 Services

The Department of Lands (DoL) administers Crown land.

20.2 Activities during the year

The DoL’s MidWest Gascoyne team continued to assist and advise IOTA and the Department in relation to the range of land policy and day-to-day Crown land management, subdivision, land administration and associated applied Land Administration Act 1997 (LAA) matters and actions. Cadastral surveys were arranged and co-ordinated for land surveys on CI.

Due to the deemed lack of delegations to DoL’s officers, no land dealing instruments were lodged at Landgate during the period.

Ongoing advice and assistance has been provided to Departmental staff associated with the management of Crown estate on CI and CKI.

During the period the grant of the lease was finalised for horticultural development on CI.

DoL’s Document Processing System (DPS) was enlarged to incorporate the ability to create conveyancing forms for Crown land dealings under either of the applied LAAs.

Because of the uncertainty over the delegations, the DPS forms that have been created are yet to be approved under the applied LAA and hence could not be deployed.

20.3 Future issues

Structure

In the period ahead, DoL will restructure its Regional and Metropolitan Services Division to enable the delivery of services through its new assessment area, a delivery team for DPS documents and other dealings and a case management area for all general, non-dealing specific business. The case management area will continue to provide the point of contact for Crown land administrative services and support to the Commonwealth through close collaboration and liaison with relevant Departmental staff.

Systems

DoL’s DPS has been expanded to incorporate applied LAA forms. When the delegation matter is resolved, dealings in Crown land in the IOT will re-commence.

Horticultural Land

Under a Lease of Crown land granted to Hidden Garden in December 2014, the Lessee is required to prepare a Development Plan. The Plan will provide a framework for the assessment of the lease compliance and utilisation of the land during the term. The Development Plan is expected to be finalised in the next reporting period.
Chapter 21: Legal Aid Commission of WA

21.1 Services

Legal Aid WA (LAWA) provides legal services to those in need and assistance to the community in accessing justice.

21.2 Activities during the year

CI

LAWA has an office on CI that is located in the Lower Administration building close to other service areas including the Court and Court Registry.

The LAWA Solicitor/Manager usually visits once a month for 11 months of the year, for up to a week on each occasion. In 2014–15, the Solicitor/Manager visited CI on 12 occasions.

The Solicitor/Manager provides advice and information, minor assistance, duty lawyer services, advocacy (usually negotiations on a legal matter), community legal education, referral and representation. When necessary, the Solicitor/Manager is available outside of normal office hours on CI and on the mainland.

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. The paralegal also provides interpreter and translation services.

Residents requiring legal advice or any of the other legal services outside of the monthly visits to CI are able to access the Solicitor/Manager on the mainland.

For anything urgent outside of normal office hours, such as a client being held in custody, the solicitor can be contacted on a mobile or home telephone number. The AFP local and visiting teams are given the Solicitor/Manager’s home telephone and mobile numbers. The AFP makes contact with the Solicitor/Manager on these numbers outside of office hours when required.

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 visits.

The range of matters for which advice, minor assistance and advocacy assistance was given during the year included family, civil and criminal law.

Family law issues included property settlement in marriage and de facto relationships, divorce, child support, unborn children, mediation, relocation with children, recovery orders, shared care, obtaining children's passports when other parent will not sign applications, living separately and apart under the one roof, Family Court orders by consent and children's issues such as spending time with and living with orders.

Civil law issues included negligence, debt, damage to property in motor vehicle accidents, tenancy, Local Government, unfair dismissal/employment law, minor case claims, general procedure claims, violence restraining orders, Police orders, wills, Strata Titles, medical negligence, defamation, civil
court process, extraordinary drivers licence applications, workers compensation, real property, probate and superannuation in estates.

Criminal law matters about which advice was given included damaging Commonwealth property, stealing, possession of an Australian document not issued to accused, escaping Immigration detention, rioting, threat to kill, possession of drug paraphernalia, possession of prohibited drug, cultivating a prohibited drug, perjury, the right not to participate in a record of interview, assault occasioning bodily harm, simple assault, bail, criminal damage, damage, being armed in a way that may cause fear, sexual assault, driving under the influence of alcohol, fraud, trespass, driving with blood alcohol equal to or in excess of 0.02 per cent, driving with blood alcohol equal to or in excess of 0.05 per cent and driving with blood alcohol equal to or in excess of 0.08 per cent, disorderly conduct, careless driving, driving contrary to a learner’s permit, no motor driver’s licence, unlicensed motor vehicle, importing prohibited imports, breaches of the Road Traffic Code, criminal procedure, spent conviction orders, breaching a community based order, animal cruelty, the JTT, seeking disclosure from police, discontinuing charges, the right to report an offence, expunging old convictions and appealing decisions.

Grants of legal aid were made on the more serious matters of escaping Immigration detention, riot, criminal damage, damaging Commonwealth property, threat to kill, animal cruelty, assault occasioning bodily harm, being armed in a way that may cause fear and simple assault.

**CKI**

During 2014–15 there was one visit to CKI in June 2015 by the Solicitor/Manager.

The Solicitor/Manager made contact with and gave advice and assistance to all CKI clients on each Court list who requested assistance.

The Solicitor/Manager also appeared by telephone link-up to represent all CKI clients who wished LAWA representation in the September and December 2014 and March 2015 court lists. The Solicitor/Manager appeared in person to represent the only accused on the June 2015 court list.

There were few and generally not very serious matters on each CKI Court list, whereas the CI Court lists were large until the June 2015 list.

The matters for which advice and other assistance were given during the year were criminal law, civil law, family law and restraining orders.

There was one grant of legal aid made in relation to CKI matters during the year, for a civil matter.

Referrals to LAWA for legal services for CKI residents are made through the AFP, the SSW, the CSO, the school psychologist who services both islands or the client contacting LAWA direct.

A good arrangement is now in place with the AFP whereby as soon as they are laying a charge or charges they notify both the Solicitor/Manager and the CDPP. This happened regularly throughout the reporting year.
Legal services – frequency of visits to the IOT

From July 2014 to June 2015 the Solicitor/Manager visited CI every month to provide the usual range of LAWA services, including in January 2015. Normally there is no visit in January due to the number of residents who holiday off-island and the absence of demand for legal services.

However, there were 17 detainees charged with riot who first appeared in the December 2014 Court list. The Solicitor/Manager did not have sufficient time during the December visit to take the necessary instructions from the accused to ascertain conflicts. The Solicitor/Manager saw 20 clients during a visit from 1–5 January 2015.

In the early reviews of the IOT service, the communities expressed their wish to have consistency of service provided by a limited number of lawyers visiting. This was agreed to with the funding agency, and in general one lawyer only provides islands services, but with provision of a back-up lawyer.

As mentioned above, there was one trip to CKI in June 2015. CI was also visited on that occasion.

Perth based service

The Solicitor/Manager of the IOT service provided telephone advice from the mainland to quite a number of clients over the year, including to both CI and CKI local residents and IDC detainees. Solicitors in the LAWA Perth office Criminal Law Division and solicitors in the South Hedland office also occasionally provided telephone advice from the mainland over the year, either to detainees under investigation or to clients in respect of whom the Solicitor/Manager had a conflict of interest.

The local AFP team telephones the Solicitor/Manager whenever they are about to commence an interview with a suspect or accused person and the person requests legal advice. This occasionally occurs outside of normal office hours. The Solicitor/Manager usually gives advice immediately.

Telephone advice and assistance from the mainland was provided on an average of about weekly.

CI based service

On each visit to CI the Solicitor/Manager dealt with a steady or occasionally high demand for legal advice, advocacy, minor assistance, referral and duty lawyer services.

A Magistrates Court was convened in September and December 2014 and in March and June 2015. A Children’s Court was convened in September and December 2014 and in March 2015. There were other matters listed before two JPs in other months.

During the year, the amount of duty lawyer work nearly doubled over the last reporting year. This was largely a function of the numbers of detainees charged, particularly the large group charged with rioting. Most of the local residents’ offences related to “lifestyle” charges such as drink driving and other offences related to drunkenness and anti-social behaviour, as with the previous reporting and earlier reporting years. There is a low or often absent level of offending in relation to offences of dishonesty, although there were a few charges in this reporting year.

The figures for legal advice appointments are nearly identical to the previous year (four lower this year).
There were no grants of aid to CI local residents; although all on the Court lists those who wished to have assistance were given assistance.

The provision of “information” was almost the same as in the previous reporting year. In 2014–15, there were 505 instances of information, and 508 in 2013–14. Most of the “information” is provided by the on-island paralegal.

**CKI based service**

There was much greater activity in respect of CKI in this reporting year (almost double), mainly in respect of the number of advice appointments and instances of minor assistance. Advocacy and duty lawyer sessions saw the slightest of increases. A Magistrates Court was convened in all four circuits.

The Solicitor/Manager did nine advocacies during the year, mostly with the local AFP but also with the CDPP who attends the Court circuits.

The relationship with the local AFP is a strong one and there has been regular contact.

**Other office assistance when conflicts of interest arise**

If a conflict of interest arises for the Solicitor/Manager, clients are most often referred for advice to LAWA’s South Hedland office, which is sufficiently remote from CI and Perth such that this office can give advice.

On occasion, the client cannot be given advice at all by LAWA. In those situations, a legal advice appointment is organised with a private solicitor, or a community legal centre. This is also standard practice at other LAWA offices.

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

During the year, the Solicitor/Manager worked closely with the:

- SSW in assisting clients. LAWA meets with the SSW on most occasions during visits to CI;
- School Psychologist;
- Corrective Services Officer who travels to the IOT with the Magistrates. The officer prepares pre-sentence reports and chairs the JJT. LAWA consults with the officer each time the officer is on-island and on the mainland as necessary.
- CI Court Registrar and the Acting Court Registrar. The Solicitor/Manager did some informal community legal education with both on a number of occasions;
- Torture and Trauma Support Service, which was part of the IOTHS;
- DIBP Security Liaison Officer (SLO) staff including the Regional Manager on CI, the and and occasionally with the Health Liaison Officer.
- DIBP Regional Manager on-island;
- Various AFP Teams for local matters and unrest matters and for the first half of the reporting year;
- Perth Court personnel when they visit the IOT yearly; and
- The Administrator and/or the IOTA Director to discuss matters of mutual interest, such as community legal education and provision of legal services.
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 documents are continually being updated and improved. They are free and distributed from LAWA’s office on CI. There is a very large amount of legal information available electronically via the LAWA website www.legalaid.wa.gov.au.

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, as well as appearing in English. 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 CSO on CKI for translation into Cocos Malay and placement on notice boards or in *The Atoll*. These are regarded as being the most suitable vehicle for their publication on CKI, although there will be investigation of the CKI Community Resource Centre’s (CRC) offer to publish community information.

Informal and formal community legal education – both islands

The Solicitor/Manager spent time on several visits providing informal community legal education to the Acting Court Registrar or Registrar on CI, particularly in relation to practice and procedure in restraining order matters and orders by consent.

LAWA did the same on one visit with two JPs.

LAWA gave a talk during the March 2015 visit to the AFP about the WA restraining orders scheme, including police powers and responsibilities, and prepared and gave them a paper for their future reference.

In the June 2015 visit to CKI, LAWA gave the same talk to the AFP and the CSO and gave them a paper for their future reference.

LAWA also gave a talk to 16 students in Years nine and ten at the CKIDHS about being a lawyer.

On a couple of occasions during the year, LAWA informally did some community legal education with the AFP over the telephone.

LAWA had offered to do more community legal education on HI during visits, but could only go to HI for a weekend day, which was not very suitable for the community.

LAWA also took every opportunity to provide DIBP’s SLO with informal legal education. The SLO is intimately involved in arranging for detainees’ court appearances and benefits from a knowledge of procedure in the Magistrates Court.

Continuing Family Court assistance

The Solicitor/Manager continues to assist IOT residents when required with Family Court matters in the Family Court of WA, by way of legal advice and minor assistance appointments.
21.3 Future issues

LAWA will continue to provide its full range of services to the IOT, and will also monitor the need for law reform and community legal education on CKI and CI. The Solicitor/Manager will continue to provide formal and informal community legal education. LAWA intends to investigate publishing the articles appearing in *The Islander* in *The Atoll* through the CKI CRC.

During 2015–16 LAWA looks forward again to strengthening its relationships with Court staff, Perth Court staff, JPs, the AFP, the Corrective Services Officer, the SSW and the psychologist to ensure LAWA’s service is of a high quality and is responsive to the needs of IOT residents.

The Solicitor/Manager will also look forward to being able to provide more community legal education to the local community if there are less criminal matters on CI.
Chapter 22: Department of Local Government and Communities

22.1 Services

DLGC provides licensing, monitoring and support services for childcare providers, including family day care. DLGC implements programmes for social inclusion and develops partnerships with non-government organisations. Support is provided to the volunteer Resource Centre and the CI Neighbourhood Centre (CINC) (including funding administration). DLGC ensures compliance with applied local government legislation and facilitates the development of local government.

22.2 Activities during the year

Community Services Funding

The DLGC’s Community Funding Unit provided information, support and assistance to the CINC Coordinator in relation to delivery of purchased services. In addition, intensive support was provided to CINC staff to undertake a review of the service models in the context of the relevant service requirements.

Key activities undertaken by Senior Service and Contracting Officer have included:

- Meeting with CINC staff and committee members during a visit to CI in October 2014. Support was provided to commence a review of both services. Training was provided on reporting requirements and templates over three days.
- Meeting with the CINC Manager in Perth in December 2014 and June 2015. This provided an opportunity to further discuss the service review and provide additional advice and support.
- Organising a meeting with the CINC Manager and key stakeholders while in Perth which included Linkwest (the Peak Body for Community and Neighbourhood centres in WA) and other like services. However due to illness these meetings did not proceed.
- Ongoing support has been provided in the form of regular emails and telephone calls with the CINC Coordinator.

Education and Care

The DLGC’s Education and Care Regulatory Unit visited the Daycare Centre in November 2014 and scheduled another visit for December 2015.

Key activities undertaken by the Senior Assessment Officer (SAO) have focused on providing ongoing support and guidance in relation to National Law, Regulations and the National Quality Standards, training of staff, and assistance to further develop areas identified at the time of the assessment and rating visit.

During visits, telephone and email contact the SAO has provided support to the Committee in further development of the service Quality Improvement Plan, policies and procedures, completion of applications such as notifications and waivers, child behaviour management advice,
the provision of resources and materials to assist educators and to identify areas of risk that require appropriate and timely management responses.

**Local Government**

*Advice and Support*

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

*WA Local Government Grants Commission*

The WA Local Government Grants Commission provided advice to the Department on 30 July 2014 concerning the recommended 2014–15 Financial Assistant Grants (FAGs) for SOCI and SOCKI.

The two local governments completed the standard data collection forms and provided supplementary information on request. The data was used in the determination of the recommended 2014–15 FAGs.

**Review of Statutory Documents**

*SOCI*

The 2014 Compliance Audit Return was adopted by Council at its 17 February 2015 meeting and received by DLGC on 5 March 2015. There were no matters of non-compliance reported.

The 2014–15 Annual Budget was adopted by Council on 26 August 2014 and received by DLGC on 16 September 2014. DLGC provided advice to SOCI in relation to requirements for disclosure, and focused upon suggestions for best practice for future reference.

The 2014–15 Mid-Year Budget Review was adopted by SOCI on 24 March 2015 and received by DLGC on 8 April 2015.

An extension of time to submit the 2013–14 Annual Financial Report to the auditor was denied as the application was received after 30 September 2014. The audited 2013–14 Annual Financial Report was received by DLGC on 13 February 2015.

The 2013–14 Audit Report was received by DLGC on 5 January 2015. The Audit Management Report commented on the operating surplus ratio and own source revenue coverage ratio. The ratios indicated SOCI was becoming more dependent on external sources of funding to fund its operations. Advice was provided to the SOCI Council and management for consideration of ways to improve the operating position.

A financial health check undertaken by DLGC indicated that SOCI was generally performing within acceptable industry financial benchmarks at 30 June 2014.

The 2014–15 annual financial report is not yet audited and DLGC is unable to comment on SOCI’s financial position at 30 June 2015.
SOCKI

The 2014 Compliance Audit Return was adopted by SOCKI at its 25 February 2014 meeting and received by DLGC on 23 March 2015. Areas of non-compliance were recorded and required actions to address.

The 2014–15 Annual Budget was adopted by SOCKI on 9 July 2014 and received by DLGC on 31 July 2014. The DLGC’s review of the annual budget identified requirements for actions and advice and assistance was given to SOCKI to address these areas.

The 2014–15 Mid-Year Budget Review was adopted by SOCKI on 25 February 2015 and received by DLGC on 10 March 2015.

The 2013–14 Annual Financial Report was received by DLGC on 22 January 2015.

The 2013–14 Audit Report was received by the DLGC on 5 January 2015. The Audit Management Report commented that the operating surplus ratio was below the target level but trending upwards and own source revenue coverage ratio below target levels and does appear to be trending downwards. Areas of concern were raised and subsequently rectified.

A financial health check undertaken by DLGC indicated that SOCKI was in the main performing within acceptable industry financial benchmarks at 30 June 2014.

The 2014–15 annual financial report is not yet audited and DLGC is unable to comment on SOCKI’s financial position as at 30 June 2015.

Complaints/Investigations

No complaints were received regarding the operation of the local government or elected members.

Statutory Approvals

SOCI

In January 2015, DLGC dealt with an application from SOCI’s Chief Executive Officer (CEO) for approval under the Commonwealth Minister’s Delegation to allow Councillors with declared interest to participate in a matter before Council. This application was processed by DLGC and a recommendation was made to the Commonwealth Minister.

In May 2015, DLGC dealt with an application from the SOCI CEO for approval under the Commonwealth Minister’s Delegation to allow Councillors with a declared interest to participate in a matter before Council. This application was processed by DLGC and a recommendation was made to the Commonwealth Minister.

SOCKI

In April 2015, DLGC assessed a matter of possible non-compliance at SOCKI in relation to a notification in the Compliance Audit Return. The assessment concluded that the SOCKI CEO was addressing the issue by reviewing and instigating an applicable policy framework and advice was provided in that vein. The matter was recorded as an advisory issue.
Local Government Week

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

Integrated Planning and Reporting

DLGC provided advice to the IOT Shires on their Strategic Community, Corporate Business, Asset Management and Long Term Financial Planning documents, in line with compliance requirements and better practice standards relating to Integrated Planning and Reporting. Service 1.4 – Concessions.

The management of the WA Seniors Card programme includes the:

- provision of Seniors cards to eligible applicants;
- administration of the annual Cost of Living Rebate payment;
- administration of the payments for the Grandcarers Support Scheme; and
- providing access to discounts for goods and services provided by private business partners.

The WA Seniors Card programme is guided by the key principles and directions of the WA Government’s Supporting Western Australia’s Seniors Policy.

22.3 Future issues

Change in Community Profile

The decreasing operations of the IDC has had a major impact on the CI population, this had an impact on the services.

The DLGC is working closely with CINC to ensure that the organisation continues to monitor the changing community needs and modify the model accordingly.

Change in CINC Staff

DLGC is aware that there is a possibility of staff changeover, which may impact service delivery. Any new staff will require additional support and training from DLGC.

CINC’s compliance with DLGC Reporting and Acquittal Requirements

As part of the grant agreements CINC must provide six monthly data and progress reports and a set of financial statements on the previous financial year for each service.

CINC had outstanding reporting requirements during the 2014–15 financial year. This has resulted in a suspended payment and affects the ability to commence a new grant agreement.

DLGC has provided intensive support to CINC to ensure it is aware of its contractual obligations.

Decrease in Service Delivery

As a result of the delay in commencing a new grant agreement, there may be a decrease in service delivery in the 2015–16 financial period.
Local Government

Local Government staff retention is a potential issue for the IOT. The loss of senior or experienced staff may impact on a local government’s operations, and may require a higher level of support from DLGC.

Amendments to the applied *Local Government (Functions and General) Regulations 1996* took effect on 1 October 2015. The amendments relate to tenders, specifically the tender threshold, anti-avoidance provisions, receiving and opening tenders, varying a contract, and the introduction of panels for pre-qualified suppliers. A circular explaining the amendments was sent to all local governments, including SOCI and SOCKI.
Chapter 23: Main Roads WA

23.1 Services
Main Roads WA provides advice on road funding and direct support and advice to the IOT local government on traffic management and road networks.

23.2 Activities during the year

IOT Visits
Specialist grader operation training was delivered on CKI on 25–28 November 2014, with the SDA coordinator visiting both CI and CKI over the period 15–19 March 2015. Plant and machinery officers travelled to both islands on 9–18 April 2015.

Audits
There were no road safety audits undertaken by Main Roads personnel during 2014–15. There is intermittent communication between Council officers on both islands and Main Roads Traffic Services Officers regarding traffic and road safety issues — including speed limits and other regulatory sign issues.

Customer Complaints
The Main Roads’ representative is not aware of any complaints received during the 2014–15 reporting period.

CI
Staff Changes
No staff changes.

Maintenance Funding
The potential for road maintenance funding to be reduced was highlighted as a concern by both IOTA and SOCI personnel during the March 2015 visit. A reduction in funding has the potential to impact planning and delivery of road maintenance activities.

Main Roads has provided the Department with information and data (where requested) to assist in identifying appropriate levels of annual funding. Road maintenance funding is considered a high priority.

Resealing Programme
SOCI’s crew has continued to successfully deliver bitumen emulsion resealing. The resealing operation has benefited significantly from SOCI’s purchase of a 10,000 litre bitumen emulsion tank.
SOCI has acted on previous advice and has developed a ten year resurfacing programme (which will require annual review). SOCI has implemented a refinement recommended by Main Roads in 2012–13 and is working to identify the sites that warrant the use of the higher quality imported aggregate.

The March 2015 visit identified the considerable backlog of overdue resurfacing, and highlighted the need to review and update the ten year resurfacing programme. An appropriate level of annual reseal funding is essential.

**Road Markings**

SOCI purchased a replacement line marking machine to address identified concerns in relation to the quantity of longitudinal line-marking maintenance. Repainting of lines is progressing. SOCI is working to establish an annual repainting programme that will assist in maintaining appropriate standards.

**Heavy Vehicle Operation Compliance**

Heavy Vehicle compliance was identified as an area requiring further focus.

**Main Roads WA Training**

There was no specific on-the-job training provided during the reporting period.

**Signing/Road Safety Issues**

Main Roads has supplied advice and recommendations to the Department in relation to setting default speed limits on both islands.

**CKI**

**Staff Changes**

Manager of Works and Services position was vacant for approximately six months, however a replacement commenced in September 2014.

**Routine Maintenance**

The training delivered on CKI in late 2012 was successful in rectifying some defects, including; repair/replacement of the surfacing on old service crossings, surface correction of depressions and edge break rectification, with further work an ongoing requirement.

Extensive resealing is anticipated in the next three-five years, and should be progressively scheduled to ensure works are undertaken in order of priority.

**Periodic/Specific Maintenance**

The seal condition rating spreadsheet requires updating.

Improved storage is required for the considerable volume of sealing aggregate (this aggregate was surplus to the airfield resurfacing) to ensure it is not contaminated.

Shoulder reconditioning is warranted on sections of Sydney Highway.
Training
Specific on-the-job training in grader operation was delivered.

Plant Procurement
The March 2015 visit identified the need for a replacement emulsion sprayer.

HI - Brick Paving
The brick paving programme continued in 2014–15 to:

- expand (limited extent) the paved road network within the residential area; and
- replace defective bricks (substantial extent) that were first laid in 1997–2003 and are now in poor condition.

The March 2015 visit confirmed the value of both of these activities, the high quality of completed works, and the ongoing need.

Erosion
Previous reports have advised of severe erosion adjacent to, and which has had a significant impact on, a section of Sydney Highway. During the previous reporting period the Department financed pavement improvement and sealing works on the adjacent side-track. The sealed side-track is continuing to perform well, and SOCKI is diligent in “protecting” it by the addition of sand adjacent.

The Department provided funding of $1 Million to install bulk sand bag protection at this and other locations with the potential to impact infrastructure assets (including a section of Airport Road). This is anticipated to mitigate the immediate Sydney Highway erosion issue.

23.3 Future issues

Both Islands - Road Maintenance Tasks
Identified the potential for a field duties supervisor to direct employees in tasks and associated safety requirements. This role could improve output and assist in preventative maintenance identification and delivery. A position shared by both islands and within the island workforce, and with the ability to provide one-to-one training is essential.

Both islands would benefit from preparation and maintenance of a 12 monthly work programme — listing key periodic and routine maintenance activities such as resealing, shoulder reconditioning, crack patching, surface corrections and edge break requirements as priority tasks.

Time and resource constraints continue to delay a detailed consideration of this option.

CI - Resealing
SOCI’s initiative in developing a capability within its workforce to undertake (emulsion) resealing has been very successful. The emulsion reseals delivered by SOCI’s workforce in 2012 were inspected in September 2013, in 2014 and again in March 2015. The final product is considered fit for purpose. Improved quality aggregate has been procured and delivered. Delivery of high priority
resealing works (by SOCI’s workforce) is included in each annual work programme and completion of each programme is considered a high priority.

The success of the emulsion reseals is dependent on correct technique. It is critical that SOCI’s workforce retains the relevant skills and knowledge. A stable crew has been established, associated plant upgraded (e.g. the emulsion storage tank) and the quality of the work continues to be appropriate.

The previous report identified the need for a long term resealing programme to quantify resurfacing needs. A 20 year programme was developed and provided data on anticipated funding needs for both resurfacing and other significant maintenance works. The programme confirmed the need to increase funding for resealing over the coming years. The long term resealing programme requires annual review and update.

CI – Longitudinal Lines and Road Markings

There has been an improvement in SOCI’s delivery of longitudinal lining (greatly assisted by the purchase of new lining plant). Improved planning, scheduling and delivery of an annual programme of longitudinal lining remains outstanding.

Both Islands – Training

Emerging training remains an item of concern. To maintain the required skills there is the need for SOCI and SOCKI to develop succession planning.

CKI – Plant Management System

The CKI plant report identified items of concern, including:

- the need to provide ongoing guidance on plant management and the use of SOCKI’s plant management system;
- use of daily plant/machine pre-start check sheets; and
- electrical appliance test and tag regime.
Chapter 24: Department of Mines and Petroleum

24.1 Services

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

24.2 Minerals Title Division

24.2.1 Activities during the year

Annual rent was received and receipted in respect to granted mining leases 70/1A and 70/10. Administrative support was provided to the Commonwealth to help advance the determination of mining leases 70/2, 70/17, 70/18 and 70/19.

24.2.2 Future issues

Mining lease applications 70/17 to 70/19 were applied for on 24 November 2010. These are located on CI and have been previously forwarded to the Commonwealth for grant. It is expected these leases will be granted in 2015.

Application for mining lease MCI70/2 is with the Commonwealth for grant. This application was made on the invitation by the Commonwealth Minister under section 19 of the Act. It is expected the application will be granted in 2015.

Application for exploration licence 70/2 was applied for on 24 August 1999. The work programme provided by the applicant was previously forwarded to the Commonwealth for a full environmental assessment. This application cannot proceed until the results of the assessment are provided.

All pending applications will be reviewed in the coming 2015–16 period with the view of finalising them if possible.

24.3 Environment Division

24.3.1 Activities during the year

During 2014–15, the Operations Branch of the Environment Division conducted a number of activities including:

- Provided advice on DMP’s Mine Closure Plan guidelines and their application to the Christmas Island Phosphate (CIP) project.
- The Preliminary Mine Closure Plan for CIP Mine MCI 70/1A and MCI 70/10 was received on 28 April 2015 and has been reviewed by DMP. A meeting with the Department is to be arranged to verify aspects of closure that are proposed prior to completing the assessment recommendations.
• An inspection of CIP was conducted from 1–5 December 2014. The inspection primarily focused on verification of the condition of land associated with Mining Lease (CI 70/1) that was subject to applications for partial, surrender. A close out meeting was held on 5 December 2014 with CIP management to discuss the results of the inspection.
• Attended various meetings through the reporting period including: Discussions on the partial tenement surrender process with Phosphate Resources Limited (PRL) in September 2014, IOT contact officers meeting January 2015, meetings with the Department regarding CIP’s Mine Closure Plan requirements and Mining tenure matters including MCI(A)70/2 in January 2015.

24.3.2 Future issues

It is important that the surrender of areas no longer required for mining by CIP are done so regularly, with priority given to high value conservation areas. Improvements to the condition of the land being surrendered are required to ensure that the agreed criteria are met. This will assist in the protection of biodiversity on CI and enable the rehabilitation of rainforest areas that are to be incorporated into the National Park in the future. Following discussions with the Department, DMP will finalise formal comment on the preliminary CIP Mine Closure Plan.

24.4 Royalties Branch (Strategic Policy Division)

24.4.1 Activities during the year

During 2014–15, Royalties Branch (RB) conducted quarterly ‘desk audits’ of information provided by PRL, in support of royalties paid to the Commonwealth for the export sales of phosphate rock mined from CI.

RB verified that phosphate rock royalties totalling $1,898,368 and conservation levies totalling $1,708,531 were payable to the Department during the twelve months to 30 June 2015.

A visit was paid to PRL’s Burswood office in January 2015, and records for the period 1 October 2011 to 30 June 2014 were examined. Agreement was reached on the valuation (for royalty purposes) of the phosphate stockpile held by its Malaysian subsidiary. PRL started paying royalty on phosphate dust from 1 July 2013 and the Commonwealth is deliberating on whether any additional dust royalty is payable for the period prior to 1 July 2013.

24.4.2 Future issues

• Phosphate dust royalty.
• The next audit visit to PRL’s Perth office is scheduled for January 2017.
24.5 Mines Safety Branch (Resources Safety Division)

24.5.1 Activities during the year

CIP Mine

The Mines Safety Branch made three visits to CIP, detailed below.

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<td>Special Inspector — OSH</td>
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</tr>
<tr>
<td>3</td>
<td>Special Inspector — Mining</td>
<td>23–25 June 2015</td>
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</table>

During the visits the following activities were undertaken:
- liaison with managers and employees;
- inspections;
- conducted a High Impact Function Audit (workshop audit);
- follow up the investigation of an electrical incident;
- follow up of an Electrical Audit conducted in 2013;
- meeting was held with the IOTPS to discuss interface issues;
- meeting was held with management to discuss structural integrity and asset management issues; and
- observations and actions were recorded in the Mines Record Book.

CI Aggregate Quarry (Acker Pty Ltd)

One visit was made to the aggregate quarry, as summarised below.

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<td>Special Inspector — Structural</td>
<td></td>
</tr>
</tbody>
</table>

Inspector activities included:
- liaison with managers and employees;
- an inspection of the crushing and screening circuit; and
- observations and actions were recorded in the Mines Record Book.
24.6 Dangerous Goods Safety Management

24.6.1 Activities during the year

The purpose of the visit by Dangerous Goods Safety Management was to conduct dangerous goods compliance inspections at sites that hold licences under the applied Dangerous Goods Safety Act 2004 and Regulations in the IOT.

During the inspections, if there are non-conformances identified, the site operators are issued with a Remediation Notice (RN) to rectify the deficiencies.

Site operators are given sufficient time to respond to the RNs. If additional time is required to complete items in the RN, the operators can contact DMP to discuss and agree on a modified due date.

A dangerous goods information session was also held for dangerous goods site operators at CI and CKI on 12 and 18 November 2014, respectively.

The inspections were conducted by DMP.
Chapter 25: Parliamentary Commissioner for Administrative Investigations

25.1 Services

The Parliamentary Commissioner for Administrative Investigations (State Ombudsman) handles complaints from IOT residents about WA public authorities in the State Ombudsman’s jurisdiction which operate in the IOT.

25.2 Activities during the year

During the period 1 July 2014 to 30 June 2015, the State Ombudsman did not receive any complaints, but received three enquiries relating to the IOT.

The State Ombudsman investigates complaints about the administrative actions of state government agencies that are within the Commissioner’s jurisdiction (other than health).

The State Ombudsman continues to implement a number of strategies to ensure its complaint services are accessible to all IOT residents. These include access through online facilities and more traditional approaches by letter. The State Ombudsman also holds complaints clinics and delivers presentations to community groups, particularly through the Regional Awareness and Accessibility Programme. An IOT visit planned in 2014–15, will be conducted during 2015–16.

Initiatives to make services accessible include:

- access to the State Ombudsman through a toll free number;
- access to the State Ombudsman through email and online services. The importance of email and online access is demonstrated by its further increased use this year from 61 per cent to 65 per cent of all complaints received;
- information on how to make a complaint to the Ombudsman is available in 15 languages, including the languages used in the IOT and features on the homepage of the State Ombudsman’s website; and
- people may also contact the State Ombudsman with the assistance of an interpreter by using the TIS. People with hearing and speech impairments can contact the State Ombudsman using the National Relay Service.

25.3 Future issues

Raise awareness of, and access to, the services provided by the State Ombudsman among the IOT communities, including a proposed visit to the IOT during 2015–16.

Continue to provide independent and timely complaint resolution and enquiry services. Maintain strong relationships with public authorities and the IOT communities.

At the appropriate time, finalise the development of a revised SDA in collaboration with the Department.
Chapter 26: Department of Planning (DoP)/ WA Planning Commission (WAPC)

26.1 Status of services

The DoP provides planning and administrative advice to ensure the use and development of land is consistent with strategic planning, policy guidelines and planning standards. DoP provides advice and assistance to the Commonwealth on coastal planning issues. DoP also provides professional and technical expertise, administrative services, and resources to advise the WAPC.

26.2 Activities during the year

DoP officers undertook assessments of the following key local planning proposals in the IOT:

- SOCI’s draft Local Planning Strategy (local government request for WAPC approval);
- SOCI’s draft Local Planning Scheme No. 2 (local government request for Commonwealth Assistant Minister’s approval); and
- SOCKI’s omnibus Scheme Amendment (No. 1) to the Town Planning Scheme No. 1 (local government request for Commonwealth Assistant Minister’s approval).

Regarding the abovementioned proposals, DoP officers liaised with various WA Agencies, the Department and the local governments to ensure the planning proposals accord with State planning policies and that the prescribed legislative processes are followed.

DoP provided advice in response to various enquiries regarding general IOT planning issues.

Coastal Planning (including Coastwest)

Under the SDA, coastal planning services and advice along with assessment of coastal management projects (under the Coastwatch programme) are provided by the Policy Coordination Team. In 2014–15 coastal planning services or advice were not requested or provided; and no project grant applications were submitted to the Coastwatch programme.

26.3 Future issues

CI
Finalisation of the Local Planning Strategy and new Local Planning Scheme. DoP to provide assessment and recommendations to the WAPC regarding final endorsement and gazettal of these documents.

CKI
Possible review and preparation of the Local Planning Strategy (currently appendix to local planning scheme). Planning to provide further assistance on strategic and statutory planning matters — particularly coastal planning and planning for the potential impact of climate change.
Chapter 27: Department of Racing, Gaming and Liquor

27.1 Services
The Department of Racing, Gaming and Liquor (RGL) provides liquor licensing services, including compliance audits and inspection of licensed premises.

27.2 Activities during the year

Licensing Services
As at 30 June 2015, there were 24 active licensed premises in the IOT in the following categories:

<table>
<thead>
<tr>
<th>Liquor Licences</th>
<th>Tavern</th>
<th>Liquor Store</th>
<th>Club</th>
<th>Club (Restricted)</th>
<th>Restaurant</th>
<th>Special Facility</th>
<th>Wholesaler</th>
</tr>
</thead>
<tbody>
<tr>
<td>CI</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>CKI</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Compliance Audits and Inspections
DRGL undertakes one compliance visit to the IOT every two years. The last compliance visit was undertaken in June 2014.

27.3 Future issues

Licensing Systems Upgrade
The Unified Regulation System (URS) to replace legacy licensing systems was implemented in March 2015. The online licensing services will be switched on in August 2015. These upgrades will support the RGL’s strategic goals of e-government and citizen centric services, by providing online licensing services to the community.
Chapter 28: Department of Regional Development

28.1 Services
The Department of Regional Development (DRD) supports community capacity building and regional development through support to the CKI CRC, including funding administration.

28.2 Activities during the year
DRD assisted the CKI CRC by:
- reviewing the CRC’s Business Plan and provided feedback regarding achieving outcomes;
- reviewing the CRC’s Financial Statements and reports to ensure outcomes are being met;
- providing funding to the CRC; and
- providing regular phone and email support to the CRC Coordinator.

The CKI CRC appears to be well utilised, organised and professional in the services and activities it delivers. Some of the services and activities provided during the year by the CRC included:
- opening 40 hours per week, including five hours on Saturdays;
- providing four community computers for internet use and printing documents;
- providing a government access point, including information on government services and one dedicated computer to access government information;
- providing community contact details through each edition of *The Atoll* and the CKI CRC electronic list;
- hosting school holiday education activity programmes on WI and HI;
- running social development activities, such as market days; and
- running business development activities, such as Quarterly Business Buzz sessions, social media, Consumer Protection and KAB.

28.3 Future issues
Town based CRCs in WA are now funded under a contract for service agreement (as distinct from a grant funding model). These contracts are for a three year period expiring on 30 June 2017. Similar to the WA remote located CRCs, the CKI CRC was not included in the contract for service arrangements. However, it is proposed that the CKI CRC be included in the next round of contracts that are offered.

Essentially, the CKI CRC operates in a similar way to the WA town based CRCs (as distinct from the remote community CRCs). It would be more appropriate that the arrangements for CKI are aligned.

Decisions about the next round of contracts (funding and contract deliverables) will be determined once an evaluation of the CRC programme is completed. Curtin University was contracted to undertake this evaluation and was to provide its report in December 2015.
Chapter 29: Department of Sport and Recreation

29.1 Services
DSR provides advice to the Commonwealth and the local governments on the sporting and recreational infrastructure needs. DSR also provides advice to sporting and recreational groups.

29.2 Activities during the year
The Project Coordinator visited CKI and CI on two occasions during the 2014–15 period. A total of 12 days were spent on CKI and 14 days on CI. Continued service from the mainland was provided from August 2014 to June 2015.

Ongoing discussions were held with community groups on visiting coaches, sport and recreation guidelines, planning and priorities resulting in a range of services delivered and planned for the 2014–15 year.

Various meetings with Regional Development Australia who were responsible for the development of planning regimes on the islands were held. These centred on the current strategic plans for CI and CKI and their priorities, funding and Commonwealth matching grants.

Discussions took place with various agencies including Parks, SOCI and local Tourism Association regarding the progress and plans for “trails” development in 2014-15.

Planning and the organisation for various coaches visits were carried out.

Several workshops were held to build club and community capacity.

Advice was given on a range of facility planning, design and management issues.

29.3 Future issues
The year has been very successful in terms of working with the community and the establishment of partnerships with the key agencies on the islands. The focus on the development of community capacity, through community engagement has seen the successful delivery of appropriate services successfully. Over the next year there will continue to be a focus on more effective and integrated planning and the development of an overarching strategic sport and recreation plan across the IOT communities. This will make better use of available resources and ensure SDA costs are decreased.
Chapter 30: State Library of WA

30.1 Status of services

The State Library of WA (SLWA) provides local authorities and associated bodies with library materials, information and support services.

30.2 Activities during the year

Stock is exchanged regularly between WA public libraries and the SLWA. This ensures that material in any public library is constantly refreshed and not read out. Exchanges to the IOT libraries occurred four times during the year in line with their requested frequency.

Exchanges continue to be sent to the IOT libraries via air freight, ensuring they are received in a timely manner, this is consistent with public libraries located in regional WA. There have been no problems experienced this year in relation to the delivery of exchanges to the IOT, thus helping to ensure that the library services have continued to operate smoothly throughout the year.

Exchanges

CI: A total of 1,740 items were exchanged during the year and included English, Chinese, Malay and Indonesian items.

CKI: A total of 1,500 items were exchanged with CKI libraries during the year and included English, Indonesian, and Malay items.

Visits, Training and Consultancy

Library staff from CI and CKI WI libraries travelled to Perth for training in April and June 2015. The training programme delivered at the State Library included a tour of SLWA, a Rhyme Time session and Better Beginnings, Public Libraries Online, Moodle Online training, Public Libraries Help Desk, use of the SLWA catalogue, online databases and eBooks, eAudio and eMagazines, and exchanges.

SLWA staff travelled to CI and CKI in June 2015, providing the opportunity to assist with in-house operational matters and meet with the CEOs and Managers with responsibility for the libraries. These meetings provided the opportunity to discuss the statewide library system in more depth and discuss any issues or concerns. A focus of the visit to the CI public library was to encourage promotion of the statewide electronic databases, including a demonstration of the eBooks, eAudio and eMagazines. SOCI is currently developing a new website and the library pages will be updated to include relevant links as part of this upgrade.

Discussions were held with the three library staff regarding local library matters, and training was provided to a HI staff member who had not travelled to Perth for training earlier in the year. In an effort to encourage further usage of the statewide eResources, SLWA staff met with SOCKI Council members prior to their regular meeting. Library staff will work with SOCKI to update the relevant website pages, ensuring easy access to the statewide electronic resources.
IOT library staff used a variety of methods to contact SLWA staff for support throughout the year, including the Public Libraries Help Desk, email and telephone calls. This has ensured that help has been available for any operational queries or concerns in a timely manner. IOT library staff continue to receive regular communications from SLWA staff, via a monthly email newsletter. The email newsletter includes recent public library notices together with any important reminders; the regular communication aims to help reduce library staff isolation.

The state-wide eBook service, known as the WA Public Libraries Digital Media Collection (WAPLDMC) has been expanded this year. BorrowBox eAudio resources together with Zinio eMagazine collections are now available as part of the WAPLDMC. All WA public library members including those of the CI and CKI Libraries are able to access the state-wide eBook, eAudio and eMagazine service from their own homes, at no cost. Additionally, a range of free electronic databases are available for use by IOT library members including Ancestry, Australia/New Zealand Reference Centre, Busythings, Cochrane Library, Britannica Library, Health and Wellness Centre, Literacy Planet, Novelist, Popular Magazines and Tumblebooks.

**Better Beginnings**

SOCI and SOCKI continue their participation in the Better Beginnings Family Literacy Programme. Following on from successful community publishing workshops on CKI and CI, SLWA has been able to provide a Book Cubby to CKI to encourage ongoing community literacy activities. The Book Cubby is currently in transit to CKI along with an assortment of books published from communities around the world. An online training video is in development to provide additional support for staff on CKI, along with existing training and support resources.

Better Beginnings staff have provided training to public library staff including the delivery of Rhyme Time and Story Time within their local community. CKI are currently running a combined Rhyme Time and Story Time in their community and SLWA will continue to support them with additional resources which are currently in development.

Fifteen Better Beginnings packs have been distributed to families with newborn babies (CKI: five and CI: ten) as part of the Better Beginnings baby programme. This reflects the number of babies that have been born to parents living in the IOT based on data obtained from the Registry of Births, Deaths and Marriages.

Each library was due to receive reading packs for all kindergarten students at the CKIDHS and CIDHS for the 2015 school year, with distribution scheduled for Term Three.

Additional resources have been provided to the public libraries to support their engagement with families with young children, and to support local Rhyme Time and Story Time delivery. This includes Discovery Backpacks and promotional materials.
Chapter 31: Department of Training and Workforce Development

31.1 Services

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

31.2 Activities during the year

Mainland-based Administration

During 2014-15, DTWD:

- Advised IOGTA of Vocational Education and Training regulations and policies as they have been implemented, including changes introduced from 1 July 2015 as a result of the newly established Australian Apprenticeship Support Network. This is a Commonwealth service to provide support for employers and apprentices/trainees.
- Responded to requests for information from IOGTA and provided assistance in meeting relevant WA Agency requirements.

Administration of Apprentices and Trainees

During 2014-15, DTWD:

- Administered apprentices and trainees from the IOT employed under Training Contracts in accordance with relevant Acts and Regulations.
- Registered four apprentices in Fabrication Welding, Plumbing and Gasfitting, Carpentry and Joinery and an Electrical Mechanic. Eighteen trainees that commenced in the 2014–15 financial year were also registered using the DTWP’s Training Records System.
- Provided monitoring and advice for up to 71 apprentices and trainees who were actively in training at any one time in the 2014–15 financial year.
- Provided for dispute resolution, variation, suspension and cancellation of Training Contracts as required.
- Provided for eight apprenticeship completions in Electrical Instrumentations, Fabrication Welding, Automotive Technician, Mechanical Fitter, and Electrical Mechanics. Also provided for 16 traineeship completions.

Joint Group Training Programme (JGTP) Funding

During 2014-15, DTWD:

- Undertook an assessment of the appropriate level of JGTP funding to be paid to IOGTA. This considers the support services provided to apprentices and trainees in the IOT.
- Paid the assessed level of funding to IOGTA in two instalments.
- Advised IOGTA of impending changes to the JGTP as a result of the Commonwealth’s withdrawal from the programme and the introduction of the WA Group Training Programme commencing 1 July 2015.
Monitoring and Assessment of IOGTA’s Group Training Registration

During 2014-15, DTWD:

- Advised and supported IOGTA in relation to its role as a Group Training Organisation to assist in meeting its obligations.
- Reviewed IOGTA’s internal assessment against the National Standards for Group Training Organisations in response to recommendations for improvement identified in last year’s independent audit of IOGTA.

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

During 2014-15, DTWD:

- Facilitated the provision of training under WA profile arrangements for 18 apprentices and up to 41 trainees that were active at any one time in 2014–15 and had nominated a State Training Provider.
Chapter 32: Department of Transport

32.1 Services

DoT provides advice, assistance and support on transport issues including driver and vehicle licensing, vehicle safety standards, marine safety, taxi/charter (passenger transport), transport planning, aviation freight and active transport.

32.2 Activities during the year

Throughout the financial year significant work and progress was made towards the formation of a new SDA, including the structure of future Work Plans.

**CKI visit 18–23 May 2015**

A visit to CKI was carried out by DoT officers. The purpose of this visit was to meet with the various external stakeholders in the delivery of transport services on CKI and to examine and gain an overview of the port, stevedoring and shipping piloting operations.

The Fremantle Harbour Master was provided the opportunity to speak to many people on the islands regarding port operations, marine operations and marine safety as they are relevant in the CKI.

To this end a port visit was arranged through Patricks where container operations via shore crane were observed at both HI and WI.

In addition an inspection of the lagoon was conducted which included:

- inspection of the buoy mooring arrangement for the tankers;
- a transit through the marked channel out to Direction Island;
- inspection of the yacht arrival facilities at Direction Island;
- inspection of the area where the container vessel anchors to conduct transhipment operations; and
- inspection of the various mooring buoys within the lagoon.

Unfortunately the usual barge and vessel employed at CKI was away for maintenance during the visit and as a result usual stevedoring and port operations could not be observed. In addition there was no container ship in port, or tanker, so these operations could not be observed first hand.

Whilst DoT has provided licencing services for cars and registrations for vehicles on CKI it does not yet provide a CKI Recreational Skippers Ticket, as those issued are from DoT.

Volunteer Marine Rescue is active but has no vessel of their own (if rescues are required then either the AFP or another boat owner has to provide rescue services).

- Marine Safety to continue to supply recreational safe boating and education material.
- Greater clarity be sought regarding who on CKI maintains oil spill equipment stockpiles and trained personnel and who is responsible to respond to a marine oil spill.
- Appropriate oil spill response training be provided to the community and port users.
Clarity is required as to why the Port boundary in the north excludes the container ship transhipment operations. Once this is understood advice can be provided as to ensuring an independent service controlling shipping operations.

- Greater clarity be sought from Viva Energy as to the maintenance of the navigation aids, tanker moorings and tanker hose integrity, to ensure all are appropriately controlled.
- Greater clarity be sought as to who owns, maintains and uses the recreational moorings on CKI.
- Periodic visitations of CKI by DoT Marine Safety be scheduled to ensure boating education continues to be maintained, Maritime Environmental Emergency Response (MEER) equipment and staff training is adequate, and port and marine operations (including marine Pilot licencing, training, development, etc.) are maintained.

CI Visit 15–18 June 2015

The transition of licensing services from the SOCI to IOTA went very well and there continues to be positive feedback from the community. Phase two of the transition process will come into effect soon.

In relation to auditing, IOTA agreed to do an exchange of auditing functions between CI and CKI. IOTA sought guidance on how they can set licensing conditions for the local taxis service. IOTA was requested to forward the conditions they would prefer to DoT for advice and clarification.

General discussions were also held regarding the formation of the new SDA and the setting of annual Work Plans. IOTA expressed great interest in becoming involved in the planning and development of these annual plans.

Marine Safety in general was discussed and it was discovered the Volunteer Rescue Service was fully functional in CI and whilst on the island DoT officers were encouraged to meet with a representative to gain an understanding of this service.

Discussions were also held on the development of an Emergency Management Plan and Hazard Based Plan for CI.

The need for Practical Driving Assessment (PDA) Refresher Training is also required for AFP officers to comply with the same level of assessment service on the mainland. The AFP Officer in Charge provided his endorsement for this to take place with his nominated officer(s), primarily the AFP Special Constables.

It was also discovered that the AFP issue boat registrations, once the transaction is paid at the IOTA. AFP believes this old practice of administering this work should be solely conducted at the IOTA office, given that the IOTA now conduct all licencing services on CI.

Pilot Licences

With regards to licenced pilots on both CKI and CI research undertaken indicates that the IOT have adopted via applied law the Shipping and Pilotage Act 1967 (and associated Regulations). In part this Act allows for the appointment of Harbour Masters and the licensing of Marine Pilots and the licensing of pilotage exempt Masters. The applied Shipping and Pilotage Act 1967 (and Regulations) articulate the technical skills required to fulfil these positions.
CKI Island marine pilots are fly-in on demand for tankers. Due to port boundary reduction Pilots are not required for the container ship.

On CI there are two resident pilots living on island. These service all required ships under direction of the CI Harbour Master. These are for the Smith Point tanker terminal and Flying Fish Cove mooring spread for both the crane and phosphate export.

All the pilots hold a licence as issued under the applied Shipping and Pilotage Act 1967. There are only a few licences for Pilots and Pilotage Exempt Masters and these could be processed as part of an SDA if required, but currently these are processed by the Department on advice from DoT.

- The process for the issuance of boat registrations is streamlined (consideration should be given to the entire process being handled through the IOTA).
- Marine Safety to continue to supply recreational safe boating and education material.
- Greater clarity be sought regarding who on CI maintains oil spill equipment stockpiles and trained personnel, and who is responsible to respond to a marine oil spill.
- Appropriate oil spill response training be provided to the community and port users (this can be provided by DoT as part of the SDA as appropriate).
- Greater clarity be sought regarding the maintenance of the tanker moorings (and cargo hoses) at Smith Point facility.
- Greater clarity be sought regarding the maintenance strategy of the Flying Fish Cove cargo ship moorings.
- Periodic visitations to CI by DoT Marine Safety be scheduled to ensure that:
  - boating education continues to be maintained;
  - MEER equipment and staff training is adequate; and
  - port and marine operations (including marine Pilot licencing, training, development, etc.) are maintained.

32.3 Future issues

Determination of a process for the provision of an Authorised Inspection Service.

PDA Refresher Training be provided to AFP Special Constables to travel to Perth as soon as practicable. DoT to consult with the AFP on both CKI and CI to schedule this training in 2015–16.

The Commonwealth, in conjunction with the DoT and the AFP, consider providing a community education programme on boating safety. AFP to be provided with access to the vessel registration system as operated by SOCKI.

DoT to establish and provide guidance on auditing functions for both islands, and consideration given to boat registrations being solely with IOTA.
Chapter 33: Water Corporation

33.1 Status of Services

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

33.2 Activities during the year

- Progress on Top Five safety issues for each island.
- Concept Design Report for long term upgrades and interim solutions to address environmental non-compliance at HI Wastewater Treatment Plant. Report provided to DER and the Department for review.
- Completion of the Jedda Tank Inlet Modifications.
- George Fam Booster Pump Station on CI practical completion.
- Excellent support from Water Corp. process expertise functions across all water and wastewater assets.
- Increased performance visibility in Power Operations.
- Further enhancements of work order and tasks to align maintenance across IOT and mainland.
- Upgrade to MEX 14 (asset management system) and iPad integration to better utilise technology for improved scheduling and more timely work order feedback.
- Asset Management and Operational Audit undertaken with good outcomes and opportunities for improvement across Water Corp. and the Department.
- Comcare workplace inspections in November 2014, with positive comments from the inspector.
- DER Audits in August 2014 with positive outcomes.
- Renegotiation of Sludge disposal fees at the SOCI landfill, resulting in substantial reduction in cost.
- Substantial progress in the construction phase of the HI Desalination Plant.
33.3 Future issues

Customer Service
- Alignment of Water Corp. customer code in the renewal of SDA.
- Non-standard service agreements.

People and Safety
- Roll out of updates for contractor management OSH requirements to support locally based businesses and contractors.
- Progress on next Top Five safety issues for each island.

Drinking Water Quality
- Commissioning of HI Desalination Plant.
- On-going development of treatment plant process expertise support functions.
- Installation of new fluoride unit on CI.

Asset Management
- Implementation of the outcomes from the Asset Management and Operational Audit.
- Ongoing alignment and implementation of mainland standards to IOT assets.
- Asset disposal strategy determined with the Department.
- Investigate Supervisory Control and Data Acquisition enhancements for viability of increased data capture and retention.
- Ongoing substantial water losses due to the poor condition of the Summit to Drumsite main.
Chapter 34: WorkCover WA

34.1 Status of Services

WorkCover WA administers the applied Workers’ Compensation and Injury Management Act (1981) for the benefit of injured workers.

34.2 Activities during the year

Compliance activities to ensure that employers maintain workers’ compensation insurance for all their workers. This includes enquiries relating to policies of insurance that have been reported as lapsed or where a cancellation application has been received by the insurer.

Approval and monitoring of the performance of service providers including insurers, workplace rehabilitation providers, audiometric officers, audiologists, approved medical specialists and registered agents to ensure compliance with relevant legislation and the delivery of appropriate standards of service, in accordance with conditions of approval.

Data captured, coded and maintained in relation to workers’ compensation policies, claims vocational rehabilitation cases, audiometric test results and statistical reports.

Translated information provided to scheme participants and the general community to increase their knowledge of their rights and the workers’ compensation and injury management legislation and associated processes. The WorkCover WA website has brochures available in the languages of simplified Chinese and Cocos Malay. WorkCover WA ensures that the languages of simplified Chinese and Cocos Malay are standard requirements for all translations.

Interpreter services are offered to people with CALD backgrounds who require one-on-one assistance.

Provision of dispute resolution services, including the resolution of claims and the registration of agreements entered into by parties.

34.3 Future issues

During 2015–16, WorkCover WA will continue to provide the following activities:

- community awareness;
- compliance;
- approvals and monitoring;
- data capture and coding;
- provision of translated information to scheme participants in printed leaflets and on WorkCover WA’s website; and
- dispute resolution.
### Chapter 35: Abbreviations and Acronyms

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ACCI</td>
<td>Arts and Culture Christmas Island</td>
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<tr>
<td>AFP</td>
<td>Australian Federal Police</td>
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<tr>
<td>AJS</td>
<td>Adult Justice Services</td>
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<tr>
<td>BMW</td>
<td>Building Management and Works (Department of Finance)</td>
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<tr>
<td>CALD</td>
<td>Culturally and Linguistically Diverse</td>
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<tr>
<td>CDPP</td>
<td>Commonwealth Director of Public Prosecutions</td>
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<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
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<tr>
<td>CI</td>
<td>Christmas Island</td>
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<td>CIDHS</td>
<td>Christmas Island District High School</td>
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<td>CINC</td>
<td>Christmas Island Neighbourhood Centre Incorporated</td>
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<td>CIP</td>
<td>Christmas Island Phosphate</td>
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<td>CKI</td>
<td>Cocos (Keeling) Islands</td>
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<td>CKIDHS</td>
<td>Cocos (Keeling) Islands District High School</td>
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<tr>
<td>CP</td>
<td>Consumer Protection</td>
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<tr>
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<td>Community Resource Centre</td>
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<td>Country Resource and Consultancy Team</td>
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<td>Community Services Officer</td>
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<td>CTPI</td>
<td>Compulsory Third Party Insurance</td>
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<td>Department of Agriculture and Food WA</td>
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<td>DER</td>
<td>Department of Environmental Regulation</td>
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<td>Department of Local Government and Communities</td>
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<td>Department of Mines and Petroleum</td>
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<td>Department of Commerce</td>
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<td>DoF</td>
<td>Department of Finance</td>
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<tr>
<td>Acronym</td>
<td>Description</td>
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<td>DoL</td>
<td>Department of Lands</td>
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<td>DoP</td>
<td>Department of Planning</td>
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<td>Department of Transport</td>
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<td>DSR</td>
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