

Strategic Priorities

2017-2020

2019-2020 Annual Priorities



Office of the Commissioner for Kangaroo Island

Vision

The Office of the Commissioner for Kangaroo Island (OCKI) enhances the economic, social and environmental capacity of Kangaroo Island by ensuring Island industry, business, community and developers have access to government services and infrastructure.

Goals

- Comply with the provisions of the *Commissioner for Kangaroo Island Act 2014* (the Act).
- Fulfil the functions and provisions of the Act through active and genuine engagement with government agencies, including local government, industry groups, local businesses and the community.

Functions

The Commissioner's key functions under the Act are to:

1. Improve the management and delivery of services and infrastructure by government agencies;
2. Provide assistance to businesses and residents dealing with government agencies; and
3. Assist with the improvement of the local economy of Kangaroo Island.

Strategic Priorities

Improve the management and delivery of services and infrastructure by government agencies

- Use Local Advisory Boards and Management Plans established under the Act to improve infrastructure provision and delivery of government services and programs.
- Promote the alignment of relevant government plans and policies with those of industry and community groups on the Island.
- When supporting growth opportunities, developments and projects, give due consideration to the Kangaroo Island Brand and ensure the Island's unique environmental and social fabric is protected.
- Monitor the delivery of essential services (power and water) and transport services to the Island.
- Ensure that information about current and future service delivery is made readily available to the Kangaroo Island community.

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- Continue to monitor the work of agencies in implementing the proposals in the *Management Plan for Housing on Kangaroo Island* that addresses the current and future housing needs of the Island and the provision of essential infrastructure and services
- Continue to work with the KI Community Club and the KI Community Housing Association to facilitate discussion with governments regarding their housing proposals.
- Continue to work with Natural Resources Kangaroo Island (NRKI) to support the delivery of the Feral Cat Eradication Program and initiatives in relation to Feral Pig Management.
- Continue to work with Agriculture KI (AKI) to ensure the completion of the final stage of gathering economic data regarding the cost of remediation of land damaged by feral pigs and assist AKI to use this data in the context of the government's policy and programs for the management of feral pigs.
- Provide input into the preparation of the State Government's Regional Strategy, including identifying opportunities for the provision of OCKI activities upon the cessation of the Office in May 2020.
- Assist Department of Planning, Transport and Infrastructure (DPTI) staff and consultants, as required, in the conduct of the tender process for the delivery of a ferry service from the mainland to Kangaroo Island.
- Continue to assist with the preparation and adoption of an MOU for a Ports Group to address infrastructure and passenger services issues at Cape Jervis and Penneshaw which involves Kangaroo Island and Yankalilla Councils, DPTI and other key agencies and organisations.
- Encourage the engagement of young people in government decision making processes that impact on youth and in doing so engage with the Commissioner for Children and Youth.
- Continue to be available to discuss strategies to engage with governments on issues regarding the delivery of social and community services on the Island and advocate for changes where appropriate.
- Support the adoption of appropriate strategies for public consultations by government to improve the provision of information and engagement by the community in government decision making processes.
- Identify obstacles to accessing government programs, services and infrastructure and work with the community and government agencies to implement solutions to improve access.
- Provide resources to the community to assist in gaining information about local and state government planning and approval processes related to developments on Kangaroo Island.
- Continue to connect individuals with relevant government officers and agencies to address queries raised and, where appropriate, escalate matters to ensure they gain attention.
- Assist local childcare providers to interact with government agencies to address the growing needs of parents to access quality and reliable child care.

Provide assistance to businesses and residents dealing with government agencies

- Support the promotion of public consultations conducted by government agencies to improve the provision of information and engagement by the community in government decision making processes.
- Identify obstacles to accessing government programs, services and infrastructure and work with the community and government agencies to implement solutions to improve access.
- Connect individuals and businesses to government services and programs.
- Provide resources to the community to assist in gaining information about local and state government planning and approval processes related to developments on Kangaroo Island.

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- Continue to respond to enquiries from the Kangaroo Island community about matters important to them, particularly in relation to the delivery of services and provision of infrastructure by government agencies.
- Continue to connect individuals with relevant government agencies to address queries raised and to provide information being sought.
- Liaise with government agencies to ensure that information is forthcoming when being sought by members of the Kangaroo Island community.
- Where multiple enquiries are received in relation to a particular matter, work with agencies to ensure that adequate communication strategies are being delivered on the Island.
- Assist individuals to escalate matters that don't receive an adequate response in a timely manner with relevant bodies or government agencies.

Assist the improvement of the local economy of Kangaroo Island

- Establish priorities for growth by working with governments and industry groups.
- Identify capacity building opportunities using relevant government programs, services, and infrastructure to support industry and business growth.
- Promote collaboration between developers, businesses, government agencies, industry and community groups to achieve and share economic and social outcomes.
- Support businesses and individuals to be involved in developments by advocating for the use of local products, suppliers and contractors with prospective developers on Kangaroo Island.
- Encourage the engagement of local suppliers and use of local products in work and contracts undertaken by government agencies.
- Promote the retail and sale of local products by retailers and tourism businesses operating on the Island.
- Enact community engagement strategies to inform the work of OCKI.
- Work with industry and community groups to deliver integrated media, marketing and communication strategies to promote Kangaroo Island, its people, products and experiences.
- Ensure the unique attributes of Kangaroo Island are promoted as a drawcard for new and innovative pilot projects in areas including:
 - Research and development;
 - Renewable energy;
 - Agriculture;
 - Food, beverages and tourism;
 - Natural resource management.
- Work with State and Local governments to support the assessment of developments and encourage appropriate consultation with the community, businesses and stakeholders throughout the process.
- Work with educational institutions, including Kangaroo Island Community Education (KICE), to align the job opportunities emerging from developments with their curriculum development and training programs.





- Promote government grant programs and funding streams to Kangaroo Island community groups and businesses.
- Run a “community connect” series of sessions to enable the community to engage with key State Government Officers and Commissioners. Up to 4 sessions to be conducted.

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- Finalise the document entitled “Future Directions – Investment and Economic Growth on Kangaroo Island” which reflects the priorities for the future, including upon cession of the Office in May 2020.
- Work with the Department for Trade, Tourism & Investment (DTTI) to align business support opportunities between the Office and the Department that address the 8 growth agenda sectors outlined in the Joyce Report, (where relevant to the Island): Minerals & Energy; Food & Agriculture; International Education; Tourism; High Tech; Health & Medical; Creative Industries; Defence & Space.
- Work with industry associations on the Island to support the implementation of the Workforce Plan to meet short and long term skills shortages, consistent with the growth issues identified in the Joyce Report.
- Continue to support the delivery of the Building Better Regions Fund projects on Kangaroo Island through supporting the KI Business & Brand Alliance and, other

industry associations taking a lead role in individual projects, to:

- Deliver programs and activities, consistent with the milestones included in the 19/20 approved application; and
- Seek additional funding support for various business development and growth programs of State and Australian governments.

- Work with the KI Tourism, Food, Wine and Beverages Association to deliver the following projects:
 - Tourism/Hospitality – Customer Service Training Pilot
 - Cruise Ship Study
- Continue to support tourism operators, through their industry association, and the Council to secure an appropriate and cost effective visitor information servicing arrangement for the Island, informed by the options paper prepared for the association with funding from the OCKI.
- Continue to provide advice and support to developers to connect with government agencies and to assist agencies to engage with developers, as their projects move through various stages of the development approval processes.
- Continue to work on the development, management and reporting arrangements for sustainability indicators for the Island.



- Continue to work with Kangaroo Island's industry bodies to assist them to bed down their amalgamations and to determine strategies for capacity building and financial sustainability, including engaging with DTTI consistent with the growth agenda outlined in the Joyce Report.
- Assist local businesses to engage with the media to promote their activities and achievements in local and state-wide publications.
- Continue to provide grant information to relevant industry bodies and businesses looking to access resources for business growth.

Governance and Communications

- Ensure compliance with the *Commissioner for Kangaroo Island Act* and other relevant legislation.
- Provide support to Local Advisory Boards to assist them to fulfil their functions under the Act.
- Monitor the implementation of the Housing Management Plan and ensure compliance with reporting and consultation requirements.
- Promote the work of OCKI and ensure that information is provided regarding projects and activities being undertaken.
- Ensure effective financial management, records management and human resources management practices are adopted by OCKI.

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- Prepare a final report for the Minister, including recommendations on future opportunities and constraints post the closure of the OCKI.
- Monitor and support the 12 month secondment arrangements of the Office Manager, Jennifer Trethewey, to the DTTI as Project Officer to the Regional Manager for Kangaroo Island, including undertaking a review at 6 months.
- Finalise and implement arrangements for the wind-down of OCKI, including opportunities for activities to be taken up by industry associations, Council or other providers.
- Ensure final reports and "wind up" activities of the OCKI are undertaken consistent with DPTI policies and procedures, where appropriate.
- Produce at least two e-newsletters outlining the activities of the office during its final year of operation.
- Maintain OCKI's website to ensure information is accessible, relevant and up-to-date.
- By September 2019 deliver an Annual Report to the Minister for tabling in the Parliament.
- Continue to monitor and review the annual budget of the office.
- Provide prompt responses to phone, website and email enquiries.



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