

# **ADMINISTRATION OF NORFOLK ISLAND**

**ANNUAL REPORT**

**2003/2004**

**MAP OF NORFOLK  
ISLAND  
TO BE INSERTED  
HERE  
BY PRINTER**

## **CLIMATE**

Norfolk Island is characterised by a pleasant maritime climate. Daily and annual temperature ranges are small, particularly compared with the continental climate of the Australian mainland. Humidity is generally high, although it can drop to quite low levels, particularly in winds from the southern quarter. The climate of the Island is principally affected by the belt of high-pressure systems which oscillate north and south over the Island annually. These anticyclones are separated by depressions of varying intensity, with cold fronts affecting the Island to the greatest extent during the winter.

The average morning temperatures range from 22° in February to 16° in the winter months of July and August. The daily range of temperatures averages about 6°c over the whole year.

Rainfall is greatest during the four months from May to August, with monthly averages of about 140mm to 150mm. Minimum monthly rainfall, averaging about 17mm to 90mm, occurs from November to January. The annual mean rainfall is 1328mm.

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## THE ADMINISTRATION OF NORFOLK ISLAND

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CHIEF EXECUTIVE OFFICER  
ADMINISTRATION OFFICES  
KINGSTON  
NORFOLK ISLAND 2899

5 January 2005

The Honourable Geoff Gardner, MLA  
Chief Minister  
Norfolk Island Legislative Assembly Offices  
Old Military Barracks  
Kingston  
**NORFOLK ISLAND**

Dear Chief Minister,

I am pleased to submit the 2003/2004 Annual Report for the Administration of Norfolk Island.

In last year's report I commented on the large number of Administration positions that were held on a temporary basis. I am pleased to advise that this situation has now been resolved and I particularly thank our Human Resources Section for their work carrying out these recruitments in a professional and timely manner.

The Administration of Norfolk Island continues to manage a broad range of diverse activities that, with few exceptions, cover the services provided by all three tiers of government on the Australian mainland.

The following are but some of the major projects and initiatives undertaken in the 2003/2004 year:

- Development and implementation of a revised organisational structure
- Development and implementation of improved occupational health and safety arrangements
- Development and implementation of an Ethics Program
- Entering into a funding agreement for the refurbishment of Kingston Pier and the development of an Asset Management Plan
- Carrying out a telecommunications infrastructure upgrade
- Commencing a Norfolk Island Counselling Service
- Implementing new claims management software for the Island's Workers Compensation Insurance Scheme
- Developing and implementing a Port Security Plan
- Accepting and commencing airport passenger security screening operations
- Achieving Norfolk Island obligations under the Land Initiative
- Implementing the Norfolk Island *Planning Act 2002* and associated Land Initiative legislation
- Completing the Electricity Powerhouse sound-proofing
- Installing a new emergency power generator system for the hospital and airport
- Carrying out under-grounding of the power supply in Ferny Lane
- Completing the building of the new Waste Management Centre and commencing improved waste management operations

Considerable progress was also made with the development of a corporate planning framework scheduled for implementation in the 2004/2005 financial year.

Again I extend my thanks to the staff of the Administration and Government Statutory organisations for their commitment, professionalism and, most importantly, achievements throughout 2003/2004.

I present the report for tabling in the Legislative Assembly, following which it will be made available to the public.

Yours sincerely,

Luke Johnson  
**Chief Executive Officer**



## TENTH NORFOLK ISLAND LEGISLATIVE ASSEMBLY

**DAVID E. BUFFETT** Speaker

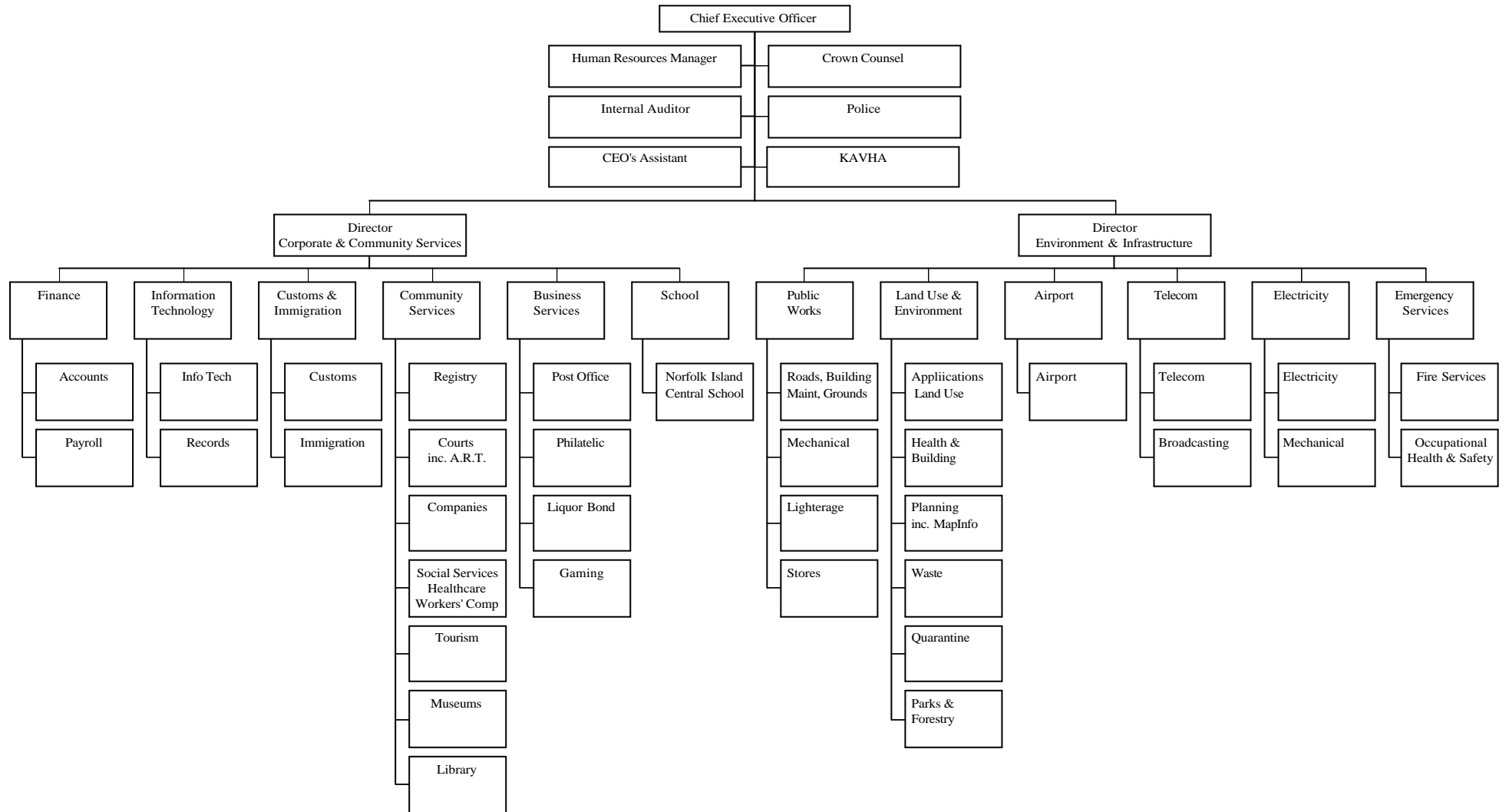
**CHLOE B. NICHOLAS** Deputy Speaker

*Ivens F. Buffett John T. Brown Graeme Donaldson Geoffrey R. Gardner Stephanie V. Jack Ronald C. Nobbs George C. Smith (To 17/12/03) Ric Robinson (From 1/1/04)*

### EXECUTIVE MEMBERS AND THEIR PORTFOLIOS

<b>GEOFFREY ROBERT GARDNER</b>	<b>GRAEME DONALDSON</b>	<b>DAVID ERNEST BUFFETT</b>	<b>IVENS FRANCOIS BUFFETT</b>
<i>Chief Minister and Minister for Intergovernment Relations</i>	<i>Minister for Finance</i>	<i>Minister for Community Services and Tourism</i>	<i>Minister for Land and the Environment</i>
Immigration Intergovernmental Business Self Government Strategic Planning Cyber Centre Gaming KAVHA Sport and Recreation Legal Matters (Civil legal proceedings, by and against the Administration, Courts, Legal Aid, Censorship, Corporate Affairs and Business Names, Registration of Professions)	Public Monies (includes Administration Assets, Licensing, Economic Policy) Customs Government Business Enterprises (Electricity, Telecom, Liquor Bond, Lighterage, Airport) Commerce and Industry Workers Compensation Scheme Employment Industrial Relations Retail Price Index Benefit Adjustment Factor	Tourism & International Transport Health (includes Hospital Enterprise and Healthcare) Police Emergency Services (includes Firearms and Explosives, Fire Protection and Control) Disaster Management Community and Culture Social Welfare Museums Civil Works Broadcasting and TV Education Public Service	Environment (includes Environmental Health, Quarantine, Land Management) Land and Buildings (Regulatory Administration) Agriculture and Horticulture Fishing Quarry (including Cascade Cliff Management Board) Waste Management Parks and Forestry National Park and Botanic Gardens

# ADMINISTRATION OF NORFOLK ISLAND ORGANISATION STRUCTURE



## STATUTORY BODIES

### ***NORFOLK ISLAND HOSPITAL ENTERPRISE***

The Norfolk Island Hospital Enterprise is established under the *Norfolk Island Hospital Act 1985* and is a body corporate with perpetual succession. The function of the Enterprise is:

- To control, administer and manage the hospital;
- To ensure the efficient and effective delivery of health services to the Norfolk Island community;
- To strive to maintain and improve the health of persons in the Norfolk Island community;
- To plan for the long term development of the delivery of health services to the Norfolk Island community.

The Honourable David Buffett, AM, MLA, holds the portfolio of Community Services & Tourism which includes responsibility for health services.

#### **Board of Management**

For the period July and August 2003 the Board of Management consisted of:

- Ms Chloe Nicholas, MLA (Chairperson)
- Mrs Vicki Jack, MLA
- Mrs Sheila Grimshaw
- Mr John Christian
- Mr David McCowan (Director)

In September 2003 the Norfolk Island Hospital Enterprise Board of Management was disbanded and the Norfolk Island Hospital Enterprise Advisory Board was established. The Advisory Board consists of the following members:

- Mr Rees Walden (Chairman)
- Mr John Christian
- Mr David Magri
- Mr David McCowan (Director)

The Enterprise wishes to thank all Board members, past and present, for their service and dedication to the Enterprise.

#### **Staff**

There have been several staff changes over the past twelve months. The Enterprise wishes to welcome Dr Gary Mitchell, Dr Brian McNamara, Mr Russell Lowry and Ms Kelli McRae to the staff. The hospital now has a full complement of three doctors which will assist with waiting times for appointments and the need for locums.

Education continues to be a priority for staff. Inservice education has been provided by the Cunningham Centre, Fresenius Medical and Ulco. Several staff members have undertaken external studies to increase their skills.

#### **Aged Care**

The Aged Care section of the hospital continues to provide high quality care to the elderly. Activities continue to increase to provide quality lifestyle to the residents of this area. Exercise activities have been provided by the physiotherapist to both the residents and members of the community to increase range of movement and general fitness. There have been several changes in staff in the unit and the hospital welcomes those new staff. Volunteers and staff must be commended for their ongoing dedication to the aged.

Sister Dale Hogden has attended courses in Osteoporosis and Arthritis and is providing educational sessions in these areas to the community.

#### **Haemodialysis**

The Haemodialysis unit continues to provide a valuable service to the community. This year saw the purchase of a new Fresenius Dialysis machine to replace the old Gambro units. The dialysis staff received inservice education on this equipment and the hospital was also able to provide training for an additional dialysis nurse.

#### **Telemedicine**

The Telemedicine equipment is now being utilised following connection to the broadband system. There have been a number of patients who have been able to receive treatment on Island instead of being transferred to the mainland through the use of this equipment.

#### **Hospital Services**

The Norfolk Island Hospital Enterprise has an ongoing commitment to provide a wide range of services to the community. Increased health promotion strategies are being developed and will be implemented in the near future.

The Visiting Specialist program continues to be a valuable adjunct to the services provided and the Enterprise continues to review these services.

#### **Dental**

The dental clinic now has a permanent dentist and the Enterprise is continuing to attempt to recruit a second dentist.

#### **Donations**

The Norfolk Island Hospital Enterprise continues to receive a great deal of support from the community. In particular the Enterprise would like to thank community members and organisations for the ongoing donations of fruit, vegetables, eggs and other produce.

The Hospital Auxiliary continues to work hard to provide the hospital with items for patient care. Over the past twelve months the Auxiliary has donated linen, a microwave for maternity, air conditioning for the labour ward, funds for outings for the aged residents and many other items much needed by the hospital.

The Enterprise would also like to thank all service clubs, organisations and individuals who have made very generous donations to the hospital. The numbers of these are too numerous to list.

### Major Expenditure

Major expenditure for the 2003/2004 year consisted of:

- A new autoclave as a replacement for the old downward displacement steriliser;
- A new Haemodialysis machine to replace old Gambro machines which can no longer be maintained;
- New paging system to replace old system burnt out by lightning;
- Anaesthetic machine;
- Biohazard cabinet to protect pathology staff from infectious or other hazardous material;
- A new emergency generator to provide adequate emergency power to the hospital.

### Volunteer Organisations

The Norfolk Island Hospital Enterprise would like to thank the St Johns Ambulance, Red Cross and White Oaks for their ongoing support and assistance to the hospital over the year. Without these volunteer groups, necessary services to the community could only be provided with great difficulty and cost.

### Statistics

Outpatients	10,427
Outpatients (Visitors)	528
Theatre Minor	57
Theatre Major	102
Pathology:	
▪ Patients	3,160
▪ Tests	8,832
X-ray:	
▪ Patients	881
▪ X-rays	1,808
Ultrasounds	139
Pharmacy	17,629
Physiotherapy	1,064
Offshore Referrals	249
Births	22
Deaths	15
Daily Bed Average	11.16
Immunisations	217
Visiting Specialists	795

The Norfolk Island Hospital Enterprise Advisory Board would like to take this opportunity to thank the Legislative Assembly, community, staff, community organisations, clubs and everyone else on Norfolk Island and elsewhere for their assistance and support over the past year.

## NORFOLK ISLAND GOVERNMENT TOURIST BUREAU

The Norfolk Island Government Tourist Bureau (Bureau) is regulated by the *Norfolk Island Government Tourist Bureau Act 1980*.

The Bureau is a body corporate with perpetual succession and its prime functions are:

- To encourage travel to and travel within Norfolk Island.
- To seek and receive views, comments, suggestions and complaints concerning Norfolk Island tourism; and
- To offer advice to the Norfolk Island Government on any matters concerning Norfolk Island tourism.

Members of the Norfolk Island Tourist Bureau are:

- Janice Christian (Chairperson)
- Odette Jacqueline Pye
- Lesley J. Quintal
- John E. Christian

In 2003/2004 Norfolk Island attracted 38,317 visitors or 287,142 bed nights to the Island, showing an increase on 2002/2003 of 1.5%. Whilst this is a modest gain it is indicative of the intense competition in the Australasian/South Pacific region for market share.

There has been recognition over the past year that Norfolk Island is facing a new demographic in its future visitor profile as we enter the 21<sup>st</sup> Century. The new direction taken by the Bureau in their marketing approach brings a fresh look at the Island, concentrating on the rich cultural heritage of its friendly folk, the pristine environment, soft adventure options and historical significance.

The Bureau continued to maintain a high profile throughout the year in its target markets through a variety of promotional activities, the launch of a new destination brochure and a constant presence in the press with editorial exposure. A number of television shows were attracted to film segments on Norfolk Island and this was complemented by co-operative product advertising with the major wholesale agents in both Australia and New Zealand.

In October 2003 Alliance Airlines merged their Norfolk Island services with Norfolk Jet Express and the transition brought about a number of schedule changes from the Australian gateways. Norfolk Jet Express services now utilise two aircraft and are looking to expand their operation into the New Zealand market. Air New Zealand has continued to provide two air services per week from Auckland, New Zealand.

## **NORFOLK ISLAND GAMING AUTHORITY**

### **Members of the Authority:**

Presiding Member - The Hon John Clarke QC

Member - Dr John Walsh of Brannagh

Member - Mr Ronald Irvine

Director of Gaming - Mr Kevin Leyshon

The Norfolk Island Gaming Authority is an independent statutory body that operates in accordance with the *Gaming Supervision Act 1998*. The principal function of the Authority is to assess applications and issue licences to interactive home gaming and bookmaking operators. The Authority is empowered to implement and enforce a strict regulatory regime that provides high standards of gaming administration and control for the world market.

The Authority insists on the highest levels of integrity and security for all gaming operations that emanate from the Island by overseeing the proper operation of gaming systems and structures, supervising and inspecting all licensed gaming operations and detecting any offences committed under the prescribed Acts: *Gaming Supervision Act 1998*, *Gaming Act 1998* and *Bookmakers Act 1998*.

### **In 2003/2004**

During the year under review the Authority granted and issued their final approvals to one Licensee to allow their bookmaking operation to commence live bookmaking operations. A Licensee is required to undergo extensive compliance evaluation on their gaming/wagering systems, procedures and equipment and must be approved by the Authority prior to the commencement of live gaming/wagering operations.

The Compliance Evaluation Audit is conducted by an independent testing house (the Evaluator) that has been selected by the Licensee and approved by the Authority as being experienced and qualified in the field of testing interactive systems. The Compliance Evaluation encompasses a rigorous regulatory compliance audit on the design and software implementation, betting systems and procedures, surveillance and security, administrative procedures for internal management and control as well as a series of operational trials to ensure their systems comply with the Norfolk Island Gaming Authority's regulatory framework. The Authority's Technical Functionality Requirements Standards document and the Internal Controls System document sets out the minimum standards against which an interactive or wagering system (software and hardware) will be judged for compliance.

During the course of the compliance evaluation, the testing house (the Evaluator) is required to bring any substantial matter or issue that might arise to the immediate attention of the Authority. They are also required to provide a comprehensive report of

the finality of the compliance audit to the Authority. The Licensee is required to deal rationally and effectively with all issues and recommendations raised by the Evaluator in the compliance report and provide documentary evidence to the Authority that these issues have been dealt with in a competent and acceptable manner. The Authority also conducts a short, final technical vetting of the systems.

The Authority will issue the Licensee with their final approvals once the Authority is completely satisfied that every matter within the Licensee's Conditions of Licence have been satisfactorily and adequately addressed. Generally speaking, the evaluation process on an Internet Gambling System (IGS), conducted properly, is a significant undertaking and can be a rather lengthy and expensive process for the Licensee.

Presently two Licensees holding bookmaking licences are now fully operational on the Island. Both companies contribute to the finances on Norfolk Island via bookmaking duty to the Norfolk Island Gaming Authority.

The Authority did not meet formally throughout the year but conducted their business by way of electronic meetings, e-mails, telephone or facsimile. Over the past twelve months the Authority has attended to many gaming and bookmaking enquiries emanating from overseas jurisdictions.

The Authority's target audience is the international market and it has concentrated its efforts on gaining a foothold in the booming market of Internet gaming. Detailed information by way of an "Applicant's Package of Documents" has been distributed to interested parties via e-mail and the Internet and where possible by direct presentation to those parties specialising in gaming related fields. The Authority endeavours to keep Licensees fully informed on any new developments within the gaming arena, especially in regards to telecommunications and issues pertaining to Norfolk Island. Pertinent information relating to the Norfolk Island Gaming Authority is incorporated on the Authority's web site as well as Internet gambling publications around the world that publicise Internet gaming jurisdictions.

Fees associated with an Interactive Home Gaming Licence or a Bookmakers Licence:

- Application Fees - \$3,750 per licence.
- Investigation Costs – An advance deposit of \$25,000 (within Australia) and \$50,000 (overseas).
- Pre-operational Administrative Levy – minimum levy of \$25,000 per licence to be paid in advance. This levy charge covers a 12-month period.

- Post-operational Administrative Levy – minimum levy of \$25,000 per licence, where all aspects of the licensed operations are based on Norfolk Island; or \$50,000 per licence for a dual licence holder utilising a split system (locating part of the operations outside of Norfolk Island); or \$75,000 per licence for a single licence holder utilising a split system.
- Duty Rates – 4% of gross gaming revenue (win) for Interactive Home Gaming and up to 0.5% of turnover for Bookmaking.

For further information please contact:

The Secretary  
Norfolk Island Gaming Authority  
P.O. Box 882  
Norfolk Island 2899  
Telephone: +11-6723-22002  
Facsimile: +11-6723-22499  
Email: [secgameauth@norfolk.net.nf](mailto:secgameauth@norfolk.net.nf)  
Website: [www.gamingauthority.nlk.nf](http://www.gamingauthority.nlk.nf)

## STATUTORY BOARDS

### **PUBLIC SERVICE BOARD**

Current members of the Public Service Board are:

- Brent Hattersley (Deputy Presiding Member)
- Gigi Huxley (Member)
- Leanne Schmitz (Deputy Member)
- Shane McCoy (Employee Member)
- Cheryl LeCren (Deputy Employee Member)

John Christian resigned as Presiding Member in December 2003. There is no current Presiding Member.

Under the *Public Sector Management Act 2000* the Board has three major responsibilities. These are:

- **Section 18** – Evaluating observance of the Public Service principles and employment standards by management and employees and providing related advice to the Legislative Assembly or the executive member.
- **Part 5 - Sections 58, 59 & 60** – Obliges the Board to conduct reviews of employment selection decisions if appealed and any appeals against unfair dismissal or termination.
- **Section 65** – Involves the Board in the investigation of complaints from persons affected by action which does not comply with the Act.

#### **Provisions under Section 18 of the Act**

The Board has not dealt with any matters under this section of the Act.

#### **Provisions under Part 5 of the Act**

Under Part 5 of the Act, 10 appeals against selection were lodged. 9 were disallowed – 1 appointment was cancelled and the position readvertised. The Board also reviewed 1 appeal against unfair dismissal – the appeal was dismissed.

#### **Provisions under Section 65 of the Act**

The Board dealt with 3 matters under this section of the Act.

#### **General**

The Presiding Member of the Public Service Board resigned in December 2003 and a replacement is urgently awaited. The fact that the Presiding Member has not been replaced means that the Board is a member short and this has created difficulties and delays and is unfair to all parties involved in the appeals process.

The Board has been working with the Act since it was introduced in 2000. In 2001 the Board requested that the Legislative Assembly make necessary changes to legislation regarding the appeals process. The Board also suggested other changes to legislation that would make the appeals process fairer and more efficient. The Board is limited by the

options within the Act (Section 59) and feels that amendments to this part of the Act are necessary. The Board reiterates its suggestions in this regard.

### **LIQUOR LICENSING BOARD**

The *Liquor Act 1960* provides for the sale, consumption and manufacture of liquor. The Licensing Board established under the Act deals with the grant, renewal, transfer, removal and variation of a licence, suspension and conditional certificates. The executive member may issue manufacturer's licences, special permits for the sale and consumption of liquor and entertainment permits. The annual sittings of the Board is held on the first Tuesday in June each year. Members of the Board are:

- Mr Toni Dodd (Chairman) (Appointed 11 June 2003)
- Mrs Tosca Quintal
- Mr Graham Ryall

During the year the Board granted 1 Restaurant Licence, approved the grant of a Restaurant Licence in lieu of a Residential Hotel Licence and dealt with 1 transfer of licence. At the annual sittings the Board renewed 2 Residential Hotel Licences, 1 Guest House Licence, 8 Club Licences and 21 Restaurant Licences.

### **SOCIAL SERVICES BOARD**

The Social Services Board comprises 3 independent community members and one representative from the Legislative Assembly. The 3 independent officers hold a statutory appointment for a period of 3 years.

The Social Services Board works in conjunction with the *Social Services Act 1980* and the Hospital and Medical Assistance Policy and makes recommendations to the executive member concerning claims and the exercise of power by the authorised officers or executive member.

The Social Services Board is currently reviewing the *Social Services Act 1980* and Hospital and Medical Assistance Policy and recommending to the Legislative Assembly that there be changes to both benefits.

The current members of the Social Services Board are:

- Mrs Victoria Jack, MLA (Chairperson)
- Mrs Pat Anderson
- Mrs Dale Hogden
- Mr Thomas Lloyd
- Mrs Naydene Murray (Secretary)

In addition the Board has the function of making recommendations to the executive member regarding:

- Social welfare in Norfolk Island

- The likely cost of any extension of benefits under the *Social Services Act 1980*
- The priority that should be given to an extension of benefits.

In the year 2003-2004 the Board met on 14 occasions and granted 9 new benefits, ceased 1 benefit and granted 3 new Hospital and Medical Assistance benefits.

### **PLANNING AND ENVIRONMENT BOARD**

The Planning and Environment Board is established under the *Norfolk Island Planning and Environment Board Act 2002*. The function of the Board is to give advice and make recommendations to the executive member on:

- matters referred to the Board by the executive member under section 99 of the *Planning Act 2002* or section 32 of the *Heritage Act 2002*; and
- the effectiveness or otherwise of the *Planning Act 2002* and other Acts administered by the executive member to achieve the objects of those Acts; and
- any other matters within the portfolio of the executive member referred to the Board by the executive member; and
- all development applications for permissible (with consent) use or development; and
- all heritage proposals; and
- on any matters referred to the Board by resolution of the Legislative Assembly related to planning and environment of Norfolk Island or any other matter.

The current Planning and Environment Board was established on 27 February 2004 and has five permanent members. All Planning and Environment Board members, who are appointed by the executive member, attend their duties in their own time and provide an important and essential service to the Norfolk Island community.

Members of the Planning and Environment Board are:

- Mr Warren Langman (Chairman)
- Mrs Vicky Jack, MLA
- Mr Aaron Graham
- Mr Peter Buffett
- Mr Leonard Schmitz
- Mrs Margaret Christian (Heritage Advisor)
- Mr Joel Christian (delegate for Mrs Vicky Jack, MLA)

Prior to the establishment of the current Planning and Environment Board on 27 February 2004, the Planning Board comprised the following members:

- Mr Ralph Weslake (Chairman)
- Mrs Vicky Jack, MLA
- Mr Aaron Graham
- Mr Norris Buffett

- Mr Trevor Gow

### **IMMIGRATION BOARD**

The Immigration Committee is administered as part of the *Immigration Act 1980*. The Act provides for a committee of not less than three or no more than five members, at least one and not more than two of whom shall be members of the Legislative Assembly.

The functions of the committee are to furnish reports to the executive member as provided by sections 19 and 32 of the Act and any other matter which the executive member refers to it.

Members of the Immigration Committee are:

- Mrs Barbara Elvey (Chairperson)
- Ms Chloe Nicholas, MLA
- Mrs Joanne Elliott
- Ms Lorraine Bataille (Secretary)

### **EMPLOYMENT CONCILIATION BOARD**

Under the *Employment Act 1988* the Employment Conciliation Board assists in the resolution of disputes between employees and employers referred to them by the Norfolk Island Administration's Employment Liaison Officer. Whilst the Board can negotiate to resolve the differences expressed by the two parties, their powers are limited.

Members of the Conciliation Board are:

- Mr Michael King
- Mr Michael Zande
- Mr Rick Kleiner

If a dispute cannot be resolved, those aggrieved may appeal to the Employment Tribunal. The Employment Tribunal is constituted of three Magistrates.

### **EMPLOYMENT TRIBUNAL**

The Employment Tribunal established under the *Employment Act 1988* has jurisdiction to adjudicate and review decisions relating to minimum wages and working conditions and compensation for work related accidents. The Tribunal is the Court of Petty Sessions and members of the Tribunal are the Chief Magistrate and Magistrates appointed under the *Court of Petty Sessions Act 1960*. Appeals from the Tribunal lie with the Supreme Court of Norfolk Island.

There were thirteen matters heard by the Employment Tribunal during the year. Five of these involved complaints regarding unfair dismissal. Of the unfair dismissal claims the Tribunal found in favour of the employees four times and in favour of the employer once.

There were two complaints regarding non-payment of workers compensation relating to hernias. The Tribunal found in favour of the applicant in both cases. These matters highlighted the need for the Act to be amended urgently. The Act does not address the position of a self-employed person, such as a plumber, covered under workers compensation. One application regarding non-

payment of workers compensation was dismissed as the applicant had not complied with the required medical assessment process. Three applications for holiday pay were heard and by consent regarding the amounts these entitlements were paid. One application for payment of holiday pay was dismissed because of an invalid contract, however basic entitlements were paid. An application to be paid for hours not worked was dismissed.

## ***PUBLIC SECTOR***

### ***REMUNERATION TRIBUNAL***

The Public Sector Remuneration Tribunal was established in 1992 under the *Public Sector Remuneration Tribunal Act 1992* with power to determine general adjustments to wages payable to public sector employees and the amount or basis of calculation of the general adjustment to be paid. Justice Trevor Rees Morling resigned as Tribunal. On 20 February 2004 the Honourable James Burchett was appointed as Tribunal.

One consent matter was dealt with during the year of review.

## ***ADMINISTRATIVE REVIEW***

### ***TRIBUNAL***

The *Administrative Review Tribunal Act 1996* provides a mechanism for persons to appeal against certain decisions made by executive members and Administration officers. Currently only decisions under the following legislation are reviewable:

- *Planning Act 2002*
- *Land Titles Act 1996*
- *Land Administration Fees Act 1996*
- *Billboards Act 1996*
- *Crown Lands Act 1996*
- *Public Health Act 1996*
- *Public Reserves Act 1997*
- *Trees Act 1997*

Members of the Tribunal are:

- President – Chief Magistrate Ron Cahill
- Senior Member – Dr John Walsh of Brannagh
- Members – Elaine Sanders, Kate Smith, Patricia Magri, Albert Buffett, H. Brett Martin and Allan Tavener.

During the year the President presided at sittings between 8 to 10 December 2003 and 23 to 25 February 2004. There were 15 telephone directions hearings.

## ***HEALTHCARE CLAIMS COMMITTEE***

The Healthcare Claims Committee is established under the *Healthcare Act 1989*. The Committee determines the entitlement of a person to free medical services and determines applications made under the Act for reimbursement of costs incurred by an applicant. There were no claims lodged during the last financial year.

The Healthcare Claims Committee comprises:

- The Medical Superintendent
- The executive member with responsibility for Health
- A member of the Legislative Assembly (chosen by resolution of the Assembly)

## ***LEGAL AID ADVISORY COMMITTEE***

The Legal Aid Advisory Committee is set up under the *Legal Aid Act 1995* and establishes a committee of three members appointed by the executive member.

The executive member refers applications for legal aid to the committee. Responsibilities of the committee include making recommendations to the executive member in relation to financial assistance being provided on Norfolk Island, measures to improve legal education and access to legal services on the Island and such other matters relating to legal assistance and legal education as are referred to the committee by the executive member.

Members of the Legal Aid Advisory Committee are:

- Presiding Member – Craig Anderson
- Barbara Elvey
- Michael Jack

## ***MENTAL HEALTH TRIBUNAL***

The *Mental Health Act 1996* is an Act to provide for the treatment, care, control and protection of mentally dysfunctional persons.

The Mental Health Tribunal is a Statutory Board under the *Mental Health Act 1996*. The Tribunal sits to make orders in respect of treatment, care, control and protection of mentally dysfunctional persons and determines applications for the release of persons involuntarily detained under emergency detention and care.

A Mental Health Advocate is appointed to represent mentally dysfunctional persons before the Tribunal and to provide assistance and advice to persons ensuring that mentally dysfunctional persons receive treatment, care and protection in an environment that is the least restrictive and intrusive, having regard to their needs and the need to protect other people from physical or emotional harm.

Members of the Mental Health Tribunal are:

- Chairman – Michael Zande
- John Duke
- Samantha Browne
- Mental Health Advocate – Naydene Murray

## ***MUSEUM TRUST***

Under the *Museums Trust Act 1987* the Norfolk Island Museum Trust has the following functions:

- To acquire possession of heritage objects for the purposes, in relation to objects so acquired, of:
  - ensuring safe custody of the objects

- preventing physical damage to, or decay of, the objects
- preparing a catalogue of the objects
- obtaining and recording control information about the objects
- preparing the objects for display in a museum approved by the executive member.
- The Trust has the power to do all things necessary or convenient to be done for or in connection with, or incidental to, the performance of its functions.
- The Trust may acquire possession of heritage objects:
  - by purchase or lease
  - by gift, exchange or testamentary disposition
  - on loan
  - as a trustee under a trust instrument.
- The Trust must provide for the security, storage and restoration of heritage objects in the possession of the Trust.
- The Trust has responsibility for the 3 following separate collections:
  - Sirius collection
  - KAVHA collection
  - Norfolk Island Museum Trust collection.

Members of the Museum Trust are:

- Albert Buffett (Chairperson)
- Patricia Magri
- Jan Christian
- Jodie Brown
- Maugie Jowett
- Kathy LeCren
- Allan Tavener

## ***NORFOLK ISLAND CULTURAL HERITAGE COMMITTEE***

The *Protection of Moveable Cultural Heritage Act 1987* protects Norfolk Island's heritage of moveable cultural objects that are of importance to Norfolk Island for ethnological, archaeological, historical, literary, artistic, scientific or technological reasons and includes objects relating to the convicts, free settlers, military and naval personnel associated with the penal settlements and Pitcairn Islanders and their descendants.

The Norfolk Island Cultural Heritage Committee is set up to furnish advice to the executive member on applications for the removal or export of cultural objects which are subject to export control and some of which may only be granted a certificate for export on the recommendation of the Legislative Assembly.

Four members are appointed to the Norfolk Island Cultural Heritage Committee by the executive member on the recommendation of the Legislative Assembly for a term of up to four years.

Members of the Norfolk Island Cultural Heritage Committee are:

- Neil Tavener (Chairman)
- Beryl Evans
- Nancy Smith
- Roy Smith

# CHIEF EXECUTIVE OFFICER

## ***HUMAN RESOURCES***

The Human Resources Department has responsibility for three broad functions. Firstly, the development and implementation of human resources policy and procedures; secondly, recruitment planning and processing; and thirdly, recording and processing all staff entitlements. Major activities in these areas are strategic advice to the Corporate Management Group on industrial and employment matters; providing a secretariat to the Staff Consultative Committee and the Occupational Health & Safety Committee; policy and program development; drafting legal instructions, advice to employees and managers on entitlements, and involvement in formal and informal conflict and performance management.

The section administers the *Public Sector Management Act 2000* and Regulations and the Human Resources Policies and Procedures Manual, which is a Determination under the Act.

### **Achievements during 2003/2004**

In July 2003 a new Chief Executive Officer was appointed and in October the Legislative Assembly endorsed, as part of the change process, a new Organisational Structure for the Administration which reduced the three Executive Director positions to that of Executive Director Corporate & Community Services and Executive Director Environment & Infrastructure. In turn this led to the recruitment for both Directors' positions on fixed term 3-year performance based employment contracts.

Chapter 10 (Occupational Health & Safety) and chapter 13 (Termination, Change and Redundancy) of the Human Resources Policies & Procedures Manual were amended. Subsection 13.8 of chapter 13 allowed for transitional provisions for long term temporary employees that satisfied one of two types of categories. This provision had a sunset clause of six months and ceased on 1 May 2004. As a result, seven long-term temporary employees were permanently appointed with provision for recognition of their prior service.

In January 2004 a Risk Management Officer from Statewide Mutual was engaged to undertake training members of the OH&S Committee in areas of occupational health and safety and risk management. This included the creation of a hazard register that recognises that any management of safety or risk must start at the point of hazard identification. Managers, supervisors and section heads were also provided some training in the purpose and intent of the hazard register.

Following the half-yearly budget review, funding was provided to engage a temporary OH&S Officer to provide advice and support

to sections of the Administration and the OH&S Committee on OH&S issues, practices, principles and statutory requirements. This position was also responsible for the development, maintenance and overseeing of the hazard register.

Staff received training in areas that included plant and machinery, bonded asbestos removal and awareness, customer service, team building, leadership, risk management, road construction and chainsaw operation.

During the 2003/2004 financial year there were 23 resignations and 62 formal recruitments undertaken.

As at 30 June 2004 the Public Service was comprised of:

• Full-time employees:	136
• Contract employees:	14
• Part-time employees:	23
• Vacant positions:	11
• Positions in a recruitment process:	<u>20</u>
	<b>204</b>

### **Major Challenges**

- Greater use of technology in HR, particularly in entitlements processing and management reporting and statistical information.
- Finalisation of classification, salary and performance management systems that ensure that all employees are appropriately remunerated and effectively managed.
- Development and implementation of induction and termination procedures.
- Development of a training strategy that provides opportunity to all staff.
- Greater communication and education with staff in terms of their rights, responsibilities and conditions of employment.

## ***LEGAL SERVICES UNIT***

The Unit provides legal services to the Government of Norfolk Island, the Administration and various statutory instrumentalities such as the Norfolk Island Hospital Enterprise, Norfolk Island Government Tourist Bureau and the Norfolk Island Gaming Authority.

These services include:

- Advice to and representation of government
- In-house advice to officers/departments
- Commercial law advice and documentation
- Criminal prosecution
- Debt recovery
- Legislative drafting and publication
- Legal education to the public sector
- Legal policy and law reform development.

### **In 2003/2004 – The Legal Services Unit:**

- Appeared in the Supreme Court in civil and criminal proceedings
- Acted for the Administration before the Administrative Review Tribunal in relation to various planning applications
- Appeared before the Employment Tribunal in respect to disputes under the Employment Act
- Assisted Norfolk Island Police in the prosecution of 87 criminal/traffic charges in the Court of Petty Sessions
- Acted for the Administration in a range of civil matters outside of the Court system
- Assisted in the Coronial Inquiry into the death of 2 young women killed in a motor vehicle accident and into the Coronial Inquest for the murder of Janelle Patton
- Further developed a precedents library for commercial documentation
- Liaised with Police to develop prosecution policies and procedures
- Attended various meetings with the Commonwealth and State officials and the Standing Committee of Attorney Generals
- Provided briefing material for conferences, intergovernment meetings and in relation to law reform for executive members
- Provided advice to the Norfolk Island Hospital Enterprise and the Norfolk Island Government Tourist Bureau.

The Legal Services Unit is comprised of a small but committed team. As can be seen from the services provided, a large volume and variety of work is dealt with in the Unit.

The murder of Janelle Patton continues to be of high priority in respect to advice and consultation with the investigating police. The reward of \$300,000 is one of the highest offered in Australia and the community has been encouraged to come forward with any information in respect to this vicious crime.

A number of tenders and contracts were entered into during the year which required the relevant documentation to be drawn up and/or checked by the Legal Services Unit to ensure the government's position was protected.

The number of persons charged with driving under the influence of alcohol, reckless driving and/or speeding continues to be of concern. The damage and injuries suffered all result in a cost to the community.

#### **Debt Recovery**

Debt recovery was static during the latter part of 2003 and early 2004, with approximately only 150 default summonses (mainly Healthcare levy debts) having been filed in the Court of Petty Sessions. This is a decrease in the number of actions filed during the previous 12 months. Although instructions have been received to pursue other debts, priorities dictated that Legal Services resources were

committed to duties in relation to criminal matters and planning issues. A position for a debt recovery officer has been approved for the financial year 2004/2005. It is anticipated that the sole focus by this one officer on debt recovery matters with support from senior legal staff will have a dramatic impact on the amount of monies recovered from debtors.

#### **Legislative Program**

During 2003/2004 the program for the drafting of Bills continued. An increased number of Bills progressed to the Executive Council for the enactment of laws and regulations. The printing of all 2003 and 2004 legislation was current up to the date of this report. Legislation is edited each month after being assented to by the Executive Council and it is immediately downloaded to the Internet where it may be accessed without charge at the [www.info.gov.nf](http://www.info.gov.nf) site. Consolidation of enactments continued apace and the bulk of approximately 185 Norfolk Island statutes are now available either in annual format or in a consolidated electronic form.

#### **Acts**

Acts of the Legislative Assembly assented to between 1 July 2003 and 30 June 2004:

12 of 2003	Customs Amendment Act 2003
13 of 2003	Customs Amendment (Fuel) Act 2003
14 of 2003	Telecommunications Amendment Act 2003
15 of 2003	Norfolk Island Hospital Amendment Act 2003
16 of 2003	Customs Amendment (No.2) Act 2003
17 of 2003	Employment Amendment (No.2) Act 2001
18 of 2003	Absentee Landowners Levy Amendment Act 2003
19 of 2003	Airport Runways Loan Act 2003
20 of 2003	Norfolk Island Hospital Amendment (No.2) Act 2003
1 of 2004	Waste Management Act 2003
2 of 2004	Billboards Repeal Act 2003
3 of 2004	Supplementary Appropriation Act 2003-2004
4 of 2004	Airport Amendment Act 2004
5 of 2004	Powers of Attorney Amendment Act 2004
6 of 2004	Sale of Tobacco Act 2004
7 of 2004	Employment Amendment Act 2003
8 of 2004	Customs Amendment Act 2004
9 of 2004	Appropriation Act 2004-2005
10 of 2004	Enactments Reprinting Amendment Act 2004
11 of 2004	Building (Amendment) Act 2004

## **Regulations**

Regulations made between 1 July 2003 and 30 June 2004:

- |            |   |
|------------|---|
| 5 of 2003  | Heritage Regulations 2003   |
| 6 of 2003  | Employment Amendment Regulations 2003                                     |
| 1 of 2004  | Waste Management Regulations 2004   |
| 2 of 2004  | Planning Regulations 2004   |
| 3 of 2004  | Building Regulations 2004   |
| 4 of 2004  | Trees Amendment Regulations 2004  |
| 5 of 2004  | Airport Amendment Regulations 2004  |
| 6 of 2004  | Planning Amendment Regulations 2004                                       |
| 7 of 2004  | Tourist Accommodation (Grading Classification) Amendment Regulations 2004 |
| 8 of 2004  | Road Traffic (General) Amendment Regulations 2004                         |
| 9 of 2004  | Financial Institutions Levy (Amendment) Regulations 2004                  |
| 10 of 2004 | Firearms Amendment Regulations 2004                                       |
| 11 of 2004 | Sale of Tobacco Regulations 2004  |

### **Curator of Estates of Deceased Persons**

The office of the Curator of Estates of Deceased Persons in Norfolk Island is established by section 8 of the *Probate Administration Act 1929-1974* (ACT) which applies as a law of Norfolk Island by force of the *Probate and Administration Act 1976* (an enactment of the Norfolk Island Legislative Assembly) ("the Act").

### **Services provided by the Office of the Curator**

The Curator's Office provides a will drafting service. The wills service is free of charge where the Curator is named as the executor and trustee of the estate. In all other circumstances there is a charge of \$50.00.

When the Curator administers a will or intestacy, fees are charged in accordance with the Act. Those fees are as follows:

- 5% of the value of all cash, securities and personal property, etc
- 1% of the value of all real property

The fees simply reflect the time, expertise and effort of the Curator in administering estates. This money is sometimes more commonly referred to as the Curator's commission and is paid to the Administration's Consolidated Revenue Fund as it becomes available.

The Curator, as well as acting as executor and trustee of estates, may also apply for letters of Administration where a person has died without a will (intestate), where no application for such letters was made within 3 months of

that person's death and where there was no identifiable next of kin.

## **INTERNAL AUDIT**

The Internal Auditor as well as checking for compliance with legislation, established policies, instructions, plans and procedures, is responsible for recommending operating improvements in any area where savings can be achieved by the more effective discharge of responsibilities. This involves going beyond accounting and financial records to obtain a full understanding of the operations under review. Monthly reports as well as special reports are made to the Chief Executive Officer for consideration. These reports are made available to the Government's External Auditors.

## **NORFOLK ISLAND POLICE**

The purpose of the Norfolk Island Police is to provide an effective and efficient police service that works with the community, the Government and Administration of Norfolk Island, and on behalf of the Australian Government, to preserve the peace, reduce the incidence of crime and protect life and property on Norfolk Island, in accordance with the Norfolk Island Policing Arrangement. This policing arrangement is entered into between the Australian Federal Police and the Norfolk Island Administration. The arrangement provides jointly funded policing for Norfolk Island with Norfolk Island paying 70% and the Australian Federal Police paying 30%.

The Norfolk Island Police is made up of a team of three full time members comprising of a Sergeant and two Constables. The full time members are deployed from the Australian Federal Police for a two year term. Special Constables recruited from the local community assist the three full time members. During this financial year both the Constables completed their two-year postings, one in July and one in January. Both these Constables were replaced by members from the A.C.T.

In addition to police core business, the police team is also responsible for duties of Bailiff, Sheriff, motor vehicle driver licence testing, firearms licensing and the operation of the gaol and periodic detention centre. Police also attended the Norfolk Island Central School on a number of occasions and spoke to children in relation to safety issues.

The year started tragically when two teenage girls lost their lives in a motor vehicle accident when a vehicle they were travelling in collided with a power pole on Mission Road. The Coroner recommended the re-positioning of power poles (completed shortly after) and the compulsory wearing of seatbelts).

Targeted traffic patrols during the year resulted in an increase in the number of Traffic Infringement Notices issued. Police have also noticed an increase in the number of reported motor vehicle collisions. Several drivers had licences suspended or cancelled for drink driving offences and several young drivers have exceeded their 12 penalty point allocation and are now driving on licences with only 2 penalty points left.

Police concentrated on the speed limit in the school zone with many drivers cautioned for minor speed related offences. The number of these offences detected toward the end of the reporting period had decreased significantly.

At the commencement of the financial year a number of shop burglaries were reported. Pro-active police patrols particularly during the hours of darkness slowed the burglary rate. Towards the end of the reporting period the number of burglaries had also declined noticeably. Throughout the year police provided the public with information on ways to make property and premises more secure to alleviate the problem of minor theft and burglary.

Behaviour over the Christmas, New Year's Eve period was very good. No arrests were necessary for anti social type behaviour. It is great to see that a small community can still enjoy the festive period without having to attract the attention of the law.

In mid January two local fishermen failed to return from a day trip to Nepean Island. Island support and search and rescue systems were activated with the assistance of search and rescue in New Zealand. The two fishermen, lost at sea for 38 hours, returned safe and sound after fixing a mechanical problem with the boat's motor. It was pleasing to see the community pull together and work selflessly for one another in this time of need.

Throughout 2003-2004 investigations continued into the murder of Janelle Louise Patton on Norfolk Island on Sunday 31 March 2002. In March 2004 the joint Norfolk Island Government/Australian Government reward offer was increased to \$300,000.

From 31 May to 3 June 2004 the Norfolk Island Coroner Mr Ron Cahill conducted a coronial inquest into Janelle's death. During that inquest the progress of police investigations were detailed and the identities of a number of people who had been nominated as "persons of interest" to the investigation were revealed. The Coroner and investigating police stressed that the naming of those persons should not be taken as an indication that there was any factual or forensic evidence to suggest that any of them had been involved in Janelle's death. The Coroner returned an open finding and directed that investigations should continue. Since the closing of the inquest, investigating police

have continued to follow avenues of inquiry, conducting further investigations on Norfolk Island and in Australia and New Zealand. An external review has been conducted of the forensic evidence collected throughout the investigation and further inquiries are being conducted as a result of that review.

This investigation continues to attract media attention throughout Australia and New Zealand and police remain committed to bringing it to a successful conclusion.

Two initiatives implemented the previous year continue to be a great source of policing information for members of the Norfolk Island community. The weekly "Island Beat" radio show continues where listeners are invited to ask questions in relation to policing activities and the law. A weekly article also appears in the Norfolk Island newspaper providing the community with further information about police activity and general community information. The Crimestoppers service continues to be available to members of the public. Calls to this service are strictly confidential with no tracking of calls to keep the integrity of the service intact.

A footpath is to be constructed along Queen Elizabeth Avenue - between Taylors Road and the Middlegate Intersection - with money raised from two Police Charity Golf Days. Public support for the project has been strong with many people volunteering to assist with the laying of the footpath. Work is expected to commence in July 2004 and it is envisaged this ambitious project will be finished before Christmas 2004.

### ***RESTORATION (KINGSTON AND ARTHUR'S VALE HISTORIC AREA)***

The Restoration Team consists of 11 Artisans, supported by 5 ground staff.

The following represents a synopsis of the main activities during 2003/2004:

- Under the Memorandum of Understanding Funding Formula the Commonwealth Government contributed \$498,000 and the Norfolk Island Government contributed \$257,900.
- The Norfolk Island Government separately funded the refurbishment of the east Emily Bay bathing shed and toilet facility at a cost of \$25,000.
- The Administrator's Office separately funded restoration at Government House at a cost of \$39,074.

#### **Achievements during 2003/2004**

- Completion of the restoration of the interior of Government House.
- Re-roofing of the Surgeons Quarters using Casuarina wood shingles.
- Completion of the re-roofing of the double boatshed.

- Ongoing restoration of memorials at the Cemetery.
- Native forest regeneration and woody weed removal.
- Maintenance of the convict built structures continued including the removal of bonded asbestos roof material.

#### **Major Challenges**

- The refurbishment of the Kingston Pier made possible by a \$2,600,000 grant from the Commonwealth Government.
- The construction of a walkway up Flagstaff Hill sponsored by the Norfolk Island Rotary Club.
- A review of the Memorandum of Understanding between the Norfolk Island and Commonwealth Governments for the Management of KAVHA.
- To focus on KAVHA interpretation by producing a professionally produced videotape of the area and museums.

#### ***KAVHA MANAGEMENT BOARD***

In 1989 a Memorandum of Understanding was signed by both the Commonwealth and Norfolk Island Governments, thereby establishing the KAVHA Management Board. The Board has equal representation from both Governments and meets four times a year.

## CORPORATE AND COMMUNITY SERVICES

### **FINANCE**

The Finance Branch is managed by the Finance Manager who is responsible for the accounting functions of the Administration. Ministerial responsibility for the Branch rests with the Honourable Mr Graeme Donaldson, Executive Member for Finance.

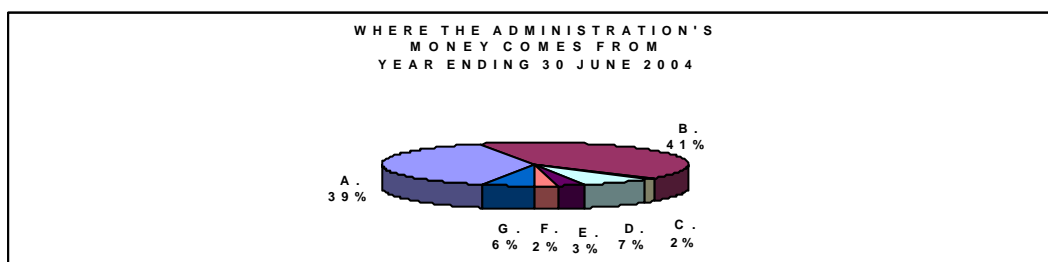
The Finance Branch's Accounts Section has a staff complement of seven – five women and two men. The cost of administering the Accounts Section is approximately \$272K per annum, which is recouped from the management fees charged to the Government Business Enterprises. Management fees charged in 2003/04 totalled \$376K.

#### **Financial Management**

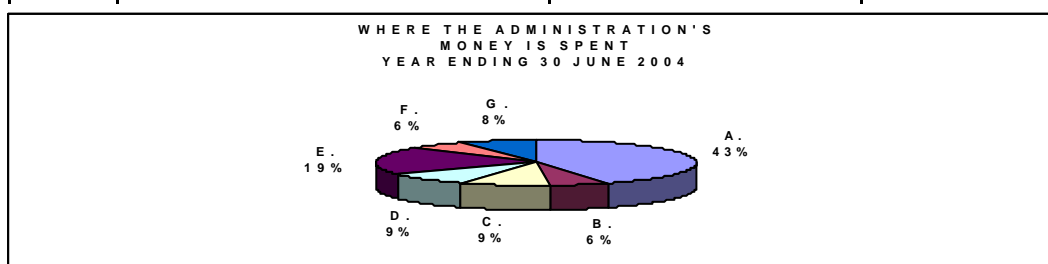
The Public Account of Norfolk Island, consisting of all public moneys available for the purpose of the Norfolk Island Government, is established under the *Norfolk Island Act 1979*. The *Public Moneys Act 1979* provides for the Administration and the collection and payment of public moneys by the Government of Norfolk Island.

The principal sources of revenue for the Revenue Fund are Customs Duty, Financial Institutions Levy, Departure Fees, Norfolk Telecom (dividend) and the net profit from the Liquor Supply Service. These five income sources alone contributed 66% to the total revenue received of \$13.656M. The Revenue Fund's operational and capital expenditures for the year totalled \$12.900M thus resulting in an income surplus of \$756K. Capital Works and Purchases funded by the Revenue Fund in 2003/04 totalled \$607K. On a consolidated basis (ie all Entities comprised in the Public Account) after the application of depreciation of \$2.330M, the Administration's income exceeded expenditure by \$1.475M. Capital Works and Purchases across all Entities amounted to \$2.757M.

The Administration's consolidated Net Assets at 30 June 2004 amounted to \$35.526M. Cash at Bank was \$10.938M. Of this amount \$644K was held in trust. The reserve balance of the Revenue Fund (excluding net fixed assets of \$10.190M) was \$3.270M.



		\$	%
A.	Taxes and Levies	9,289,500	39.0
B.	Charges for Services Provided	10,039,700	41.0
C.	Interest Received	438,600	2.0
D.	Liquor Bond (Gross Profit)	1,731,100	7.0
E.	Postal Services - Gross Income	712,900	3.0
F.	Grants, Subsidies & Contributions	560,100	2.0
G.	Other Income	1,362,800	6.0
		<b>24,134,700</b>	<b>100.0</b>



		\$	%
A.	Employee Costs	8,689,600	43.0
B.	Maintenance & Repairs	1,305,100	6.0
C.	Grants, Subsidies & Contributions	1,838,500	9.0
D.	Welfare	1,837,000	9.0
E.	Other Operational Costs	3,903,100	19.0
F.	Infrastructure Projects	1,141,800	6.0
G.	Purchase of Assets	1,615,400	8.0
		<b>20,330,500</b>	<b>100.0</b>

## **INFORMATION TECHNOLOGY**

The Information Technology Section provides support to computer systems across government functions including the Revenue Fund, Government Business Enterprises and external government agencies.

The IT Section is funded directly from the Revenue Fund with no direct charging to any area for assistance provided during normal working hours. However, when projects require additional resources, out of hours call-outs or the like, these are charged directly to the agency or area involved. The IT Manager has returned into the section from higher duties elsewhere in the organisation. The Chief Technical Officer has been permanently appointed to the IT staff, this role is primarily involved in IT functions for Telecom and the Internet Service Provider (ISP).

The Networking the Nation (NTN) projects implementation including wireless Internet and new billing system have been finalised during the year under review. The requirement for these to be completed within the year and the absence of the IT Manager has impacted on long term projects such as the database replacement strategy. Locally developed programs running on CTOS equipment continue to provide some accounting, statistical and statutory functions of the Administration within Immigration, Customs, Accounts Receivable, Payroll and Motor Vehicle Registers. Recommendations on a replacement system including core systems to control Name and Address Register, Accounts Receivable, Income Receipting and Miscellaneous Registers have not been completed. With the return to a full complement of staff this database replacement strategy should be progressed with negotiations, purchase and implementation now planned for the 2004/2005 financial year. The IT Section continues to support the ISP at Telecom, which remains the core for Internet access for the Island. Continuing focus on Anti-Virus and Anti-Spam services for e-mail has meant that Norfolk Telecom customers while not immune are at much less risk to the nasties of the net world. Take up of Wireless Internet for broadband connections has been steady and current opportunities for introduction of an ADSL service in the future has great possibilities. By the end of the year under review, monthly dial-up statistics of 25,000 logins, 4,200 hours of usage, 12gb onto the Island and 6gb off the Island show a slight downturn in dial-up usage in favour of broadband services. By the end of the year under review, leased line Internet services were carrying over 6gb per month while Wireless Internet services provided nearly 9gb per month.

## **RECORDS MANAGEMENT**

The Administration's correspondence filing system is located on the top floor of the New Military Barracks, Kingston. Three full time officers are employed in this area, with the main duties being to maintain, identify and locate information to meet the operational business needs. This Administration resource consists of some 20,000 active files plus Archives. The Section is still waiting for funding to complete the final stage of computerisation which will involve further training, data take-on and eventual live use of the system.

## **NORFOLK ISLAND CUSTOMS**

The Norfolk Island Customs Section provides services in the following areas:

- Assessment and collection of customs duty payable on goods imported into the Island.
- Border protection in conjunction with other responsible agencies.
- Arrival and clearance formalities for passengers, aircraft and ocean vessels.

As well as carrying out the requirements of the *Customs Act 1913*, Customs Officers are also conferred statutory powers under the following Acts:

- *Airport Act 1991*
- *Dangerous Drugs Act 1927*
- *Departure Fee Act 1980*
- *Endangered Species Act 1980*
- *Fish (Export Control) Act 1984*
- *Immigration Act 1980*
- *Plant and Fruit Diseases Act 1959*
- *Trade Marks Act 1955* (C'wlth)

The Customs Section staff numbers consist of the following:

- Manager Customs & Immigration
- Six Customs Examining Officers
- One part-time Customs Examining Officer

### **Achievements during 2003/2004**

Services and achievements of the Customs Section for the year are as follows:

- Provision of arrival and clearance formalities for 44,027 air passengers; 731 aircraft arrivals; and 33 small craft.
- Processing of 76,000 kilos of first class letters and parcel post items (whilst the volume has decreased, the number of items has increased considerably due to the express post facility); 356 tonnes of air cargo; 7,304 tonnes/17,242 cubic metres of sea cargo; 5,365 tonnes of petroleum products and 400 tonnes of LP gas.
- Collected \$3,742,249 in customs duty.

During this period the Manager Customs & Immigration was absent for nine months relieving in the position of Executive Director Environment & Infrastructure. Whilst relief was provided during this time, it was not possible to progress arrangements to review and modernise Customs legislation, work practices and procedures.

### Staff Training

Training of Customs staff was undertaken in the following areas:

- The Manager and one Customs Examining Officer were able to take up positions on the Training of Trainers Instructional Skills Workshop held in Suva, Fiji. The training was organised and funded by the Pacific Islands Forum Secretariat, Fiji.

### Major Challenges

- To complete the review and modernisation of Customs legislation, work practices and procedures to enhance the efficiency and effectiveness of the Customs Section.
- To obtain resources and maximise the use of technology to enable Customs to be proficient in coping with the ever-changing demands it faces in an ever-changing world.

### Technological Advancement

- An order has been placed for an Ionnsan 500 DT Trace Detector machine. This unit is the first piece of technology purchased to assist the Customs staff in the endeavours with the interdiction of illicit drugs.

### Management Restructure

- The position of Collector of Customs has been changed to Manager Customs & Immigration to reflect the change in the duties of the position. With this change the Manager is responsible for both services which are now accommodated at Customs House.

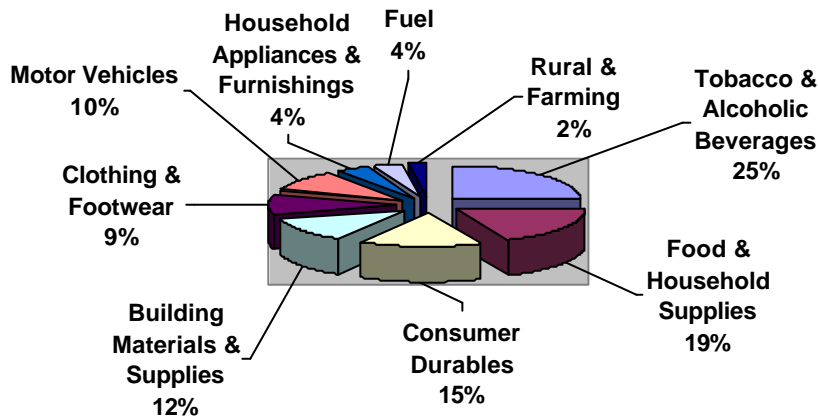
### Interaction and Co-operation

- The Customs Section continued to participate on various local committees:
  - Airport Emergency Committee
  - Airport Security Committee
  - Norfolk Island Fisheries Consultative Committee
  - DAA Working Group
- Participated in the annual Oceanic Customs Organisation meeting which was held in Madang, Papua New Guinea in March 2004.
- Continued to develop and enjoy close working relations with Customs Services in other jurisdictions.

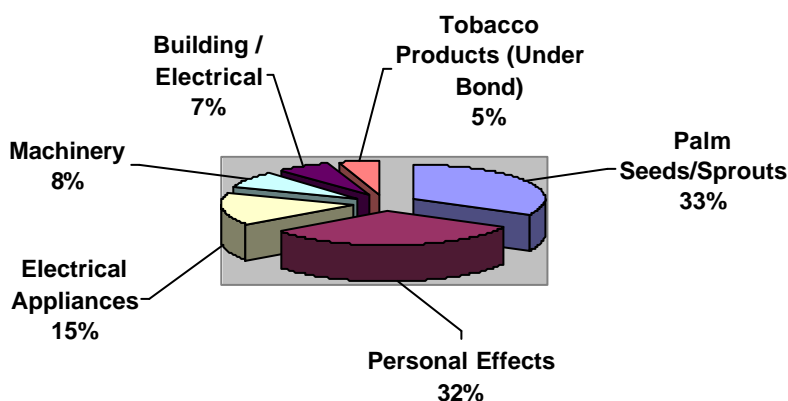
During the year the following vessels visited the Island:

- 18 cargo vessels
- 5 petroleum tankers
- 5 gas tankers
- 33 other vessels (including yachts & cruise ships)

## MAJOR IMPORT CATEGORIES



## MAJOR EXPORT CATEGORIES



## **IMMIGRATION**

The Immigration Office's principal function is the administration of the *Immigration Act 1980* with objectives to protect the rights and expectations of the Island residents, their way of life and the environment.

Legislation administered by this office includes:

- The *Immigration Act 1980*
- The *Departure Fee Act 1980*
- The *Referendum Act 1964*

The Immigration Office also maintains the Norfolk Island Electoral Roll.

The Immigration Office:

- Provides advice and assistance relating to immigration into the Island, including processing of applicants.
- Maintains computerised database of persons residing in and persons visiting the Island through collected arrival and departure cards.
- Provides advice and assistance to the Immigration Committee, a statutory body created by the *Immigration Act 1980*.
- Oversees referendum and electoral matters, both for Norfolk Island and overseas.

There are three authorised persons within the section who exercise statutory authority in relation to certain immigration applications.

### **In 2003/2004**

- A Population and Policy Review Report prepared by South Pacific Planning and Projects is due for completion in August 2004.
- The Immigration Offices were relocated to Customs House.
- A new reporting structure has been implemented with the Immigration staff now reporting to the Manager Customs & Immigration.
- The Manager Customs & Immigration attended the following conferences:
  - Pacific Immigration Directors Conference in Nuku'alofa, Tonga – September 2003
  - Pacific Immigration Directors Conference Working Group in Suva, Fiji – April 2004.

### **Immigration Statistics:**

• Visitors staying beyond 30 days	126
• Temporary Entry Permits issued	544
• General Entry Permits issued	36
• General Entry Permits granted under Special Relationship provisions	17
• Declaration of Residency granted	18
• General Entry Permit Quota (February 2004)	35

### **Number of Persons on Island 30 June 2004:**

• T.E.P.	444
• G.E.P.	225
• Residents	1371
• Tourists/Visitors	<u>500</u>
<b>TOTAL:</b>	<b>2540</b>

## **REGISTRY OFFICE**

The Registry Office is a multi-functional unit within the Administration of Norfolk Island with responsibilities for a wide range of administrative and statutory functions including both Norfolk Island and Commonwealth legislation.

Broadly speaking it includes functions associated with Lands, Courts and Tribunals, Births, Deaths and Marriages, Liquor, Motor Vehicles and Miscellaneous Registers.

For the last financial year revenue raised in the Registry Office amounted to \$629,337.00, mainly through the registration of land dealings.

## **LAND TITLES OFFICE**

During the year the following matters were dealt with:

- The Land Package that was jointly funded by the Norfolk Island and Commonwealth Governments to review and update the 1996 Norfolk Island Plan and legislation and the introduction of Codes commenced on 27 February 2004.
- The Administration of Norfolk Island Interim Reporting Arrangements that were adopted on 7 January 2003 were formally implemented on 29 October 2003. On 9 December 2003, following a recruitment process, the Registrar was appointed as Community Services Manager. In addition to Registry functions, the Community Services Manager is now responsible for Companies, Social Services, Employment, Occupational Health & Safety, Healthcare, Workers Compensation, Tourism Accommodation, Museums and the Library. With effect from 27 February 2004 Planning and Building became part of the Land Use and Environment Department.
- Conversions from the old Title System to the Guaranteed Title system continue, with some 1,825 certificates of title having been issued. This represents approximately 85% of the portions of land that have been converted to the new title system.

## Summary of Land Transactions

### *Land Titles Act 1996*

• Applications registered to create freehold tenure	68
• Applications to register Crown lease	11
• Amendment of Easement	3
• Amendment of Mortgage	1
• Determination of Freehold Title	6
• Determination of Crown lease	1
• Discharge of Mortgage	12
• Discharge Mortgage – Commonwealth Bank	40
• Discharge Mortgage – Westpac Bank	38
• Grant of Easement	9
• Lease	4
• Mortgage	20
• Mortgage – Commonwealth Bank	53
• Mortgage – Westpac Bank	57
• Notice of Death	1
• Register Plan of Subdivision	10
• Transfers	85
• Transmission	11
• Withdraw Caveat	1
• Caveat	2

### *Conveyancing Act 1913*

#### **Crown lease:**

• Mortgages	3
• Discharge of Mortgage	1
• Grant	6
• Transfer	2

#### **Freehold:**

• Absolute Sale or Conveyance	16
• Mortgages	16
• Discharge of Mortgage	11
• Surrender of Life Interest	1

### **Did You Know:**

Norfolk Island has an area of 3,327 hectares

## **COURT REGISTRY**

The Registry Office is responsible for the overall functions of the Supreme Court, Court of Petty Sessions, Coroners Court and Family Law. The Registry Office is also the registry for the Remuneration Tribunal, Employment Tribunal, Public Sector Remuneration Tribunal and Administrative Review Tribunal.

There are two Court Officers who hold statutory functions under the different Courts and Tribunals. The Registry receives Court and related documents, assists with the arrangements for Court sittings and facilitates the enforcement of orders made by the Courts. The Sergeant of Police is the Sheriff appointed under the *Supreme Court Act 1960* and Bailiff appointed under the *Court of Petty Sessions Act 1960*.

## **SUPREME COURT**

The Supreme Court consists of a Chief Justice who is responsible for managing the administrative affairs of the Supreme Court and other such Judges appointed by the Governor-General under the *Norfolk Island Act 1979*. Judges appointed to the Supreme Court of Norfolk Island are Chief Justice Bryan Alan Beaumont and Justice Murray Wilcox.

Criminal matters must be heard on the Island. Civil matters may be heard on the Island, also in Sydney, Canberra and Melbourne. The practice is that matters are heard on the Island. Directions, urgent applications and delivery of judgements occur in Sydney, unless both parties want the matter heard on Island. Appeals from the Supreme Court lie with the Federal Court of Australia.

There were no sittings on the Island during the financial year. However, Chief Justice Beaumont dealt with 3 matters by telephone and Justice Wilcox dealt with 6 matters by telephone hearing.

## **COURT OF PETTY SESSIONS**

Mr R.J. Cahill, Chief Magistrate of the A.C.T. is responsible for managing the administrative affairs of the Court of Petty Sessions under the *Court of Petty Sessions Act 1960*. The jurisdiction of the Court may be exercised by the Chief Magistrate or any three Magistrates (including the Chief Magistrate) to hear and determine, in a summary manner, all criminal matters arising under a law in force in Norfolk Island where an offence is punishable on summary conviction. The Court has jurisdiction to determine civil claims not exceeding \$10,000.00.

Local residents appointed as Magistrates to the Norfolk Island Court of Petty Sessions are:

- Mrs E.M. Sanders (Senior member)
- Mrs P.C. Magri
- Mrs K. Smith
- Mr John Walsh of Brannagh
- Mr A.F. Buffett
- Mr H.B. Martin
- Mr R. Sills

On 25 June 2004, following the resignation of Mr Sills, Mr Allan David Tavener was appointed.

The Chief Magistrate presided at special sittings of the Court on 8 and 9 December 2003, 24 February 2004 and 3 and 4 June 2004.

Local magistrates dealt with various matters at 26 sittings, which included 5 hearings by telephone conference.

Court reports are made available to the local newspaper to keep the community aware of matters coming before the Court.

## **FAMILY COURT**

The Court of Petty Sessions has jurisdiction under the *Family Law Act 1975* to entertain proceedings under the Act including dissolution of marriage. The Sydney Registry of the Family Court of Australia is the principal registry for family law matters in Norfolk Island.

During the year the Court dealt with 4 Applications for Divorce and 4 Consent Orders.

### **SUMMARY OF COURT PROCEEDINGS COURT OF PETTY SESSIONS**

• Criminal summons	87
• Domestic violence	4
• Civil summons	3
• Default summons filed	62
• Family Law matters	8
• Employment Tribunal	11

## **CORONERS COURT**

The *Coroners Act 1993* provides for holding inquests into the manner and cause of death, inquiries into the cause and origin of fires and for related purposes.

The Court sat on 10 November 2003 and dealt with two matters into the manner and cause of death of 2 females on 11 July 2003 as a result of a motor vehicle accident and 1 matter into the cause and origin of a fire.

As a result of the resignation of Messrs Ross Reynolds as Coroner and Robert Adams as Deputy Coroner, Mr Craig Anderson was appointed Deputy Coroner for 3 years from 24 December 2003. Ronald John Cahill was appointed Coroner for the period 24 February 2004 to 14 December 2008. The Coroner is responsible for the administrative affairs of the Court.

During the period 31 May to 3 June 2004 Coroner Ron Cahill held an inquest into the manner and cause of death of a female whose body was found at Cockpit Reserve on 31 March 2002.

## **BIRTHS, DEATHS AND MARRIAGES REGISTRY**

The *Births, Deaths and Marriages Act 1963* governs the registration of all births, deaths and marriages occurring in Norfolk Island. The Registrar and Deputy Registrar are authorised Marriage Celebrants under the *Commonwealth Marriage Act 1961*.

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

Births	Females	11
	Males	11
Deaths	Females	7
	Males	8
Marriages		38

The Registrar was invited and attended the 20<sup>th</sup> Annual Conference of Australasian Registrars in Sydney from 10 to 12 September 2003. Delegates to the conference included Registrars from each of the Australian States and Territories as well as New Zealand and Fiji. Issues discussed at the conference included document identity, linking of Registry databases into a national network, passport issues and other related registry matters.

## **MISCELLANEOUS REGISTERS**

The Registry Office maintains Registers in respect of Powers of Attorney, Bulls, Dogs, Bills of Sale, Brands and Marks and a Wills depository. Amendments to the *Powers of Attorney Act 1959* now provide for the registration of enduring powers of attorney.

In December 2003 a planetary scanner was installed for the purpose of scanning birth, death and marriage records and Court records. A systematic process of scanning these records has now commenced in an effort to capture by electronic format the information in these Registers.

Other duties carried out by the Registry staff are issuing photographic gun licences under the *Norfolk Island Firearms Act 1997* and *Regulations* and photographic driver's licences under the *Road Traffic Act 1982*.

## **COUNSELLING AND HEALTH PROMOTION/EDUCATION SERVICES**

This service was formed after research and recommendation from the *Deb Church Report 2001*, which was initiated by the DAA (Drug and Alcohol) Working Party and the Norfolk Island Government.

Recruitment was done offshore using the facilities and expertise of the Salvation Army in the merit selection process for an Alcohol and Other Drug Counsellor, initially for a period of 3 months. The successful applicant for this position was Adrienne Coles. An extension of 3 months was given due to community needs. A further engagement of 12 months for a Generalist Counsellor was recognised and this was advertised on the mainland. The recruitment for this position, again using the Salvation Army, their expertise and facilities, resulted in the appointment of Adrienne Coles.

### **Services Provided**

From November 2003 to June 2004 areas of achievement are:

- Counselling services that have been provided through an outreach service. This has been by face-to-face, phone, self-referral, court and solicitor referral, school referral and concerned family members and friends.

- ‘Yorleys Health’, a newsletter that provides health education and promotion on a weekly basis is distributed through the local paper “The Norfolk Islander”. This approach has been successful in providing the community with information in a non-judgmental and non-confrontational way. The radio is also used as another medium for community education.
- Installation of condom machines in the Foodland Mall and at the Brewery, supplementing the existing machines at Rawson Hall. This service continues to be successful and provides health prevention measures for the community.
- Working with the school to provide support as required.
- Presentations to various clubs and informal educational talks to individuals as approached.
- Support for AA and Al-anon groups.
- Providing links with the mainland for support in services and referral to local services.

#### **Ongoing Projects**

- Drink driving campaign and road safety.
- Formulation of a Court Offenders Education Program which will be run as a group, with referrals from the Court and solicitors.
- Legislation reviews.
- Youth festival in recognition of our young people, and commencement of an annual Youth Week.
- Support for the Community Youth Centre and workers.
- Formulation of open educational forums and workshops for the community and other services.
- Quit smoking campaign.

### **COMPANIES**

The Companies Office administers the *Companies Act 1985*. This legislation provides for the registration of companies and associated activities. It is locally enacted legislation, which although similar to mainland legislation, is separate and independent from it. The Companies Office also administers the *Business Names Registration Act 1976* which requires persons and corporate bodies carrying on business in a name other than their own to register that name. For both companies and business names, information lodged with this office becomes publicly available information.

#### **In 2003/2004**

- 10 new companies were incorporated
- 172 companies were registered
- 50 new business names were registered
- fees of \$53,059.70 were collected for companies
- fees of \$11,609.00 were collected for business names

The Companies Office is staffed by the Registrar of Companies and the Assistant Registrar of Companies who between them attend to all the Companies Office duties as well as an extensive range of other activities.

In June 2003 the *Business Names Regulations* were amended to adjust the fees charged to a fee unit. This amendment has brought business fees in line with other jurisdictions and will be adjusted in July each year in line with the Retail Price Index increase.

The Companies department has received draft copies of new legislation which will be an *Associations Incorporation Act*. Part of this legislation will allow all Associations to appoint either a member or non-member to prepare financial details for the Association.

### **RETAIL PRICE INDEX**

The Retail Price Index measures the average price movement in a basket of goods which has been determined by a household expenditure survey to represent the purchases of a Norfolk Island household. The Index number is calculated every three months and is comprised of ten sub-groups making up the all groups number.

In 2003/2004 the all groups index number was:

- quarter ended 30/6/03 147.3
- quarter ended 30/9/03 145.3
- quarter ended 31/12/03 149.5
- quarter ended 31/3/04 154.8
- quarter ended 30/6/04 158.5

The Index-Number:

- is used to increase benefits paid under the *Employment Act 1988*.
- is used to increase the Administration fee units.
- is a general guide to inflation in Norfolk Island.

The collection of goods is accumulated by an independent member and then entered by an Administration Officer. Each quarter the result of the corresponding collection is gazetted for public information and use.

### **SOCIAL SERVICES**

The Norfolk Island Government meets its welfare obligations in Norfolk Island by providing the following benefits to qualifying residents:

- Age Benefit
- Invalid Benefit
- Widowed Persons Benefit
- Handicapped Children’s Benefit
- Special Benefit
- Supplementary Children’s Benefit

Benefits are paid fortnightly and adjusted every six months to take into account the changes in the cost of living in Norfolk Island. Pensions are paid on a needs basis and are reduced according to the recipient’s income from other sources.

In addition to receiving a benefit, those persons in receipt of a payment are also entitled to pension related benefits which include:

- Assistance with hospital and medical expenses
- 20% reduction in motor vehicle registration
- 20% reduction in telephone rental charge
- Exemption from the Financial Institutions Levy
- Reduction in the cost of electricity

In addition to benefits, the Norfolk Island Government also provides for persons who would be eligible for a benefit on Norfolk Island but are in receipt of a benefit elsewhere. If a person falls into this category and they are eligible they then also receive pension-related benefits, which is mainly hospital and medical assistance.

At 30 June 2004, 87 persons were in receipt of the following benefits:

• Age Benefit	65
• Invalid Benefit	8
• Special Benefit	8
• Long Term Nursing	6

As at 30 June 2003, 32 persons were in receipt of pension related benefits only.

During the year Hospital and Medical Assistance granted 64 airfares off Norfolk Island for medical visits either to Sydney, Brisbane or New Zealand – double the number granted the previous year.

## **HEALTHCARE**

This section has the responsibility of administering and providing advice and assistance in respect of the *Healthcare Act 1989* and the *Healthcare Levy Act 1990*.

The Norfolk Island Healthcare Scheme provides medical insurance that protects all members against catastrophic medical costs by:

- Paying all approved medical costs in excess of \$2,500 in a financial year (1 July to 30 June) which includes payment of approved medical expenses and prescribed drugs incurred at the Norfolk Island Hospital as well as offshore, provided that a referral is first obtained from a doctor at the Norfolk Island Hospital.
- Membership is compulsory for all persons ordinarily resident in Norfolk Island except those whose medical costs are fully funded by the Department of Veterans Affairs.

### **In 2003/2004**

The Healthcare Fund generated revenue of \$765,013.15 from levies collected.

To date 83 families have claimed from the fund throughout the year, claims are accepted until 30 September for the financial year ending 30 June 2004.

To date one claim has exceeded \$30,000 and three others \$20,000.

The total paid for claims lodged against the Healthcare Scheme as at the time of this report was \$418,197.64. Of this amount 51% was for local medical costs and 49% for offshore costs.

## **EMPLOYMENT AND WORKERS COMPENSATION**

This section has the responsibility of administering the *Employment Act 1988* which includes the Workers Compensation Fund and:

- Provides advice and assistance to employers and employees on entitlements, minimum wages and conditions;
- Conducts random workplace inspections in accordance with the *Employment Act 1988*;
- Manages the Workers Compensation Fund which includes collection of monthly levies, recording data and processing applications for compensation for medical expenses and weekly benefits payments;
- Processes and lodges claim with the Workers Compensation re-insurer.

### **In 2003/2004**

The Workers Compensation Fund generated revenue of \$265,646.37 from levies collected. In March 2004 a new Workers Compensation software program was purchased and has been in use since 30 June 2004. The Figtree program will provide accurate and up to date reports and statistics and is also the program used by our Insurance Broker.

The Workers Compensation Fund is operated as a Government Business Enterprise. No dividends are taken from the Fund for the Revenue Fund.

### **Statistics**

During the 2003/2004 financial year there were 113 incidents reported. In comparison to the last financial year there was an 11.8% increase of work related injuries.

Of the 113 incidents occurring this year, 14 persons received assistance for weekly benefits. One person received assistance for workplace injuries sustained in previous financial years.

Of the total number of injuries the following statistics are provided:

- 15 back injuries
- 25 eye injuries
- 29 lacerations
- 19 sprains/strains
- 25 other

Accident reports indicate that failure to use personal protective equipment is the most common cause for eye injuries and incorrect handling techniques is the cause for back injuries.

## **TOURISM ACCOMMODATION**

The Tourism Accommodation Section forms part of the Administration's Community Services Section and is responsible for administering statutes in accordance with the *Tourist Accommodation Act 1984*.

### **In 2003/2004**

#### **Total Visitor Numbers**

The 2003/2004 financial year resulted in the second highest year on record for visitor numbers to Norfolk Island with a total of 38,317 visitors. An increase of 646 more visitors compared to the 2002/2003 financial year.

#### **Visitors in Public Accommodation**

A total of 34,918 visitors stayed in tourist accommodation with the average length of stay being 7.51 days. The total number of visitor days in public accommodation this financial year was 262,043, an increase of 1,836 visitor days compared to the previous financial year.

<b>Visitors via Australia</b>			
	Total Visitors	Visitors Accommodated Privately	Visitors In Public Accommodation
Sydney	18,368	1,411	16,957
Brisbane	12,588	941	11,647
<b>Total</b>	<b>30,956</b>	<b>2,352</b>	<b>28,604</b>

<b>Visitors via Auckland - New Zealand</b>			
	Total Visitors	Visitors Accommodated Privately	Visitors In Public Accommodation
<b>Total</b>	<b>7,128</b>	<b>886</b>	<b>6,242</b>

<b>Visitors via Ships/Yachts</b>			
	Total Visitors	Visitors Accommodated Privately	Visitors In Public Accommodation
<b>Total</b>	<b>9</b>	<b>5</b>	<b>4</b>

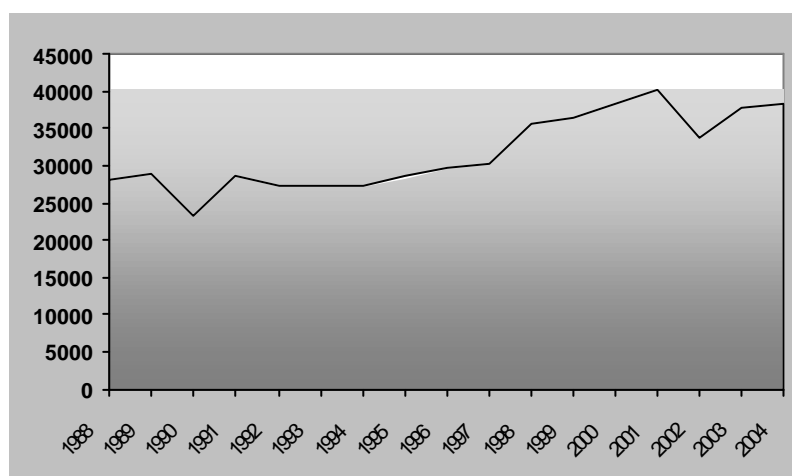
  

<b>Visitors via Other Charters</b>			
	Total Visitors	Visitors Accommodated Privately	Visitors In Public Accommodation
<b>Total</b>	<b>224</b>	<b>156</b>	<b>68</b>

<b>TOTAL</b>	<b>38,317</b>	<b>3,399</b>	<b>34,918</b>
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**Visitor Arrivals to Norfolk Island, 1987/88 to 2003/04**



Tourist Accommodation as at 30 June 2004			
Classification	Houses	Units	Beds
Self-contained Apartment/Cottage	58	335	1010
Hotel	5	184	401
Guest House/Lodge	3	70	147
<b>TOTAL</b>	<b>66</b>	<b>589</b>	<b>1558</b>

### Registration Fees

The Tourist Accommodation Registration Fee is charged quarterly at \$1.00 per registered bed per night. Whether the fee increases or not depends on the Retail Price Index calculated for the March quarter and this financial year there was no increase in the fee. Registration fees invoiced for the 2003/2004 financial year totalled \$569,312.00.

### Star Ratings 2003★★★★☆

AAA Tourism is the national tourism body of the Australian Motoring Organisation and administers property assessing, guide productions and database operations. STAR rating assessments are based on a thorough points based review; the assessment produces a numerical result, which identifies a property's appropriate STAR rating.

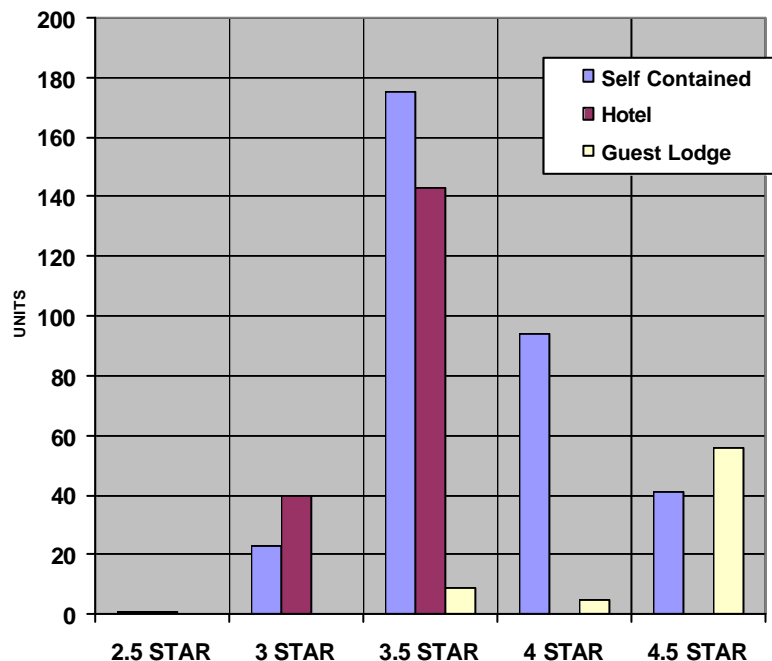
Each accommodation property and its rating is entered into an Australian Accommodation Register used by travel agents and travellers. The STAR rating conveys a measure of quality, which assists the accommodation provider to target particular markets of travellers prepared to pay particular rates. Changes in ratings over periods of time help to identify positive or negative trends in the accommodation industry.

In September 2003 two assessors from AAA Tourism conducted a ten-day star rating assessment on each of the Island's tourist accommodation.

### Star Rating Assessments as at 30 June 2004 (By Units)

Classification	Rating Under Review	2½☆	3☆	3½☆	4☆	4½☆
Self-contained	1	1	23	175	94	41
Hotel	0	1	40	143	0	0
Guest Lodge/House	0	0	0	9	5	56
<b>Total Units</b>	<b>1</b>	<b>2</b>	<b>63</b>	<b>327</b>	<b>99</b>	<b>97</b>
<b>Average %</b>	<b>.2%</b>	<b>.3%</b>	<b>10.7%</b>	<b>55.5%</b>	<b>16.8%</b>	<b>16.5%</b>

### STAR Rating by Accommodation Classification



## **2003 Review of the Tourist Accommodation Quota**

In February 2001 the Ninth Legislative Assembly commenced the introduction of a number of amendments to the *Tourist Accommodation Act 1984*, subsequently placing a quota on the maximum number of tourist accommodation units. Those units that were encompassed within the quota included:

1. Units registered and operating as at 5 February 2001; and
2. Those units not yet operating, which held current conditional registration (under the Tourist Accommodation regime) and planning approval (under the Planning regime) as at 5 February 2001.

An increase in the quota can not take place without a review being undertaken by a working group known as the Gatekeepers, which is comprised of the Secretary to the Planning Board, the Administrative Officer Tourism, the Planning Officer and any other persons nominated by the executive member. In June 2003 the Gatekeepers commenced the first review of the tourist accommodation quota.

In undertaking the review the Gatekeepers consulted with the tourist accommodation industry and the Norfolk Island community and gave consideration to the following:

- Those tourist accommodation units under the existing quota
- The impact on the environment, community infrastructure and resources
- The development and implementation of the Norfolk Island Plan under the *Planning Act 1996*

The Gatekeepers provided a report to the executive member recommending that it was not desirable, nor was there a need, to increase the current tourist accommodation quota.

The Tourism Plan for the future development of tourism in Norfolk Island was adopted on 15 November 1995 and recognises that due consideration must be given to the protection and conservation of the Island's unique ecology, environment and lifestyle, recognising that Norfolk Island is first and foremost the home of its residents.

## **MUSEUMS**

**Staff:** 2 full time, 13 casual, 19 Actors

**Mission:** *To research, collect and exhibit objects and material of significance for the purpose of interpreting Norfolk Island's cultural and environmental heritage. To preserve such objects in appropriate conditions according to professional standards and practices in order that Norfolk Island's story be protected and available for the benefit of present and future generations. To encourage interest and study in Norfolk*

*Island's heritage and to secure all Norfolk Island museum collections by planning for the future.*

**Legal Responsibilities:** Implementation of the Commonwealth *Historic Shipwrecks Act 1976*. On behalf of the Norfolk Island Administration, the Museum manages and cares for the HMS Sirius Collection and the KAVHA Collection. This is done in accordance with the Memorandum of Understandings: *Application of Blanket Declaration to Historic Shipwrecks in Waters Surrounding Norfolk Island (1993)*, and *Wreck of, and Relics from, HMS Sirius (1988)* and the *Historic Artefacts Agreement (1990)*.

### **General Overview**

Housed in six historic buildings, the Norfolk Island Museum operates four diverse museums, a Research Centre and a Café/Bookshop.

The museum collection contains artefacts representing four distinct eras: Polynesian, First Settlement, Second Settlement and the Pitcairn Settlement. The museum exhibitions are thematic and are open to the public daily.

The museum offers guided tours of the museums during the week and hosts the historic play *The Trial of the Fifteen* twice a week. The Research Centre handles enquiries from the public on a fee for service basis. The REO (Royal Engineers' Office) Café/Bookshop sells scrumptious food and stocks a comprehensive selection of books associated with Norfolk Island.

### **Achievements during 2003/2004**

#### **Visitor Numbers and Sales**

The REO Café and Bookshop continues as our most important trading location with its combined activities including sale of tickets for museums and *The Trial of the Fifteen*; receiving research enquiries and sale of food and books. REO gross income included Café sales approaching \$34,000, book sales of over \$56,000 and over \$40,000 of museum tickets. In addition, as our only venue for direct sale of play tickets, over \$12,200 tickets were sold.

Overall, museum ticket sales were affected in the last half of the year (total sales \$127,285) as visitor numbers declined. This decline was consistent with Island-wide reports of slower sales and fewer visitors. As a result we contributed to a Winter Marketing Campaign launched by Norfolk Island Tourism, which aims to increase advertising on the mainland. Other strategies for increasing visitor numbers are being actively pursued.

#### **Trial of the Fifteen**

The 384<sup>th</sup> performance of the museum's historic play was staged at the end of June 2004. A total of 19,009 people have seen this play since it started in 1999. The casts have had some changes of actors and hosts/prompts, each new person bringing their own dynamic personality to enhance the play.

### **Conference**

In October 2003 we hosted the ASHA (Australasian Society of Historical Archaeology) Conference. The event drew presenters and over 100 participants from Australia and New Zealand and covered topics ranging from maritime history to whaling and sealing, to indigenous and cross-cultural perspectives. Visits to all our museums were conducted together with local sites of archaeological importance.

### **Publications**

A book identifying ceramic wares found in KAVHA, and now primarily housed in the Archaeological Museum, was published in October 2003. This easy read reference book has been beautifully produced, providing an overview of nineteenth century ceramics and is a record of the rich cultural heritage to be found beneath the ground in Kingston. The book is available at the REO Café and Bookshop for \$14.50.

Another museum publication "A Street Guide to Quality Row" by Jane Wesley, was also re-printed this year through the REO Café and Bookshop. This popular publication sells for \$10.00 and provides a comprehensive history of the buildings and houses along Quality Row.

### **Exhibitions**

The displays at the Archaeological Museum are continuing to be enhanced. All cabinets have been painted and displays reorganised. Interpretation of the artefacts will be completed by August 2004. The focus will be on informing the public about the archaeological excavations that have taken place over the years in the KAVHA area and other areas on Norfolk Island.

In May 2004 the museum was successful with its application to the Historic Shipwrecks Program for a grant. The funding will contribute to the redevelopment of the exhibition space at the Maritime Museum. The aim of the new exhibition will be to communicate to the public the historic importance of the HMS Sirius to the First Fleet, and the story of the recovery of its artefacts. This exhibition will be developed in stages, the first stage will start in September 2004.

### **Major Challenges**

#### **Enhancing Museums and Exhibitions**

It is the museum's aim to enhance the presentation of all museums and to standardise styles of presentation. The museum will endeavour to provide more space to better represent Polynesian and Pitcairn related histories within the existing museums.

#### **REO Café and Bookshop**

The museum will develop a business plan to determine the function of the REO building and will explore ways to exploit its potential as the only café and bookshop in KAVHA.

### **Storage and Conservation**

In June 2004 the Museum received in principle approval to build a storage facility in the area behind the Police Station. Once this building is erected it will allow the museum to take a big step forward in ensuring that artefacts are stored in a secure, central location away from salt air. This building will also have space to allow conservation to take place in one location.

### ***NORFOLK ISLAND PUBLIC LIBRARY***

The Norfolk Island Public Library serves the needs of the community by offering an outstanding service to patrons. A large number of residents and visitors enjoy the excellent range of material available, which includes fiction and non-fiction publications, a good range of Large Print books and an adequate range of audio material.

Visitors in particular utilise and enjoy the Norfolk Island Reference section which has an excellent range of publications relating to the history of Norfolk Island. This section is updated whenever new material comes to hand, and visitors continually praise the high standard of service that the Library offers, particularly in comparison to small community libraries in Australia and New Zealand.

Students from the Norfolk Island Central School occasionally use the reference section for school projects, although there has been a decline in the number of school age children who use the public library. This is probably due to the excellent facilities available at the school library, including the Internet. Mostly pre-school children who enjoy the large range of picture books available to that age group, utilise the children's section.

The Norfolk Island Quota Club once again donated Large Print books to be used as memorials and the Library is grateful for this contribution. The large print section is popular and has a good range of material which also includes some audio books.

Annual subscription remains at \$10.00 for a basic annual subscription, which enables the subscriber to borrow up to 5 articles at any time. Subscribers can pay more, according to the number of articles they wish to borrow, and the lending period is for one month.

The Library is open for 13 hours a week, over a period of 4 days with staggered hours so that everyone can find a time that is suitable to visit.

The Library is staffed by one part-time Librarian and three Assistants.

## **NORFOLK ISLAND POSTAL SERVICES**

The Post Office and the Philatelic Bureau are operated as a Government Business Enterprise. The two departments, under the one name "Norfolk Post" provide a full range of postal services.

### **POST OFFICE**

The Post Office provides the service of distribution of incoming mail by sorting and placing in private mailboxes, and collecting and despatching of all outgoing mail.

The Postal Service operates within the *Norfolk Island Postal Services Act 1983*. It also follows the policies and procedures set down by Australia Post.

The Post Office imports and sells, at retail prices to the public, stationery items in a similar manner to Australia Post Shops.

#### **Other services include:**

- A public facsimile service.
- Inquiries/bookings for Rawson Hall.
- Issue/payment of Australian Money Orders.
- Rental/provision of 1000 private letter boxes.
- Three external letter posting boxes.

#### **Major Challenges**

The major challenge facing the Post Office is the meshing with the electronic sorting and tracking common place on the mainland but not available on Norfolk Island. The Norfolk Island Postal Service is not equipped with any of the electronic devices required to deal with parcel tracking. Since Express Post parcels replaced Air Parcel Post the amount of parcels arriving requiring signatures has increased to hundreds each mail.

Another challenge could be the increasing reliance on internet banking, which may begin to reduce the amount of mail sent to the Island as this type of mail represents a large proportion of incoming mail.

#### **Major Opportunities**

The Post Office has experienced good sales and profit levels on stationery purchased through Australia Post. The Post Office could become an important retail outlet to complement its regular postal activities.

## **PHILATELIC BUREAU**

### **General Overview**

- Provide concepts, designs, production, and marketing of all Norfolk Island stamps, phonecards and medallions.
- Provide service to over 4,500 standing order customers with their special requirements for each new issue.
- Mail out 5,500 Philatelic Bulletins to customers, stamp clubs and stamp dealers 4 times each year.

### **Achievements during 2003/04**

- The Norfolk Island Philatelic Bureau played an active role in the inaugural Writer's and Reader's Festival held on Norfolk Island in August 2003.
- A Norfolk Island stamp issue printed by Southern Colour Print of Dunedin won a gold medal at the 2004 New Zealand Print Awards. The award was based both on design and production quality.
- Stamp issues released during 2003/2004:
  - Personalised Stamps
  - Writer's Festival
  - Queen Elizabeth II 50<sup>th</sup> Anniversary Coronation
  - Christmas 2003
  - Photographic Scenes II
  - Sharks
  - Spiders

Other services include:

- Providing a retail outlet to visitors over the Post Office counter.
- Representation at the Hong Kong International Stamp Exhibition in January 2004.

#### **Major Challenges**

- To retain or increase the number of mail order customers.
- To continue to provide attractive, collectable and valuable stamps and related products to collectors in a very competitive worldwide market.

#### **Major Opportunities**

- WWF Issue to be released next year. This provides an avenue for our stamps to be viewed by a wider market than normal.
- The Internet, and links to the Bureau Web site, have attracted inquiries from a wider potential customer base than the normal marketing through stamp magazines.

### **Postal Statistics**

#### **Mail Received:**

- |                                |                  |
|--------------------------------|------------------|
| • Express mail items           | 14,000           |
| • Standard letters             | 250,000          |
| • LC/AO items                  | 80,000           |
| • Registered Post              | 1,500            |
| • Parcels                      | 5,000            |
| • Local mail sorted            | 260,000          |
| • <b>Total weight received</b> | <b>76,000kgs</b> |

#### **Mail Despatched:**

- |                                  |                  |
|----------------------------------|------------------|
| • Express mail items             | 1,200            |
| • Standard letters               | 150,000          |
| • LC/AO items                    | 25,000           |
| • Registered items               | 2,000            |
| • Parcels                        | 4,000            |
| • <b>Total weight despatched</b> | <b>20,000kgs</b> |

## **NORFOLK ISLAND LIQUOR BOND**

### **General Overview**

- The Norfolk Island Government Liquor Bond has the sole authority for the importation of liquor products into Norfolk Island.
- Its main function is to retail this imported liquor to the public, clubs and hotel.
- Its aim is to provide this service efficiently and courteously.
- To maximise the profit paid to the Norfolk Island Government through effective buying of bulk stocks and efficient use of resources available.

### **Achievements during 2003/2004**

- The Liquor Bond supported the following events through joint sponsorship:
  - Bounty Bowls Tournament
  - Trans Tasman Country Music Festival
  - International Clay Target Shoot
  - Norfolk Island Golf Classic
  - International Clay Target Shoot
  - Various Benefit Nights
- The Liquor Bond continues to set record sales each year. We served 76,591 customers with total sales of \$4,502,373.
- The Liquor Bond has facilities to chill beer and wine for improved customer service.

### **Major Challenges**

- The Liquor Bond continues to compete with the external duty free outlets at the two main international gateways – Australia and New Zealand. The present 30% discount to travellers presently makes the purchase price competitive.
- Any serious reduction in Norfolk's visitor numbers will affect the retail sales, as the visitor contribution to overall sales is considerable.
- The introduction of a responsible alcohol consumption policy by the Norfolk Island Government could have short-term effects to consumer behaviour. It is not expected to have a long-term effect on sales.

## **NORFOLK ISLAND CENTRAL SCHOOL**

The Norfolk Island Central School is a Kindergarten to Year 12 co-educational school with around 315 students and 21 teachers.

Staff are selected on merit for a limited tenure through the New South Wales Department of Education and Training merit selection process. Teaching staff consists of a Principal, 8 K-6 classroom teachers, 12 secondary classroom teachers, 1 Counsellor/Support Teacher Learning Difficulties, 1 Information Technology/Vocational Education/Librarian and 2 part time relief teachers. Clerical support staff consists of 1 Senior School

Assistant, 2 Teachers Aides and 1 Library Assistant. In addition the school has a full time Groundsman.

Education is fully funded by the Norfolk Island Government. The Government purchases the education package from the NSW Department of Education and Training and pays all salaries, curriculum support costs and capital works. In the financial year 2003-2004, this amounted to approximately \$2.070 million. This includes \$76,700 in capital expenditure and \$1.993 million in recurrent expenditure. The Parents and Citizens Association is very active and has committed \$12,800 to the school for room upgrades, teaching resources and textbooks.

Norfolk Island has a unique heritage and a concerted effort is made to sustain and foster the culture and language. The Norfolk language is taught to all students from kindergarten to Year 6 by a trained language teacher and supported by a Norfolk speaking community member. The Norfolk language teaching program incorporates history, culture and the language in an integrated program. In 2003 the Norfolk language program was extended into Year 8 and in 2004 an inaugural Norfolk language camp was conducted for Year 9 students. The success of this initiative was due in a large part to the enthusiastic support and involvement of community volunteers.

### **Achievements during 2003/2004**

#### **Academic Achievements**

- Students again achieved outstanding performances in literacy skills as indicated through the Basic Skills Test (BST) in Years 3 and 5, the Primary Writing Assessment (PWA) in Years 3 and 5 and the English Language and Literacy Assessment (ELLA) test in Years 7 and 8. In the BST, the vast majority of students who had continued on at NICS from Years 3 to 5 made a substantial improvement in the ELLA test. More than 90% of Year 7 students scored in the highest two bands of the writing, reading and language tests. In Year 8, 100% of students scored in the highest two bands. This exceeded state averages, which is excellent.
- The Year 3 and 5 Basic Skills Numeracy test results were also very pleasing with students overall performing at a level equal to or higher than the State average. The Year 5 results are particularly noteworthy with 12 students improving by up to 18.6 points over their earlier 2002 results. The average improvement was a pleasing 5.86 points. Year 7 and 8 students again participated in the Secondary Numeracy Assessment Program with very pleasing results. More than 80% of Year 7 students achieved in the top two bands for Numeracy, Number,

Measurement, Data and Problem Solving. In Year 8, all students performed exceptionally well with almost 100% achieving in the top two bands in all six tested areas.

- Eleven students sat for the Higher School Certificate in 2003. The results were excellent in Biology (9.56 growth from the School Certificate), Business Studies (3.44), Standard English (2.99), Industrial Technology (12.73) and Software Design (4.67). The small size of the candidature makes comparisons between courses and across years unreliable but compared to the equivalent aggregated performances in the School Certificate, there was consistent growth for students in bands 3 & 4. One student was placed in band 6 in Industrial Technology and band 5 was achieved by students in General Mathematics and Business Studies.
- Vocational Education Curriculum Frameworks Courses were offered to Years 11 and 12. Courses were in Hospitality and Information Technology (IT), the latter being delivered on-line from the New England Institute of TAFE. There were thirteen community members who also accessed this Course being presented by the school's IT Teacher. Six Year 12 students gained a TAFE certificate II in Information Technology. One community member also took part in the Hospitality Course. The Building Construction Course was offered for the first time at the HSC level in 2003.

#### **Achievements in the Arts**

- The combined presentation of NICS PICS (Years 5 & 6), the Look Again Exhibition and drama performances in early November attracted record numbers of community members at the opening night. Artworks were exhibited by all Year 5 & 6 and 200 works from Years 7-12. The introduction of the new student art rugs drew a lot of attention. These rugs were the result of co-operation between Bob Little, owner of the local retail outlet Prouds and NICS. Mr Little arranged for students artworks to be sent to Thailand to be transformed into woven rugs of various sizes and quality.
- An increased number of students wrote and presented their poetry at the Poetry in the Park event.
- The community visual arts event "Art in the Park" (Bounty weekend 8 June) included artworks from eighteen Year 9 & 10 Visual Arts elective students.
- A Mothers Day Talent Quest provided students from K-12 with an opportunity to perform in the areas of singing, dancing, and instrumental performance.

- Students from stages 3 and 4 performed creditably in the Rotary Public Speaking Competition held at a local restaurant and judged independently by Rotarians in early December.
- The In-school debating challenge in term 4 involved students in stages 4 and 5. Winning teams were recognised at presentation evening.
- The Look Again & NICS PICS exhibition evening was opened with short dramatic performances given by nine Year 9 & 10 Drama elective students. Their work featured the role of masks in theatre and commented on gambling, the Moulin Rouge, the moon's mystique and the glamour of Cleopatra.
- Year 11 Photography students exhibited their works in the Community Arts Visual Arts Exhibition (held in late November) and all K-6 and secondary Visual Arts students visited the exhibition during class time.

#### **Achievements in Sport**

Sport is an important part of the school curriculum with students participating in netball, tennis, golf, squash, lawn bowls, oz tag, soccer, gymnastics, athletics, snorkelling, lifesaving, hockey, mountain biking and surfing. Highlights and features of the sport program included:

- Australia Day Awards were presented to four outstanding students for achievement in sport. These were Ben Weiczorek (touch, athletics and swimming); Suzy Vercoe (netball and athletics); Jemma Fletcher (athletics and swimming) and Callum Gardner (golf).
- Jemma Fletcher, Year 10 won 3 gold and 2 silver medals at the Under 20 Melanesian Athletics Games in Papua New Guinea.
- Year 10 student Callum Gardner won the prestigious Monthly Medal Golf Competition and represented Norfolk Island in the South Pacific Games in Fiji.
- James Quintal, Year 12, was awarded the Pierre de Coubertin Award and gained entry into Sport Science at university level.
- The under 15 touch team participated in the World School Championships in Brisbane and were outstanding ambassadors.
- Coaches from New Zealand representative touch teams conducted coaching sessions to compliment the school PD/H/PE program.
- A coach from the Oceania Basketball Association conducted school and after school coaching sessions.
- A professional dance instructor provided tuition during PE classes on Latin

American dance as well as traditional ballroom dancing.

- Links were established between NSW Hockey Association and the school for the development of Field Hockey on the Island for 2004.
- Staff at the school organised and ran weekend cricket and soccer for community members.
- Several Year 10 students were involved in a targeted golf program where they were withdrawn from classes to attend specialist clinics.
- Teaching staff and students from Year 4 to Year 10 combined in teams for the Around Island 25 km race. Staff won the teams event.
- Students enjoyed the new cross-country course which utilised the scenic undulating Kingston area.
- Pre-carnival training sessions – TOJO's Swimmers and Joggers were well supported by students and the parent community.
- All three major carnivals were well-attended and received tremendous community support.
- Six school records were broken during the school athletic carnival – four of them by Jedda Fletcher in the Open Girls Division.

#### **General Achievements**

- Sarlae McAlpine was selected as one of 144 talented Australian and New Zealand Year 11 Science students to participate in the Genesis Program in Auckland.
- School Captains Wes Cooper and James Quintal attended the School's Leaders Program in Sydney and met with the Governor of NSW.
- Fund raising activities included Red Cross, Stewart House, St Johns, Norfolk Island Hospital, Jeans for Genes, Canteen, Board Shorts Day, Famine Fighters.
- Year 6 students and two of their teachers once again undertook a successful school tour of NSW and Canberra.
- K-6 students staged an outdoor performance utilising new technology for a Peaceful Night by Torchlight on the school oval, which was enjoyed by a large audience.
- Mars Watch Night utilising school and community resources attracted large community involvement and national media attention.
- Weekly K-6 assemblies continued to engender strong community support.
- Students participated and performed well in a number of State and National competitions including Computing, English, Geography, Mathematics and Science.

- Three successful Term Merit Assemblies at which outstanding students in a number of key learning areas were presented with merit awards. These have continued to develop and are well attended by parents and families.
- Successful farewell dinners for Year 10 and Year 12 were held which were highly attended by students, parents and families.

#### **School/Community Participation**

School/community partnerships are vibrant and strong with excellent communication and collaboration in decision-making and policy development. In 2003 the School/Community Participation Committee continued to further enhance this partnership. This committee involved 28 community members and staff and the highlights over the past year included:

- The formulation of a Gender Equity Policy
- Increased involvement in parents in classrooms
- Increasing the parent/volunteer database
- Regular newsletter information directed to community/school partnerships
- Improved communication with parents on educational issues through handouts, parent/teacher nights and the school newsletter
- The identification of a committee member as a Parents and Citizens liaison person to facilitate the exchange of information between these two community groups
- Parent participation members actively involved in Book Week, Education Week and Literacy and Numeracy Week activities
- During Education Week members displayed student works in a wide range of business houses and students presented topical items on radio
- The Annual Norfolk Island Art Show and Agricultural and Horticultural Show involved parents assembling and dismantling student art displays
- Organising and providing a special morning tea for teachers on World Teachers Day
- Parents speaking at the Education Week Assembly about the volunteer experience
- Helping at all school carnivals and swim school sessions
- Assisting at Kindergarten Orientation Sessions
- Taking part in the yearly NICS K-6 Theme Day
- Increased attendance at weekly K-6 assemblies
- As a result of this involvement 68 community members were presented with Volunteer Appreciation Award Certificates for class related activities at a special Education Week Assembly. Many

more parents were involved K-12 in whole school activities.

- The school Parents and Citizens Association provided ongoing support for school programs and resources and contributed a significant amount of funding to complete the fitting out of the new administration block, clinic and meeting room.

#### **Targets for 2004/2005**

These include:

##### **1. Teaching and Technology**

- Establish a reports committee, review report structures and consider formats in appropriate generic template
- Liaise with NI Administration to increase staff T&D opportunities
- Implement new K-6 teaching and assessment strategies for mathematics
- Establish a representative K-12 numeracy team across KLAs
- Conduct staff training K-12 to increase the range of teaching strategies for gifted and talented students
- Increase support for special needs students including training for teachers and teachers aides

##### **2. Student Learning**

- Review Norfolk language syllabus to ensure continuity in the teaching of the Norfolk language K-8
- Develop and conduct a Year 9 Norfolk language camp in term 1
- Review the school Homework Policy
- Revise the K-12 Classroom Code of Conduct
- Review the policy on classroom behaviour management procedures
- Develop a manual for casual teachers on 7-12 classroom behaviour management strategies
- Conduct school musical involving students Years 7-12

##### **3. Leadership and Management**

- Develop a consistent whole school model for 'e' filing on the network
- Identify and conduct appropriate training for new Teachers Aide Specials
- Establish a format and site for policies on school network
- Ensure leadership/management opportunities for all staff seeking promotion
- Negotiate a revision of the Memorandum of Understanding on the staffing of Norfolk Island Central School
- Negotiate a budget for additional school computers and network server
- Negotiate a budget for new high-speed photocopier.

##### **4. School/Community Partnerships**

- Conduct community courses for supporting special needs students

- Identify host parents K-8 and hold regular training/support meetings
- Purchase and install community noticeboard on corner of Collins Head and Cascade Roads to promote school events/achievements
- Establish procedures for Norfolk Island apprenticeships and traineeships
- Liaise with Norfolk Island VET private training providers to ensure complementarity of offerings
- Increase membership, the role and profile of the School/Community participation Committee
- Highlight school events in the Norfolk Islander newspaper and on TVN and Radio Norfolk through School Community Participation Committee Liaison Officer.

# ENVIRONMENT AND INFRASTRUCTURE

## **PUBLIC WORKS**

The Works Depot is a multi functional department responsible for construction and maintenance to Administration buildings (except KAVHA), construction and maintenance of Norfolk's roads, maintenance of all grounds and public places (except KAVHA), the landing places at Kingston and Cascade and arrangements for burials.

The Works Depot operations are under the control of the Manager – Public Works who is accountable to the Executive Director Environment & Infrastructure. The Manager's duties include the establishment and maintenance of a regime for the continuous and effective response to all enquiries, suggestions and complaints from the public.

Sections within the Public Works area – Roads, Building Maintenance/Grounds, Mechanics, Stores and Lighterage are all overseen by their respective Foremen.

The Works Depot is staffed by 22 full time officers and 6 part time officers.

## **MECHANICAL SECTION**

The Mechanical Section provides a service to all sections within the Administration, ensuring all plant, vehicles and equipment is serviced and maintained enabling staff to provide a reliable efficient and effective service to the public.

### **Achievements during 2003/2004**

- Continued routine maintenance and servicing of plant, vehicles and equipment.
- Introduction of a used Japanese vehicle purchase program, and purchase of the following:
  - A42 Police Wagon
  - A104 Corolla
  - A1 Corolla
  - A98 Replacement of donated Barkman Vehicle
  - A107 New Volvo
- Upgrade and refurbishment of Dynapac Steel Roller.

### **Major Challenges**

- To continue to upgrade plant, vehicle and equipment.
- To participate and complete further required training. (All five staff have completed a 40-hour welding course).

## **ROADS**

It is the aim of the Roads Section to achieve a high standard of road networks by improving the Island's existing deteriorating roads. This year has been a struggle due to the lack of sufficient suitable materials. In addition to normal routine road maintenance involving patching, cleaning/flushing of culverts, side

drains, road shoulders, guide posts and signs, the following are the principal projects completed by Roads:

- Completion of final seal to Mt Pitt and Mt Pitt Road
- Drain works to Middlegate Road
- Reseal the top section of J.E. Road
- Training provided to Roads Officer for two weeks work experience with a major company in New Zealand.

### **Major Challenges**

- Completing necessary road works with little or no suitable materials.
- Upgrading of plant and equipment in readiness for suitable materials to complete expected new construction for J.E. Road (Police Station to Selwyn Pine Road/J.E. Road turn-off).
- Commence necessary upgrade/construction works for a Roundabout at the school intersection.
- Continue to complete routine maintenance Island wide in the most efficient/effective manner with available materials.

## **BUILDING MAINTENANCE, GROUNDS AND PUBLIC PLACES**

- Ongoing maintenance to all Administration buildings except KAVHA.
- Capital works including new construction/major maintenance works to existing buildings.
- Ongoing maintenance to Kingston and Cascade Jetties.
- Prepare and assist with coffins and burials.
- General ground maintenance to all Administration buildings and houses in Burnt Pine and picnic areas (except KAVHA).
- Provide regular refuse collections and disposals.
- Cleaning of public toilets.
- Maintain public places and picnic areas.

### **Achievements during 2003/2004**

- Completed extension and alterations to the Customs Office to include Immigration and existing offices.
- Completed capital works to the Waste Management Centre.
- Completed soundproofing of the Powerhouse.
- Re-pitched and re-roofed the Lighterage Shed
- Re-arranged and renovated Telecom Phone and Accounts areas.
- Completed major internal alterations to the Post Office

- Started and near completed a new office area extension at the school.
- Continued to maintain Norfolk Island's grounds and public places to a high standard.

#### Major Challenges

- To complete the "Block F" extension at the school to a high standard.
- To have the ability to continually further train staff.
- To permanently fill all temporary positions in the Section.
- To take on an apprentice tradesman for the betterment of Norfolk's youth.

#### LIGHTERAGE SERVICE

The Lighterage Section provides a service under the *Lighterage Act 1961* for the discharging of inward cargo and loading of outward cargo.

Lighterage operations took place at Kingston for 16 days and at Cascade for 21 days. Ships were anchored off the Island for 16 days unable to discharge cargo due to adverse weather conditions.

Lighterage continued with routine servicing and maintenance of all Lighterage plant and equipment.

#### Achievements During 2003/2004

- Completion of new lighter.
- Commenced planning and consideration of further OH&S policies for the Lighterage Service.
- Commenced implementation of Human Resources Policy as part of new conditions for the Lighterage Service.

#### Major Challenges

- Construction of a suitable new timber launch.
- Continue with the introduction of new OH&S and Human Resources policies for the Lighterage Service.

Cargo vessels from 1 July 2003 to 30 June 2004:

- From Australia 8
- From New Zealand 10

Total cargo imported:

- 7,305 Tonnes
- 17,243 Cubic Metres

Total number of vehicles imported: 224

#### ADMINISTRATION STORE

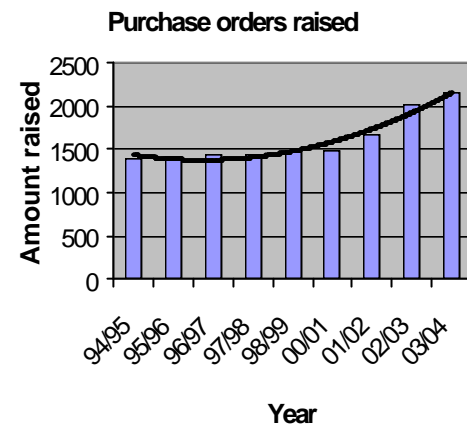
The Administration Store & Purchasing is a Section of the Works Depot. Stores currently has three full time staff members.

The Administration Store is responsible for the procurement, receipt, maintenance, costing, preliminary payment action and issue of all stores and equipment to meet the day to day operations of all sections of the Administration including all Government Business Enterprises (GBEs). The Stores processes are subject to the *Public Moneys Act 1979*.

The service provided by the Administration Store continues to increase. The following Store statistics illustrates the growth of customer service.

Stock holdings within the Administration Store have increased from 4,256 line items in 1994 to 6,669 lines at the end of the financial year, including an increase of 187 new line items during 2003/2004.

A total of 10,784 over counter issues were performed in the 2003/2004 financial year (\$257,885 worth of stock).



Stock value on hand as at 30 June 2004:

• Electricity	\$153,190.04
• Forestry	\$ 2,387.65
• General	\$359,095.21
• KAVHA	\$ 14,657.07
• Lighterage	\$ 59,636.25
• Vehicles	\$ 41,132.45
• Telecom	<u>\$123,585.70</u>
<b>TOTAL:</b>	<b>\$753,684.46</b>

In 2003/2004 the Stores & Purchasing Section raised 2154 orders.

## **Projects/Achievements**

Many Stores processes continue to be streamlined to allow a more efficient work place.

Some savings have been made through researching alternate suppliers.

The Stores & Purchasing Section provided support to the new Waste Management Centre. Material data safety sheets were updated and all chemicals held at the Store have relevant sheets readily available for reference.

## **LAND USE AND ENVIRONMENT**

As part of an Administration restructure in 2003, a new Land Use and Environment Branch was formed in the Norfolk Island Administration. The group includes the office of the Conservator for Public Reserves, Planning, Waste Management, Health, Building and Quarantine, Fisheries, Norfolk Island Parks and Forestry Service and Stock Inspection, Health and Animal Registration.

## **HEALTH, QUARANTINE, BUILDING AND WATER ASSURANCE**

The Health and Building Section is responsible for public health, quarantine, building controls and the Water Assurance Scheme.

These responsibilities encompass:

- Development of public health legislation and audit systems.
- Public health inspections and monitoring, including issuing and monitoring sale of food licences; monitoring Australian and New Zealand food standards; liquor licence inspections; and inspecting hairdressing establishments and slaughter houses.
- Norfolk Island Quarantine and Inspection Service - including inspection of imports and granting export certificates; monitoring of stock diseases; agricultural and environmental pests; vectors and diseases.
- Reviewing and monitoring biological controls.
- Monitoring and regulating activities under the *Dangerous Drugs Act 1927*.
- Industrial safety inspections, investigations and reports; occupational health and safety inspections; support for Administration OH&S Committee activities.
- Environmental monitoring – water quality, waste disposal, noise, dust, and hazardous substances.
- Develop, maintain and operate the Water Assurance Scheme; approvals and inspections of sewer connections and septic tanks.

- Inspect and monitor building projects and sites for compliance with planning and building approvals.
- Co-ordinate emergency management services to agriculture and animals in the event of an emergency or disaster.
- Ensure compliance with the requirements of the *Sale of Tobacco Act 2004*.

## **Quarantine**

Once again two voyages of the supply ship from Australia were refused permission to discharge cargo until the vessel had been treated due to earwig infestation of the ship. The vessel sailed to New Zealand where the vessel was fumigated before returning to Norfolk Island. The supply ship departing from Yamba is now fumigated prior to departure for Norfolk Island.

The importation requirements for all animals from Australia and New Zealand were reviewed as an ongoing program to ensure protection of our animal population and public health.

## **Building**

Workshops for the building trade and any interested persons were held at the Norfolk Island Central School to explain the new building standards and procedures as required under the new legislation.

From February 2004 planning approval as well as building approval will be required under certain sections of the new legislation.

## **What's Next**

In 2004/2005 we will:

- Continue to review all public health legislation
- Continue extensions to sewer mains.
- Construct de-watering beds at sewage treatment plant (dependent on availability of crushed rock).
- Relocate septic pump-out receival pit to sewage treatment plant (dependent on availability of crushed rock).

## **PLANNING**

The Planning Office has responsibility for long-term planning on Norfolk Island. The principal regulatory tools used are the *Planning Act 2002 and Regulations* and the *Norfolk Island Plan 2002*, the implementation of which preserve important natural and cultural heritage values through effective development controls.

These responsibilities have encompassed the following tasks:

- Completion and implementation of the Land Initiative Package
- Implementation of Norfolk Island's planning regime
- Implementation of Norfolk Island's heritage regime
- Provision of advice to the community and the Norfolk Island Government on planning and heritage issues

- Development of planning policy and development control plans
- Ongoing revision of planning legislation, associated legislation and the Norfolk Island Plan
- Strategic planning
- Development assessment
- Provision of support to the Planning and Environment Board.

#### Outcomes Achieved in 2003/2004

- The Land Initiative Package was finalised, approved by the Legislative Assembly and commenced on 27 February 2004. This package included the following legislation:
  - *Planning Act 2002*
  - *Planning Regulations 2004*
  - *Norfolk Island Plan 2002*
  - *Development Control Plan 1 – New Subdivision Roads*
  - *Development Control Plan 2 – Water Resources*
  - *Development Control Plan 3 – Multi-Units*
  - *Development Control Plan 4 – Signs*
  - *Building Act 2002*
  - *Building Regulations 2004*
  - *Land Titles Amendment Act 2002*
  - *Trees Amendment Act 2002*
  - *Subdivision Act 2002*
  - *Roads Act 2002*
  - *Heritage Act 2002*
  - *Heritage Regulations 2003*
  - *Planning & Environment Board Act 2002*
- The Airport Land Use and Development Plan – Emergency Work and Runway Upgrade works was approved by the Executive Member
- 111 development applications were lodged under the *Planning Act 1996*
- 48 development applications were lodged under the *Planning Act 2002*
- Development application fees collected totalled \$23,378.

#### What's Next

Planning tasks on horizon (some in progress):

- Development and Implementation of Development Control Plan No. 5 – Airport (Strategic Plan)
- Development of Development Control Plan No. 6 – Noise
- Development of a Developer Contribution Scheme
- Development of a site classification (soil stability) map to support the Norfolk Island Plan 2002
- Streamlining of planning legislation and processes.

## WASTE MANAGEMENT

The Waste Management Centre adjacent to the airport commenced operations in October 2003. The Waste Management Centre has enabled:

- Interception of waste for recycling including 45 times as many aluminium cans
- Closure of Headstone top tip; virtual elimination of plastics litter
- Shredding of all cardboard and paper for composting
- Shredding of car tyres for reuse in effluent trenches
- Sorting of household and business waste for recycling and processing
- Safe undercover disposal and processing of wastes
- Significant reduction in wastes deposited directly into the sea
- Reuse of domestic goods and demolition and builders' wastes.

#### Challenges

- Green waste processing
- Chemicals
- Builders / demolition waste
- Incineration
- Glass

As an indication of the volumes of waste generated, the following is a breakdown of waste delivered to the Waste Management Centre and processed between July 2003 and June 2004:

Truckloads of household refuse	804 @ 7m3 per truck
Glass	336 tonne
Aluminium cans & window extrudes crushed and recycled	20.4 tonne
Steel cans crushed and recycled	22.4 tonne
Truckloads of timber & builders waste	264
Truckloads of steel	156
Cardboard shredded for composting	492m3
Tyres shredded for effluent trenches	48m3
Truckloads of whitegoods	24
200 litre drumloads of pressure packs	26.4
Sawdust & shavings collected and bagged	20m3
750ml soft drink bottles collected for reuse	3,320 @ 25c per bottle
300ml soft drink bottles collected for reuse	716 @ 10c per bottle

- 12.5 tonne of crushed aluminium was exported for recycling
- 14 tonne of crushed steel prepared for export
- 6 tonne of dry cell batteries prepared for export
- Approximately 27 tonne of asbestos waste (KAVHA) was delivered correctly packaged and ready for export pending quarantine and waste disposal permits being obtained.

## **NORFOLK ISLAND PARKS AND FORESTRY SERVICE**

The Norfolk Island Parks and Forestry Service (NIPFS) manages Public Reserves (totalling approximately 225 hectares), 34 hectares of other public lands, the 130 hectare Forestry Zone within the National Park; and the Timber Treatment (Tanalith) Plant. The Norfolk Island Parks and Forestry Service is also responsible for issuing permits to take protected trees; roadside noxious weed control; and the provision of conservation and forestry management advice to the Norfolk Island Government and the public.

### **In 2003/2004**

#### **Public Reserves**

- 38 permits were issued for a variety of activities in Public Reserves, including camping, biological research, commercial activities such as walking tours and barbecues, and community activities.
- General weed control was undertaken in Cascade Reserve, Ball Bay Reserve, Point Hunter Reserve and Selwyn Reserve.
- A small stockyard was completed in Stock Reserve.
- Efforts to control and eradicate Madeira Vine (Lambs Tail) and Coral Berry in Hundred Acres Reserve continued.

#### **Forestry**

- 42 permits were granted under the *Trees Act 1997* to remove 163 protected trees on private land. These were predominantly Norfolk Island Pine and White Oak.
- Forestry Zone activities included clearing, pruning plantation trees, weed control in plantations, slashing and fire break maintenance.
- Selected gums were harvested for posts and poles.
- A program of Island-wide weed control continued.

#### **Norfolk Island Parks and Forestry Service Nursery**

- Repaired shade covers and carried out general maintenance.
- The Nursery continued growing predominantly Norfolk Island Pine but is also growing a larger number of native

species for Reserve rehabilitation and sale to the public.

#### **Tanalith (Timber Treatment) Plant**

- The timber treatment plant continued to treat timber (mainly privately owned) at the same level as the 2002/2003 year, as well as gum posts and poles from the forestry plantations.

#### **Forestry Sales**

- Norfolk Island Parks and Forestry Service operations resulted in the following sales of forest products and services:

Category	2002/2003	2003/2004
Timber Treatment	\$65,072	\$65,600
Forestry Produce (including nursery sales)	\$15,647	\$23,100

- Timber royalties totalled \$2,100.
- Combined 2003/2004 revenue from Norfolk Island Parks and Forestry Service activities totalled \$119,000.

#### **What's Next?**

In 2003/2004 we will:

- Develop risk management plans for all public reserves.
- Continue to establish native forest habitat and Norfolk Island pine plantations on weed infested public lands.
- Increase the propagation of threatened and endangered plant species.
- Continue to supply timber products for building, agricultural and landscaping on Norfolk Island.
- Review Norfolk Island Parks and Forestry Service fees and charges.
- Review Tanalith Plant operations and business.

## **STOCK HEALTH INSPECTION AND ANIMAL REGISTRATION**

The Administration monitors stock and animal health to maintain the health of cattle that are permitted to graze on common lands. Stock grazing on common lands are mustered every six months for general health inspection, drenching and treatment for copper deficiency. Bulls are excluded from common lands and must be kept in fenced paddocks. Bulls and dogs must be registered.

### **In 2003/2004**

- Pasturage rights were granted for 273 cattle plus their progeny up to six months old to graze on Common lands.
- Public comments were sought on principles that might be applied in revising the pasturage rights allocation policy that would apply to allocations for 2003/2004.

- 69 dogs and 18 bulls were registered in 2003/2004.
- Pasturage fees, stock inspection fees, and dog licence fees amounted to \$28,200.

## **FISHERIES**

### **Norfolk Island Fisheries**

Australia exercises territorial control over Norfolk Island's surrounding 200 nautical mile exclusive economic zone (EEZ). The Fisheries in this area consist of an inshore shelf/upper slope fishery and an exploratory offshore deepwater fishery (Eastern Tuna and Billfish operators also target tuna and tuna-like species in the Norfolk Island Offshore Fishery).

### **Norfolk Island Offshore Fishery**

The Norfolk Island Offshore Fishery is an exploratory fishery. Two trawl and five line exploratory fishing permits were issued in this area for the calendar years 2001 to 2003. The principal species targeted in the fishery include Blue Eye Trevalla (*Hyperoglyphe antarctica*), Orange Roughy (*Hoplostethus atlanticus*) and Alfonsino (*Beryx splendens*). The fishery is managed through limited entry, strict conditions relating to minimising environmental impacts, a minimal operational commitment, an annual total allowable catch and a requirement for 25% observer coverage. The Control Zone Area is the Wanganella Bank where there are known stocks of fish. When AFMA granted exploratory permits in the Norfolk Island Offshore Fishery it wanted catch information for all of the area of the AFZ so it restricted the number of days that vessels were allowed to access the Wanganella Bank. On expiration of the permit period the Exploratory Management report indicated that there was insufficient information on which to allocate ongoing fishing rights. In addition AFMA has flagged a preference for an auction process for the allocation of the Fishery once proven. Further discussions will occur with the AFMA in relation to this issue as such an approach could disadvantage local interests. A further exploratory permit approach may be warranted.

### **Norfolk Island Inshore Fishery**

The Norfolk Island Inshore fishery covers an area of approximately 67 x 40 nautical miles and was designed to include all shelf waters surrounding Norfolk Island. No commercial fishing permits currently exist in the inshore waters adjacent to Norfolk Island although there is a significant amount of fishing effort by the residents of Norfolk Island. The principal species targeted in this fishery is Trumpeter (*Lethrinus miniatus*). AFMA in consultation with the Norfolk Island Government and the Fisheries Consultative Committee are seeking to formalise management arrangements for this fishery and to implement catch and effort recording to

assist in the sustainable management of the fishery. It is anticipated that a MOU to this end will be finalised by October 2004.

## **NORFOLK ISLAND AIRPORT**

The Norfolk Island Airport contains an area of 120.1 hectares (297/7 acres), has two asphalt sealed runways with the primary runway 11/29 being 1950 metres in length and 45 metres wide, and the secondary runway 04/22 being 1435 metres in length and 30 metres wide. The Norfolk Island Legislative Assembly has been responsible for the operation and management of the Airport since the transfer to local ownership in 1991. The Airport GBE has a staffing complement of 5 persons including the Airport Manager, Deputy Airport Manager and 3 Grounds and Maintenance staff.

Inspectors from the Civil Aviation Safety Authority (CASA) and Airport Operational Support (AOS) carry out annual technical and safety audits. These inspections monitor compliance with the requirements of the Manual of Standards (MOS) Part 139.

### **Current Airport Traffic**

The Norfolk Island Airport provides services to many light aircraft and other non Regular Public Transport (RPT) aircraft movements which use Norfolk Island as a staging point on their way to New Zealand, Australia, Lord Howe Island, New Caledonia and Fiji.

Regular French military flights based in New Caledonia transit through the Airport, in addition to RAAF flights operating to or via Norfolk Island.

Regular Public Transport airlines servicing the Island are Air New Zealand using a Boeing 737-300 from Auckland return and Norfolk Jet Express from Brisbane and Sydney gateways utilising a leased Air Nauru Boeing 737-400, and Alliance Airlines Fokker F-100. Norfolk Jet Express has announced the commencement of an Auckland to Norfolk return schedule from August 2004.

### **Airport Runway Pavement Reseal**

Design specifications for runway 11/29 reseal works were finalised and tenders called.

### **Aviation Security**

The events of September 11, 2001 brought changes in aviation security that have had a direct and significant effect on the Norfolk Island Airport.

As a result, the Administration took over responsibility for passenger security screening and has invested in modern state of the art x-ray and explosive trace detection equipment. Checked baggage screening is required from 1 January 2005.

### **Airport Charges**

Airport charges were reviewed to cover security costs. Charges will need to be further reviewed in the light of changed security requirements and works costs.

## ***NORFOLK ISLAND FIRE SERVICE AND EMERGENCY MANAGEMENT***

The Norfolk Island Fire Service and Emergency Management provide a 24-hour fire and rescue service to the community of the Island and its surrounds.

The vehicle fleet consists of 5 fire vehicles, made up of 3 Aviation Large Fire Vehicles stationed at the Norfolk Island Airport Fire Station and 2 new Isuzu FTS 750 4x4 fire vehicles at the Works Depot Fire Station for domestic/rural purposes. Both stations back each other up should the occasion arise. The General Use Vehicle (Dual-Cab) was fitted with a spray tank for small scrub/incinerator fires and access to places normally inaccessible to the larger vehicles.

**In 2003/2004**

### **The Norfolk Island Fire Service:**

- **Responded to 19 call-outs**, the majority being Automatic Fire Alarm (AFA's) calls from buildings housing Fire Detection Systems. Actual fires/incidents included private dwellings, commercial buildings, the eucalypt forest and grass/bushland. 1 sea rescue with international assistance. On last year's figures this is a reduction of 12%. The majority of fires were purposely lit scrub/bush fires (green waste – under control) and then left unattended (no control).
- **ICAO Remission Factor Removal**  
The International Civil Aviation Organisation (ICAO) Aerodrome Standards and Recommended Practices, Annex 14, Chapter 9, requires ARFFS coverage to be provided to aircraft Boeing 737 – 400 series aircraft at Category 6 level. Category 6 requires an additional vehicle, equipment and staff on-line.

### **Staffing**

Two trainee fire fighters were recruited to:

- Relieve some of the down time from other sections within the Administration from where trained staff augment ARFFS staff for aircraft services.
- Reduce overtime costs.
- Provide for succession replacement of current staff.

Initial training involved a ten-week intensive Aviation Fire Fighters Course at the Air Services Australia Training College, Brisbane.

The NIFS also recruited 3 additional auxiliary fire fighters from within the Administration who are currently undergoing Fire Service training on the Island.

**Some of the projects Fire Service personnel were involved with were:**

- External staff training
- OH&S
- Compliance of emergency provisions for tourist accommodation
- On-going extinguisher maintenance and fire surveys carried out for some 70 premises and businesses
- Airport Emergency Plan Exercise “Wet Feet”, aircraft accident in the waters off Norfolk Island
- Upgrading the fire alarm system in the KAVHA area
- Fire Service and public information dissemination to community clubs and groups
- Assistance in the formulation of the Maritime Port Security Plan including risk assessment
- Administration and community emergency evacuation planning
- Administration and community occupational health and safety checks
- Attended Norfolk Island Central School Careers Market

**Relevant legislation pertaining to the operation of the Norfolk Island Fire Service:**

- *Civil Aviation Safety Regulations* (CASR 139h)
- *Fire Control Act 2000*
- *Disaster and Emergency Management Act 2001*
- *Tourist Accommodation Act 1984*

## **NORFOLK TELECOM**

### **Legislation**

*Norfolk Island Telecommunications Act 1992.*

### **Contract – Carriage of Service**

Operating Agreement – Reach Global Services Limited and Norfolk Island Administration – effective until 30 April 2006.

### **Provision Requirements**

- Provide local public switched communications and maintenance of such.
- Operation of Internet information service provision.
- Investigate and introduce new services.
- Provide external plant reticulation and maintenance of such.
- Provision of PABX systems.
- Provision of call recording equipment for accommodation houses PABX systems.
- Provide and maintain international communications including:
  - International Direct Dialling
  - Operation of the Norfolk Telecom ISP (internet service provider) *ni.net*
  - International operator assisted calls

- Local and international directory services
- Public Facsimile Bureau
- Private leased data services
- International toll free services
- Emergency communications system (trunking system)
- Country Direct services

#### **Purpose of the Section**

- Install, maintain and operate internal and external plant.
- Provide SOLAS (safety of life at sea) radio operations during marine emergencies.
- Ensure reliable operation of emergency services communications.
- Provide ISP to the Norfolk Island public.

#### **Personnel**

Norfolk Telecom has 14 staff to provide all Telecom technical and customer services.

#### **Objectives and Goals**

- To provide up to date communications systems within Norfolk Island
- To research and implement improved communications systems, local and international facilities
- To main reliable external plant system/reticulation and plan for future growth
- Provide Internet service provision to the Norfolk Island public.

#### **Statistics as at 30 June 2004**

- 297 new services were connected compared to 304 the previous year
- 2349 telephone services are current, compared to 2374 the previous year
- A total of 247 mobile trunking radios connected as at 30 June 2004
- 2114 subscribers are connected to IDD facilities
- 497 subscribers are connected to the Telecom Internet Service compared to 494 the previous year.

#### **Special Projects**

- Installation of optic fibre backbone through the centre of the Island
- Installation of Wireless Internet services
- Installation of ducting and 300 pair copper cable from the Communications Centre to Middlegate and Satties Corner
- Installation of 11 PABX systems into various accommodation and business houses
- Introduction of VPN (Virtual Private Networks) circuits.

#### **Staff Training**

- Training in Aria PABX systems.
- Training with Housley Communications.
- Attendance at the Pacific Islands Telecommunications Association AGM.

#### **Sources of Funding**

- Income is generated mainly from IDD telephone traffic, however in future years

this may reduce due to VOIP (Voice Over Internet Protocol) technology.

- Subscriber rentals.
- Sale of systems and equipment.
- Rental of PABX systems.
- Hire of external plant equipment.
- Internet Services

#### **Outlook**

- Norfolk Telecom plans to introduce Broadband ADSL during the next financial year.
- A staffing restructure will be completed which reflects the increase in responsibilities and roles in the communications industry as well as the function of billing that was transferred to Norfolk Telecom.
- Tenders are to be called for a consultancy for delivery of communications to Norfolk Island with the aim to provide advice on options for delivery of public switched communications to the Norfolk Island community.
- Stand-by generator to be installed at the Communications Centre.

### **BROADCASTING SERVICE**

The Norfolk Island Broadcasting Service provides a choice of both radio and television programs for the Norfolk Island community. These services include a domestic radio station and the re-broadcast of radio and television satellite based programs from Optus C1 Satellite on an uninterrupted 24-hour daily basis.

#### **Radio Norfolk**

Radio Norfolk is a community based radio station that reflects the needs of Norfolk Island in the provision of an essential broadcasting service seven days a week. The studios are situated adjacent to the Administration Works Depot in New Cascade Road.

Radio Norfolk broadcasts in AM (1566 khz) from a transmitter in New Cascade Road and simultaneously in FM Stereo (89.90 mhz) from a transmitter located on Mt Pitt.

#### **Radio Personnel**

The radio has a full time Manager, a part time Advertising Manager and currently 24 duty announcers including a large number of volunteer presenters to provide as full a range of programs as resources will allow. The assistance of our valuable volunteers permits "live" radio to be extended through the afternoons and in 2004, most nights. Most on-air shifts are 2-hours except for weekends when there are 3-hour shifts. This year our Youth Radio school students have all taken on drive-time and night shifts. Another intake of school students was assessed and with their training done will become the new Youth Radio announcers.

### **Satellite Radio**

Satellite radio is provided via an antenna situated in New Cascade Road from signals derived from the Optus C1 satellite. The following radio services are re-broadcast on a permanent relay basis 24 hours a day, seven days a week from antennae situated on Mt Pitt.

- ABC Fine Music (Stereo) 93.9 mhz
- ABC NSW Western Plains 95.9 mhz
- Triple J FM 99.0 mhz

The following radio programs are relayed from time to time on the Radio Norfolk frequencies when the station is unmanned:

- Spirit FM
- ABC Radio National
- ABC News Radio
- BBC World Radio

### **Satellite Television**

The following television services are re-broadcast in real time (EST) from transmitters situated on Mt Pitt:

- ABC TV NSW Regional
- SBS TV NSW Regional
- Central 7 Townsville
- Imparja Television from the Northern Territory

### **New Broadcast Studio**

A major achievement for Radio Norfolk was the commissioning of a new technically advanced radio studio. Completion of the new studio has enabled

- broadcast of two 'live' programs simultaneously using two transmitters
- Telephone interviews and talkback
- Potential for "un-manned" night service through the use of computer technology.

### **Radio Norfolk Program Changes**

On-air time has been increased with the introduction of regular afternoon shifts using live broadcasting.. On most days the local content broadcast operates from 7 am to at least 8pm and later on some nights.

### **On Site Broadcasts**

The Station broadcasts sporting and local events that are sponsored, which raises the profile of the sponsorship program. It is planned to purchase a new FM transmitter with which Radio Norfolk will be able to broadcast on-site from almost anywhere on the Island.

### **Sponsorship Program**

The profile of sponsorship is being raised and there has been a moderate increase in fees, the first since sponsorship started. Sponsorship funds allow the Station to purchase programs or equipment that would otherwise not be available.

### **Completed Projects**

Projects completed during 2003/2004:

- Completion and launching of the new broadcast radio studio facility
- Establishment of the uninterrupted 24 hour relay transmission of Imparja Television
- Outfitting a broadcast van to provide a weatherproof 24-hour outside broadcast facility almost anywhere on Norfolk Island
- Re-cataloguing CD Library

### **Future Projects**

- Investigation on introducing a New Zealand television re-broadcast service
- Introduction of a Norfolk Island News Service
- Introduction of an additional radio service – Radio National - from the ABC.
- Completion of television and radio studio at the Norfolk Island Central School.

### ***NORFOLK ISLAND ELECTRICITY***

Norfolk Island Electricity has a staff of 11 who maintain the Norfolk Island Electricity generation equipment and the reticulation network. They also maintain Administration buildings and provide limited electrical maintenance to KAVHA, Telecom, Telstra and the School.

The mechanical staff also maintain the fire service and airport plant and equipment. Some of the mechanical staff are also auxiliary firemen.

Norfolk Island Electricity achieved a number of planned goals throughout 2003/2004 including:

- Purchase of a new elevated work platform.
- Installation of a new stand-by generator for the Hospital and Airport.
- Soundproofing of the powerhouse.
- Ducting of Queen Elizabeth Avenue for high voltage underground.
- Undergrounding of power supply along Country Road and Ferny Lane and removal of overhead wires.

Capital works were limited with undergrounding of power supply to Rocky Point to replace aerials that were overdue for replacement in that area.

Staff training included courses in plant and equipment operation.

Maximum peak power demand has grown to about 1700kw, with relatively high power demand extending to later in the evening.

Maximum demand for the year:

- 1700 Kilowatts
- 2100 Amps

# INDEPENDENT AUDIT REPORT

## Scope

### *The Financial Statements*

The financial statements of The Administration of Norfolk Island comprise the Revenue Fund, the Administration Services Fund (Government Business Enterprises), the Trust Fund and the Loan Fund given by the Minister and the Territory Accountant, for the year ended 30 June 2004.

### **The Administration's Responsibility**

The Administration is responsible for the preparation and true and fair presentation of the financial statements, the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial statements.

### **Audit Approach**

Pursuant to Section 51C of the *Norfolk Island Act 1979* an independent audit was conducted in accordance with *QAO Auditing Standards* to enable me to provide an independent opinion whether in all material respects the financial statements present fairly in accordance with the prescribed requirements, including any mandatory financial reporting requirements pursuant to the *Public Moneys Act 1979*.

Audit procedures included:

- examining information on a test/sample basis to provide evidence supporting the amounts and disclosures in the financial statements,
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by The Administration,
- obtaining written confirmation regarding the material representations made in conjunction with the audit, and
- reviewing the overall presentation of information in the financial statements.

### **Independence**

The *Financial Administration and Audit Act 1977 (Queensland)* promotes the independence of the Auditor-General and QAO authorised auditors.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which powers are to be exercised.

The Auditor-General has for the purposes of conducting an audit, access to all documents and property.

### **Audit Opinion**

I have received all the information and explanations which I have required and, in my opinion:

- i. the prescribed requirements in respect of the establishment and keeping of accounts have been complied with in all material respects; and
- ii. the statements have been drawn up so as to present a true and fair view, in accordance with the prescribed requirements, of the transactions of The Administration of Norfolk Island for the financial year 1 July 2003 to 30 June 2004 and of the financial position as at the end of that year.

E.A. Muir, FCPA

Assistant Auditor-General

(Delegate of the Auditor-General of Queensland)

Queensland Audit Office

Brisbane

**ADMINISTRATION OF NORFOLK ISLAND**  
**CONSOLIDATED INCOME AND EXPENDITURE STATEMENT**

**YEAR ENDED 30 JUNE 2004**

			2004		2003
	\$	\$	\$	\$	
<b><u>INCOME</u></b>					
Revenue Fund	9,597,089				8,410,214
Liquor Supply Service – Gross Profit	1,731,064				1,675,389
Postal Services	712,885				810,013
Electricity Service	3,110,073				2,867,746
Norfolk Telecom	3,792,978				4,265,975
Lighterage Service	445,809				500,427
Norfolk Island Airport	1,970,428				1,679,523
Water Assurance Fund	439,166				472,095
K.A.V.H.A. Fund	572,272				635,303
N.I. Bicentennial Integrated Museums	191,188				209,442
Workers Compensation Scheme Fund	307,950				318,149
N.I. Healthcare Fund	789,719				771,380
Cascade Cliff Sale of Rock	322,543				491,654
Offshore Finance Centre.	52				246
Gaming Enterprise – N.I.	151,634				144,225
	<hr/>		24,134,850		<hr/> 23,251,781
			<hr/>		<hr/>
<b><u>TOTAL INCOME</u></b>			<b><u>24,134,850</u></b>		<b><u>23,251,781</u></b>
<b><u>EXPENDITURE</u></b>					
Revenue Fund	11,288,967				10,729,459
Liquor Supply Service	280,881				284,865
Postal Services	652,911				616,660
Electricity Service	2,123,390				2,093,825
Norfolk Telecom	2,034,382				1,939,090
Lighterage Service	344,932				396,196
Norfolk Island Airport	1,009,872				734,505
Water Assurance Fund	405,755				117,164
K.A.V.H.A. Fund	793,703				818,029
N.I. Bicentennial Integrated Museums	232,413				258,805
Workers Compensation Scheme Fund	244,566				255,031
N.I. Healthcare Fund	636,714				632,531
Cascade Cliff Sale of Rock	260,313				524,555
Gaming Enterprise – N.I.	18,652				28,771
Offshore Finance Centre	3,055				11,417
	<hr/>		20,330,506		<hr/> 19,440,903
			<hr/>		<hr/>
<b><u>TOTAL EXPENDITURE</u></b>			<b><u>20,330,506</u></b>		<b><u>19,440,903</u></b>
<b><u>INCOME/(EXPENDITURE) EXCESS</u></b>					
<b><u>BEFORE DEPRECIATION</u></b>			<b><u>3,804,344</u></b>		<b><u>3,810,878</u></b>
Less					
Depreciation - (Non Cash Item)			2,329,771		2,090,762
			<hr/>		<hr/>
<b><u>INCOME/(EXPENDITURE) EXCESS</u></b>			<b><u>1,474,573</u></b>		<b><u>1,720,116</u></b>

**ADMINISTRATION OF NORFOLK ISLAND  
CONSOLIDATED BALANCE SHEET**

**YEAR ENDED 30 JUNE 2004**

	2004	2003
	\$	\$
<b><u>ACCUMULATED FUNDS</u></b>		
Revenue Fund	13,459,523	12,207,998
Liquor Supply Service	540,000	540,000
Postal Services	115,736	220,052
Electricity Service	4,654,436	3,988,244
Norfolk Telecom	2,854,955	3,388,107
Lighterage Service	565,249	556,897
Norfolk Island Airport	6,671,148	6,657,779
Water Assurance Fund	5,093,835	5,132,103
K.A.V.H.A. Fund	195,042	167,425
N.I. Bicentennial Integrated Museums	80,057	70,564
Workers Compensation Scheme Fund	689,512	646,787
N.I. Healthcare Fund	589,925	447,098
Cascade Cliff Sale of Rock	<b>-205,134</b>	<b>-265,364</b>
Gaming Enterprise – N.I.	214,506	283,524
Offshore Finance Centre	7,646	10,649
	35,526,436	34,051,863
<b><u>BALANCE 30 JUNE</u></b>	<b>35,526,436</b>	<b>34,051,863</b>

**REPRESENTED BY:-**

**CURRENT ASSETS**

Cash at Bank (Includes Bank Term Deposits)		
Revenue Fund	3,325,219	2,314,380
Liquor Supply Service	44,711	17,602
Postal Services	85,941	198,675
Electricity Service	1,339,805	545,417
Norfolk Telecom	48,653	1,103,054
Lighterage Service	151,189	115,513
Norfolk Island Airport	2,859,986	2,484,705
Water Assurance Fund	339,947	542,472
K.A.V.H.A. Fund	298,117	274,122
N.I. Bicentennial Integrated Museums	79,657	82,320
Workers Compensation Scheme Fund	618,900	602,914
N.I. Healthcare Fund	734,644	593,864
Cascade Cliff Sale of Rock	126,012	327,997
Gaming Enterprise – N.I.	233,265	321,389
Offshore Finance Centre	7,646	10,649
Trust Fund	644,376	648,100
	<b>10,938,068</b>	<b>10,183,173</b>

	2004	2003
	\$	\$
<b>Sundry Debtors (Net) (Includes Accruals, &amp; Prepayments)</b>		
Revenue Fund	893,780	907,840
Liquor Supply Service	-	-
Postal Services	85,931	105,582
Electricity Service	739,317	731,161
Norfolk Telecom	889,663	869,338
Lighterage Service	43,654	74,039
Norfolk Island Airport	492,060	318,611
Water Assurance Fund	77,450	28,405
K.A.V.H.A. Fund	1,592	755
N.I. Bicentennial Integrated Museums	7,148	5,697
Workers Compensation Scheme Fund	76,048	46,366
N.I. Healthcare Fund	28,065	12,312
Cascade Cliff Sale of Rock	18,121	109,627
Gaming Enterprise – N.I.	27,792	39,816
	<hr/>	<hr/>
	<b>3,380,621</b>	<b>3,249,549</b>
<b>Materials &amp; Stock at Cost</b>		
Revenue Fund	433,548	431,385
Liquor Supply Service	801,845	804,408
Postal Services	24,849	22,920
Electricity Service	365,857	415,381
Norfolk Telecom	237,173	257,813
Lighterage Service	64,599	65,974
Norfolk Island Airport	79,710	90,876
Water Assurance Fund	27,126	30,629
K.A.V.H.A. Fund	22,089	26,853
Cascade Cliff Sale of Rock	-	5,396
N.I. Bicentennial Integrated Museums	20,625	7,730
	<hr/>	<hr/>
	<b>2,077,421</b>	<b>2,159,365</b>
<b><u>FIXED ASSETS (NET)</u></b>		
<b>(Buildings, Plant &amp; Equipment, Furniture &amp; Fittings etc.)</b>		
Revenue Fund	10,189,833	9,759,928
Liquor Supply Service	-	-
Postal Services	4,706	2,942
Electricity Service	3,248,179	3,102,629
Norfolk Telecom	2,786,435	2,203,943
Lighterage Service	355,327	363,141
Norfolk Island Airport	2,896,986	3,375,288
Water Assurance Fund	4,663,702	4,618,713
K.A.V.H.A. Fund	-	-
N.I. Bicentennial Integrated Museums	-	-
Workers Compensation Scheme Fund	3,991	4,650
N.I. Healthcare Fund	678	856
	<hr/>	<hr/>
	<b>24,149,837</b>	<b>23,432,090</b>
<b><u>TOTAL ASSETS</u></b>	<hr/> <b>40,545,947</b>	<hr/> <b>39,024,177</b>

	\$	2004 \$	2003 \$
<b><u>LESS</u></b>			
<b><u>CURRENT LIABILITIES</u></b>			
<b>(Sundry Creditors, Employees Entitlements)</b>			
Revenue Fund	1,631,244		1,554,884
Liquor Supply Service	59,078		193,543
Postal Services	49,377		77,841
Electricity Service	980,627		257,218
Norfolk Telecom	944,949		1,013,438
Lighterage Service	20,079		34,825
Norfolk Island Airport	90,538		55,273
Water Assurance Fund	13,203		88,116
K.A.V.H.A. Fund	55,285		68,870
N.I. Bicentennial Integrated Museums	26,326		25,183
Workers Compensation Scheme Fund	8,643		7,143
N.I. Healthcare Fund	172,678		159,934
Cascade Cliff Sale of Rock	49,267		58,384
Gaming Enterprise N.I.	46,551		77,681
Trust Fund	183,512		187,620
	<hr/>	<b>4,331,357</b>	<hr/> <b>3,859,953</b>
<b><u>LONG TERM LIABILITIES</u></b>			
<b>(Employees Entitlements and Loans except for Trust Fund)</b>			
Revenue Fund	389,382		362,988
Liquor Supply Service	29,709		26,130
Postal Services	36,314		32,226
Electricity Service	58,095		49,126
Norfolk Telecom	42,020		32,603
Lighterage Service	29,441		26,945
Norfolk Island Airport	67,056		56,428
Water Assurance Fund	1,187		-
K.A.V.H.A. Fund	71,471		65,435
N.I. Bicentennial Integrated Museums	1,047		-
Workers Compensation Scheme Fund	784		-
N.I. Healthcare Fund	784		-
Trust Fund	460,864		460,480
	<hr/>	<b>1,188,154</b>	<hr/> <b>1,112,361</b>
<b><u>TOTAL LIABILITIES</u></b>		<hr/> <b>5,519,511</b>	<hr/> <b>4,972,314</b>
<b><u>NET ASSETS</u></b>		<hr/> <b>35,026,436</b>	<hr/> <b>34,051,863</b>

**NOTE**

**Consolidated Accounts – ‘Cascade Cliff Loan Fund’**

The Loan Fund’s accounts have not been consolidated into the Consolidated Accounts of the Administration of Norfolk Island. The only loan in the Loan Fund is for the Cascade Cliff Project and it is totally funded by the Commonwealth Government. Further, the operation of the Cascade Cliff Project is controlled and managed by an independent Board. For these reasons it has been decided not to consolidate the Loan Fund into the Administration’s accounts.

**ADMINISTRATION OF NORFOLK ISLAND  
CONSOLIDATED STATEMENT OF CASH FLOWS**

**YEAR ENDED 30 JUNE 2004**

	2004	2003
	\$	\$
<b><u>NET CASH FLOWS FROM OPERATING ACTIVITIES</u></b>		
Revenue Fund	-1,757,756	-2,020,317
Liquor Supply Service	1,321,860	1,453,958
Postal Services	53,319	217,393
Electricity Service	1,260,428	660,684
Norfolk Telecom	1,896,869	2,194,133
Lighterage Service	107,178	110,538
Norfolk Island Airport	808,485	812,757
Water Assurance Fund	-27,347	391,354
K.A.V.H.A. Fund	-225,053	-223,418
N.I. Bicentennial Integrated Museums	-39,371	-39,202
Workers Compensation Scheme Fund	35,986	73,341
N.I. Healthcare Fund	150,780	204,036
Cascade Cliff Sale of Rock	-199,985	117,091
Gaming Enterprise – N.I.	113,876	110,940
Offshore Finance Centre	-3,003	-11,171
Trust Fund	-3,724	-697,197
	3,492,542	3,354,920
<b><u>NET CASH FLOWS FROM INVESTING ACTIVITIES</u></b>		
Proceeds from Sale of Fixed Assets	63,546	17,767
Road Reconstruction & Upgrades	-135,530	-158,460
Database – Financials	-	-39,836
Capital Works – Elect. Reticulation Mains	-89,073	-302,000
Capital Works – Tele. Reticulation Mains & Sub. Equip.	-516,908	-296,074
Capital Works – Lighterage Lighter	-11,892	-26,489
Capital Works – Airport Runways	-55,966	-43,863
Capital Works – Water Reticulation Mains	-22,051	-12,903
Capital Works – Buildings	-322,223	-595,067
Capital Purchases – Vehicles & Mobile Plant	-566,271	-583,400
Capital Purchases – Furniture & Fittings	-28,066	-38,003
Capital Purchases – Plant & Equipment	-1,009,157	-317,155
	-2,693,591	-2,395,484
<b><u>NET CASH FLOWS FROM FINANCING ACTIVITIES</u></b>		
Contribution to Reach (Telstra)-Satellite Dish (Refund 02/03)	-	70,925
Contribution to N.I. Museum Trust	-14,010	
Recoverable Expenditure	-30,046	-21,619
	-44,056	49,306
<b>NET INCREASE/(DECREASE) IN CASH HELD</b>	<b>754,895</b>	<b>1,008,742</b>
<b>ADD-</b>		
Cash Balance 1 July	10,183,173	9,174,430
	<b><u>10,938,068</u></b>	<b><u>10,183,172</u></b>