

An underwater photograph showing a school of fish swimming in clear blue water. Sunlight rays penetrate from the surface, creating a shimmering effect. In the foreground, there is a rocky reef structure with some coral and seaweed.

Report on Corporate Services

Fisheries WA Customer Service Council

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Customer Service Council

Fisheries WA is committed to an on-going program of 'best practice', continuous improvement and quality management in the area of customer service, in particular to the delivery of fisheries management, research, licensing, compliance activities, information and education services.

The agency has a formal Customer Service Council consisting of senior Fisheries WA staff and representatives from peak industry and recreational fishing groups. The Council meets regularly and is actively involved in developing a customer feedback system, creating 'best practice' in agency service policy and procedures.

Consultative management and strong partnerships with stakeholders have long been a key factor in Fisheries WA's successful operating style. This is evidenced not only through the agency's award-winning programs, but in the fact that Western Australia's key commercial fisheries are considered to among the best managed, most environmentally sound and sustainable fisheries in the world.

Regular client surveys are also conducted in the field. These include a logbook system used by the commercial fishing fleet; catch and effort surveys of the angling public; and through questionnaires (which are answered by recreational fishers) used by Volunteer Fisheries Liaison Officers on their beachfront patrols and an annual random community attitudinal survey. This data is used by Fisheries WA for the development of more effective and efficient fisheries management plans and strategies.

Ongoing research, analysis and strategic planning have enabled Fisheries WA to deliver focussed marketing initiatives and identify areas of service delivery that can be enhanced or improved. With the procedural and policy developments of the Customer Service Council that are now providing an infrastructure that supports complaint handling and customer feedback throughout the organisation, Fisheries WA is committed to achieving excellence in service for all stakeholders.

Overview 2000/2001

During the 2000/2001 reporting year, the Fisheries WA Customer Service Council made significant progress in formalising the agency's Feedback Management System. This has included the completion of a management plan identifying the parameters of a software package that will be made available to all staff to enable phone calls, written complaints or inquiries and feedback received via e-mail through the website, to be logged and assigned a response time. It has been agreed that a complaints liaison officer will be appointed by each sector to ensure action is taken in the prescribed timeframe and that a customer relations manager will be appointed to oversee the effective operation of the entire system.

The agency is currently trialling a complaints handling system and developing policy on response times and actions. For example, the Council has agreed and implemented a procedure whereby written complaints/inquiries from peak bodies are treated in the same manner as Ministerial correspondence. Matters arising

must be dealt with in 10 days and are tracked by a single liaison officer.

In a show of support for the Council's work and the agency's commitment to increased organisational customer focus, the agency's Executive Director recently joined the Council as Chair. An annual operating budget of \$50,000 has now also been allocated to allow implementation of an agency-wide Feedback Management System in the coming reporting year.

The following table showcases achievements in the agency's customer focus outcomes as directed by government for the 2000/2001 reporting periods.



VFLO assisting at a Fishers with Disabilities Workshop.

Customer Focus Summary of Achievements 2000/2001

Customer Group	Agency Outcomes	
	Planned	Achieved
People with a disability	• Development of the Internet web site to allow access to information about fishing for people with physical disabilities.	Ongoing.
	• Development of a range of specialist recreational fishing equipment for people with disabilities.	Achieved.
	• Development of fishing clinics using the above equipment (organised jointly with Kids Camps, the WA Disabled Sports Association and the Selby Recreational Service)	Achieved.
	• Increased opportunity for people with disabilities to participate in fishing trips by assisting the Metropolitan VFLOs to raise funds for a disabilities van capable of carrying wheelchair passengers.	Achieved.
Youth	• Development of a youth web site ('Fish Tales').	Achieved.
	• Discount recreational fishing licences available for the under 16-age group.	Achieved.
	• 'Fish for the future' education package developed for primary aged students.	Achieved.
	• In-service training of school teachers in six regional centres around the State in the use of the 'Fish for the future' education package.	Over 130 teachers and other professionals trained to date. Ongoing.
Indigenous	• Fishing clinics organised for school students.	Ongoing.
	• Development of an Aboriginal Fishing Strategy.	Ongoing.
	• Management meetings with Aboriginal licensees for trochus fishery.	Five meetings held.
	• Management meetings with Aboriginal licensees for mud crab fishery.	Five meetings held.
	• Consultation as required for management and licensing of Aboriginal community fishing ventures.	Consultation as required.
Women	• Increase the proportion of women representatives on Advisory Committees by recommending suitable female applications to the Minister.	Ongoing.
	• Incorporate women's issues into planning for the new Enterprise Bargaining Agreement.	Ongoing.
	• Increase the number of female staff on internal decision-making groups.	Ongoing.
	• Create a WA network of women in the fishing industry to provide feedback on improving our services to women.	Ongoing. (FRDC funded project).
Non-English speaking people	• Produce brochures in non-English speaking languages as required.	Brochures on crabbing and abalone for foreign visitors produced.
Seniors	• Discount recreational fishing licenses available for the over 55-age group.	Achieved.
Regional Customers	• Upgrade of regional network.	Completed.
	• Upgrade of regional offices.	Completed.
	• Regional communications plans.	Completed.
	• Regional records systems upgrade.	Completed.
	• Text-only Intranet for ease of down-load with slow computers.	Completed.



Regional Customer Service

OBJECTIVE 1:

Regional customers have equitable access to the services provided.

Staff from the 22 Fisheries WA offices (located in regional areas around the State) and the WA Marine Research Laboratories, provide advice on local commercial fishing, recreational fishing and aquaculture activities. A comprehensive range of pamphlets is stored in each office and additional information can be posted out as required. All recreational licences can be issued from district offices and most Australia Post offices. Regional customers are also able to obtain information from the agency's award-winning website.

Fisheries WA activities are actively promoted through local print media. Agency programs are promoted at regional fairs and expos. Regional publications, relating to management changes affecting a particular area, are also written and promoted locally.

Face to face contact with Fisheries officers, Aquaculture Development Officers, Regional Policy Officers, Clerical Officers, Regional Managers and Volunteer Fisheries Liaison Officers (VFLOs), both in the field and through the 22 Fisheries WA offices, is appreciated by regional customers looking for information and services.

Regional staff also provide essential executive support for Fisheries WA's community consultative processes, such as the Regional Recreational Fishing Advisory Committees (RRFACs), which operate in 13 regional centres. Table 14 shows Fisheries WA staff and volunteers in regional areas.

OBJECTIVE 2:

Regional customers are informed of the services available to them.

Regional radio advertisements and regional newspaper columns promoting fisheries management rules and the *Fish for the Future* conservation ethic refer to local Fisheries WA offices as points of contact for additional information.

All the agency's brochures, pamphlets and other publications contain contact details of regional Fisheries WA offices that can provide further information to customers. Abrolhos Island officers now produce a newsletter for Island residents.

Additionally the agency's award-winning website: <http://www.wa.gov.au/westfish> provides a comprehensive coverage of the services and facilities available to clients no matter where they are located.

OBJECTIVE 3:

Your organisation used regional suppliers.

Fisheries WA supports the "buy local" policy.

Fisheries WA's staff actively seek quotations from local suppliers whenever products or services are purchased. If quotations are competitive, local suppliers are given preference.

Local purchases have ranged from stationery and electronic supplies to vehicle replacements. Fisheries WA routinely use regional suppliers to provide operational equipment, such as vessels, trailers, dive equipment and outboards. Regional suppliers are also preferred in the provision of service and repairs to patrol vessels and the purchasing of fuel and oils. Additionally, renovation and maintenance contracts are administered and cleaning services provided on a local basis.

Recreational research surveys recruit and use local staff on a part-time casual basis to perform duties within regional areas. In addition, research staff spend approximately 30 per cent of their time in regional areas.

OBJECTIVE 4:

Your organisation consulted with regional communities about effects of proposed changes.

Fisheries WA is a highly consultative organisation and undertakes extensive consultation when proposing to introduce change. Examples of this policy include

TABLE 14: FISHERIES WA REGIONAL STAFFING 2000/2001

Area	Offices	Regional Services Staff	Fisheries Managed	Regionally Based Policy Officers	Aquaculture Development Officers	Regionally Based Research Staff	VFLOs	(MACs)
Southern Region	5	18	9	1	2	4	48	3
Metropolitan Region	4	28	9	1	0	110	106	6
Gascoyne Region	3	15	9	1	1	1	13	3
Midwest Region	3	19	2	1	0	0	26	1
Northern Region	3	22	8	2	2	2	28	4

conducting consultation meetings in Kalbarri, Geraldton, Bunbury, Busselton, Mandurah, Northam, Katanning, Jurien Bay and Kalbarri, regarding the West Coast Recreational Fishing Review.



Photo: Clifford Young

Pearl seeding demonstration at Willie Creek

With regard to the agency's Commercial Fisheries Program, there are Management Advisory Committees that similarly provide local industry input into the development and maintenance of fisheries management plans for the major fisheries round the State. Some staff responsible for these fisheries management plans are now located in the regions, ensuring clients have access to policy staff.

Local communities are invited to comment on aquaculture licence applications under the agency's Pearling and Aquaculture Program before licences are granted. Fish and Fish Habitat Protection Program proposals are wholly developed in close consultation with the local communities.



The provision of fish information panels in Denham was a Regional Recreational Fishing Advisory Committee project.

OBJECTIVE 5:

Supported local planning processes.

Regional Policy Officers and Fisheries officers sit on a number of community consultation groups throughout the State, to ensure that any community projects being developed have the least adverse effect on fisheries management and that community use of fish and marine resources continues responsibly.

These groups cover the broad range of local area interest including the Marine Park Working Group, Regional Intelligence Committees, Illicit Drug Facts Advisory Groups, Recreational Fishing Advisory Committees, VFLOs, Harbour Marine Advisory Committee, and the District and Local Emergency Advisory Committees.

Other committees where Fisheries WA staff are members or attend meetings are:

- Batavia Coast Planning Review.
- Albany Harbours Planning Committee.
- Albany Small Boat Harbour Reference Group.
- South Coast Management Group.
- Government Officers Technical Advisory Group.



Peter Matera provides fishing advice to Aboriginal fishers.



Disability Services Plan

The State Government introduced the *Disability Services Act 1993* to ensure that people with disabilities have the same opportunities as other members of the Western Australian community.

As required under Part 5, Section 28 of the Act, Fisheries WA developed and implemented a Disability Service Plan that furthers the principles of the Act.

Section 29 of the Act requires all public authorities to report on the implementation of their Disability Service Plan and include this information in their Annual Report.

To provide a consistent focus on access issues and solutions in relation to mainstream services, the Disability Services Plan initiatives are reported on five key outcome areas.

Outcome 1: Existing services are adapted to ensure they meet the needs of people with disabilities.

- Tailored recreational fishing workshops are provided by Volunteer Fisheries Liaison Officers (VFLOs) specifically for people with a disability.
- Perth metropolitan VFLOs are also training other groups around the State in the use of the specialised fishing equipment for people with disabilities. This year these programs have commenced in Mandurah and Geraldton.
- During the year the VFLO program turned its attention to the issue of transportation and access for recreational fishers with a disability. Funds were raised to purchase a specially equipped Ford Transit bus, which was shipped to Rottne Island. Now groups of up to ten people with a disability can spend the day being driven in comfort to the top fishing spots on the island. When the bus, named the *Marine Machine*, is not being used for the fishing workshops, the Rottne Island Authority has access to it for transporting other island visitors with disabilities.
- Neville Thomas, a VFLO who developed the specialist recreational fishing equipment for people with a disability, is now developing equipment to enable people to not only reel in their catch themselves, but to cast the line independently as well.
- Through its VFLO program the agency is also working with a number of local government authorities to improve access to recreational fishing sites and toilet facilities at those locations.

Outcome 2: Access to buildings and facilities is improved.

- Work has continued on improving access to the agency's offices and facilities. In Broome, the relocation of the regional and district offices to new premises in Port of Pearls House (adjacent to the Broome jetty) has improved ramp access and reserved parking areas for people with disabilities. In the Recreational Fisheries Program, Regional Recreational Fishing Advisory Committees' have continued to negotiate with local and State authorities to establish fishing platforms and facilities for use by people with disabilities.

Outcome 3: Information about services is provided in formats, which meet the communication requirements of people with disabilities.

- Fisheries WA is committed to continually improve information dissemination processes. To ensure the information services are communicated in formats that meet the requirements of people with a disability, mechanisms have been adopted to enhance "message" dissemination. For instance, the agency web site now has a text-only version for audio conversion to those with visual impairment.

Outcome 4: Advice and services are delivered by staff that are aware of and understand the needs of people with disabilities.

- Fisheries WA staff and volunteers participating in the '*Fishers with Disabilities*' program work closely with groups and organisations in the disability area (eg. Kids Camps, Selby Recreational Service, WA Disabled Sports Association, Paraplegic-Quadriplegic Association of WA, Multiple Sclerosis Society of WA, People with Disabilities WA, Technical Aid for the Disabled WA and the Disability Services Commission). In doing so, all involved in the program gain a working knowledge of the needs of people with disabilities.

Outcome 5: Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision-making processes.

- Throughout the year, Fisheries WA has continued to ensure that full community consultative processes and procedures are maintained. Through initiatives such as the '*Fishers with Disabilities*' program, the agency is active in canvassing suggestions on how best to tailor its services to adequately meet the needs of those people with a disability.



VFLO Neville Thomas' work for people with disabilities keeps winning awards.

Young People

Fisheries WA manages the State's marine resources for all Western Australians. However, the agency places special emphasis on the education of young people in the responsible use of this valuable resource.

The agency has addressed the six priority areas developed under the 'whole of Government' approach to youth affairs in the following ways:

1. Citizenship and Participation

The agency recognises that the participation of youth in the decision making processes that drive new policy is not at a desirable level. In general, fishing is a recreational activity that attracts an older demographic. However, Fisheries WA have been proactive in our encouragement of youth to participate in community consultation processes by advertising in the key fishing magazines that attract youth readership. We place no barriers to youth participation.

Youth have, however, been the major drivers in the development of our education packages. Youth of all ages were consulted before and during the development of these packages.



Fisheries WA focuses on educating young fishers.

2. Health and Well-being

We believe that this priority is not one that we can contribute to, other than to promote the benefits of recreational fishing and enjoyment of the aquatic environment..

3. Education, Employment and Training

The agency employs a full time education officer, whose role it is to develop educational material for a wide range of ages from junior primary students to tertiary students.

During the year the number of teachers using our material in WA increased to 400. Another highlight was the further development of our youth website ('Fish tales'). The website is itself a major tool for dissemination of material to youth, as they are the most avid users of the Internet. Every month our website receives more than 1,200,000 hits or over 220,000 accesses.

A major initiative in this area was the launch of training pages on Fisheries WA's website. These pages describe the jobs available at all levels in the fishing industry from fishing to research, and details the training necessary to access those positions. The pages are linked to the relevant organisations offering that training.

The first steps were taken by the agency in the development of a new youth leadership program, focusing on the marine environment. Under this program it was envisaged that a new marine cadet organisation be formed.

Currently, youth are encouraged to join the agency's Volunteer Fisheries Liaison Officer program. Unlike many other volunteer programs, this program is open to youth because of the special insurance coverage arranged by the agency to cover youth.

4. Justice and Legal Issues

While we do have Fisheries officers, whose job it is to police the regulations that exist to manage both commercial and recreational fishing, we realise that it is more effective to educate than to police. To that end, the Community Relations Branch is continuously producing material that communicates the fishing regulations and the reasons behind those regulations to the general public. One of our key targets in this mission is youth. To that end the agency employed Glen Jakovich as a spokesman, because of his profile among the young.

5. Culture, Recreation and Lifestyle

Fisheries helps encourage youth to take part in the healthy recreational activity of fishing by waiving recreational fishing licence fees for those under 16. All our communication techniques emphasise the fact that much of the enjoyment of fishing is simply exposure to the beautiful marine environment, and that the success of a fishing trip should not simply be measured by the number of fish caught.

6. Living in the Community

The three indicators that underlie this priority are:

- Ensure young people have access to services and supports;
- Provide access to a range of affordable public transport options for young people;
- Ensure housing is available to young people who cannot afford private housing or are unable to live at home with their parents.

The agency makes all its services available freely to the young, and we are conscious of delivering our services in a form that is palatable and easily accessible to this sector of the community.



Employee Relations

The approved staffing level for the year was 380, with the average staffing level being 362. Table 15 shows Fisheries WA staffing levels at 30 June 2001.

In order to further support staff consultative mechanisms within the agency, the agency has reintroduced the Joint Consultative Committee (JCC). The JCC has an equal number of elected employees and nominated management representatives. The JCC terms of reference provide three high level objectives that are aimed to improve:

- The effectiveness of the agency and the quality of services it provides;
- The quality of decision making; and
- The quality of working life for all employees.

The JCC will meet six times each year and to date have reviewed three existing policies and assisted the Human Resources Branch by providing feedback on the development of a further four policies.

TABLE 15: FISHERIES WA PERMANENT AND FIXED TERM EMPLOYEES (BY CLASSIFICATION LEVEL AND GENDER) AS AT 30 JUNE 2001

Level	Women	Men	Total Employees
1	57 (43)	22 (39)	56 (96)
2	36 (35)	64 (68)	100 (103)
2/4	2 (1)	2 (1)	4 (2)
3	21 (15)	53 (53)	74 (68)
4	10 (5)	35 (34)	45 (39)
5	5 (3)	19 (19)	24 (22)
6	7 (8)	20 (16)	27 (24)
7	2 (1)	14 (14)	16 (15)
8	1 (1)	13 (13)	14 (14)
9	0 (0)	0 (1)	0 (1)
Class 1 & above	0 (0)	3 (4)	3 (2)
Total	121 (126)	245 (262)	366 (388)

Figures in brackets denote comparative figures at 30 June 2000

Workplace Agreements

A Workplace Agreement has been prepared and offered to all employees. This Agreement has a two year term, expiring in November 2002, and replaces the previous Agreement that expired on 30 June 2000.

During the term of this Agreement two salary increases are available to employees, three per cent on registration of the Agreement with a further three per cent scheduled for payment in November 2001. Both increases are subject to the achievement of productivity targets set within the agency Key Performance Indicator productivity measurement system.

The agency Enterprise Bargaining Agreement (EBA) is due to expire in June 2001 with a final one per cent

salary increase scheduled for payment at the conclusion of the EBA. Similar to the Workplace Agreement, all salary increases in the EBA are subject to the achievement of productivity targets set within the agency Key Performance Indicator productivity measurement system.

In accordance with government direction the EBA will not be renewed when it expires, but rather will be replaced by the 'whole of Government' agreement being negotiated by the Department of Consumer and Employment Protection.

Occupational Safety And Health

In accordance with the agency's focus on providing a safe and healthy workplace, Occupational Services continue to provide an employee assistance program for all employees and their immediate family. The assistance takes the form of a range of confidential personal services and includes counselling for financial or emotional matters. Staff who are in need of support may contact Occupational Services or may be referred by the agency.

The agency has a Marine Safety Manual, which provides staff with safety guidelines when operating at sea. The Occupational Safety and Health Committee recognised seagoing operations as one of the duties where staff must take care, in particular the Committee were concerned that a number of staff had suffered an injury or 'near miss' when transferring from vessel-to-vessel at sea. The section of the Marine Safety Manual that related to staff transfers at sea was reviewed and Personal Floatation Devices (PFDs) were issued to all Fisheries officers. The PFDs must be worn when transferring at sea, when the vessel is under way or when staff are on deck at night.

The workers compensation claims history for the past three years is represented in Table 16.

TABLE 16: FISHERIES WA WORKER'S COMPENSATION CLAIM HISTORY 1998/2001

Year	1998/1999	1999/00	2000/01
Total claims	23	16	23
Lost Time Injuries	8	5	7
Lost Time Injuries (hours) per million hours worked	8675.5	8962.7	6960.60
W/C Premium	\$171,000	\$591,000	\$338,000

Public Sector Standards

The agency's Equal Opportunity Committee has been active during the year and meets regularly. The prime role of the Committee is to review the agency's Equal Opportunity Management Plan, ensure the outcomes' standards are measurable and are the responsibility of all employees within the agency. A number of staff were nominated and undertook training in order for them to undertake the role as Equal Employment Opportunity (EEO) Grievance or Contact Officers. It is envisaged that each regional centre will have at least one trained EEO Grievance or Contact Officer, with all regional centres having a representative on the EEO Committee.

Fisheries WA Women's Network

March 2001 saw the development of a Women's Network in Fisheries WA. This group brings together women from different backgrounds and from all sections of the agency (including research, regional services, fish pathology, community relations and the programs) to discuss common issues.

The aim of the network is to:

- Provide a forum for otherwise sensitive issues to be discussed.
- Provide staff with a mechanism for identifying and progressing gender-related issues without the concern of personal identification.
- Provide a mentor-type network of women to facilitate shared experiences and career development.
- Identify and address gender-related equal employment opportunity issues within the agency.

This network is a first for Fisheries WA. Although still in its infancy, with only two meetings being held so far, it is hoped that this will be an effective mechanism to promote and increase the role of women in the agency.

Merchant Service Guild

In November 2000 the Merchant Service Guild of WA applied to the Western Australian Industrial Relations Commission to represent Fisheries officers employed by Fisheries WA to the exclusion of the Civil Service Association of WA. Although Fisheries WA was not named in the application, the agency intervened as an interested party. Hearings were conducted before the Full Bench over five days with the Crown Solicitor's Office representing Fisheries WA.

The Full Bench handed down its reasons for decision on 15 February 2001, with a unanimous decision that the application by the Merchant Service Guild be dismissed.

Recycling

Fisheries WA staff are actively encouraged to recycle paper. This is made easy by the provision of paper collection bins located at strategic locations. In Perth, the agency uses accredited contractors for paper recycling. For the year 2000/01 the agency contributed some 1,430 kilograms of paper for recycling.

Long-Serving Fisheries Staff

Fisheries WA would like to acknowledge and thank the following staff for their long-serving contribution to the agency

20 years +

Stuart Blight	Philip Kelly
John Breeden	Kerry Knapp
Gary Brown	Tony Lemmon
Laurie Caporn	Gordon Lymn
Nic Caputi	Phil Mosel
George Cassells	John Mutter
Alex Cechner	Laurie Poole
Tony Church	Phil Readhead
Mark Cliff	Peter Rogers
Kevin Donohue	Mark Rossbach
Laurie Edwards	Neil Sarti
Greg Finlay	Gerry Segers
Ken Gittens	Phil Shaw
Wayne Godenzie	Bruce Stevenson
Peter Godfrey	Robert Tregonning
Graeme Hall	Bruce Webber
Jerry Jenke	Peter Johnsen

30 years +

Derek Blackman	Rod Lenanton
Kevin Carhart	John Looby
Tony Goadby	Jim Penn
Barry Jones	Peter Willey
Bob Kirk	John Williams

40 years +

Eric Barker	John Kelly
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Capital Works Program

The 2000/01 Capital Program amounted to \$8.610 million and includes the following projects designed to provide the necessary infrastructure support to enable the agency to deliver against the budgeted outputs.

Project Description	Planned Expenditure	Actual Expenditure	Variance
Small Boats, Outboards & Trailers	\$1,076,941	\$777,181	\$299,760*
Fit-out & Equipment program	\$701,000	\$677,384	\$23,616*
Replacement of Patrol Vessel – Baudin	\$1,388,000	\$4,705	\$1,383,295+
Replacement of Computer Hardware & Software	\$614,510	\$546,999	\$67,511 - ongoing annual program*
Financial Information Management System	\$275,000	\$212,941	\$62,059 - ongoing enhancement of the reporting framework
Information Systems Development-Licensing	\$252,509	\$71,467	\$182,042**
- Others	\$502,777	\$157,231	\$345,346**
Network Upgrade	\$170,000	\$5,346	\$164,654**
Aquaculture - Facilities			\$24,046 – ongoing
- North West Aquaculture Parks	\$223,855	\$199,809	
- Regional Initiatives	\$61,652	\$30,149	\$31,503*
	\$103,000	\$11,900	\$91,100*
Operational Equipment	\$239,628	\$186,738	\$52,890 - ongoing annual program
Geographical Information Systems	\$350,000	Nil	\$350,000**
Recreational Fishing Initiatives	\$96,726	\$22,052	\$74,674 – ongoing*
Replacement of Flinders Research Vessel	\$2,085,000	\$2,435,336	\$350,336 – cost escalation due to lower Australian Dollar
Abrolhos Airstrip	\$90,000	\$6,409	\$83,591*

* Project delayed

** Pending finalisation of Strategic IT Plan

+ The agency is currently reviewing the purchase Vs lease option with the view to take up the lease back option

During 2000/01 Fisheries WA continued to develop new, or upgrade existing offices throughout the State. In country areas these projects are part of the agency's continuing commitment to regionalisation. These works were funded through the agency's Capital Works Program and during the year the following projects were undertaken:

- Relocation of the regional and district offices in Broome. The new regional and district offices will provide better facilities for the delivery of services.
- The upgrade of the offices in Bunbury, Esperance and Exmouth.
- Work also commenced to upgrade the district office in Mandurah.



The RV Naturaliste under construction. The RV Naturaliste will replace the RV Flinders. RV Naturaliste was built during the later part of 2000/2001.