

Friday 28th July 2023 - Thursday 10th August 2023



The Cocos (Keeling) Islands comprises of 27 coral islands forming two atolls—situated 2768km north-west of Perth and 3685km due west of Darwin—and is an isolated speck in the Indian Ocean.

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\$2.00 per issue



West Island Shire staff farewell Darren Humm and thank him for his valuable contribution to the Shire operations and wish him and his family all the best.

Photo Source and Caption: Shire of Cocos Keeling Islands





Our Services



Government Assistance

Free internet and printing of government resources. Service Delivery Agreement fact sheets available in store. Hear from government agencies at our Info Sessions. Conference room and video conferencing facilities available. Join our free email distribution list to receive government bulletins and information.



Local Business Support

Advertise your business in our CKI Telephone Directory and The Atoll. We can design and print your business cards, logos, brochures and flyers on Island. Photocopy, print, scan, laminate or bind your documents. Hire the hot office and use our video conferencing facilities for meetings. Learn with our Tech Tips and Get Online Week events.



Community Support

Production of the community newsletter "The Atoll". Market Days, community events and fundraisers. Get Online and Mental Health Week events. Compilation of the community events calendar. CKI Telephone Directory, Tide Charts, Calendar and Community Cookbook. Passport/Visa photos. Recycle e-waste, oral care and ink/toner cartridges.



Other Services

Stationery, paper and computer accessories. Computer & internet access. Phone cables and headphones. Kodak Kiosk photo printing and frames. Wide format printer, including canvas and banners. Aromatherapy candles, essential oils, diffusers, organic shea butter soaps, gift-cards and giftbags. Second hand books. ATM accepting all bank cards.



08 9162 7707



info@cocosislandscrc.cc



www.cocos.crc.net.au

Proudly supported by

Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts



Rainfall Stats

Latest to 28 July 2023:

July Statistics
18.8mm
(not accurate)

Latest 2023 Statistics: 1193.6mm

(not accurate)



www.bom.gov.au

Emergency Contact List

AFP	9162 6600
VHF	Ch20

IOTHS WI Clinic 9162 6655 IOTHS HI Clinic 9162 7609

VHF Ch24

DFES HI 9162 7788 DFES WI 9162 7777

VMRS VHF Ch20

Shire HI 9162 6649

Watercorp 9162 6722

Thumbs Up

- To CKI community for all their help with operation lumut (seagrass) restoration.
- To Cocos Ferry crew, VMR and AFP for the successful man down training drill an search and rescue in the lagoon.

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Feel free to email your thumbs up to the CRC for inclusion.

Cocos (Keeling) Islands News (cont'd)

Berita Pulu Cocos (Keeling) (seterusnya)



To enter, please email or deliver your high resolution
Cocos photo (1mb or larger). All photos submitted will
be displayed in the CRC for public voting
21 August to 18 September, and will appear in our 2024
Cocos Calendar!

ENTER NOW!

ENTRIES CLOSE Sunday 20th AUGUST 2023



one entry per person - open to residents and visitors.

Competition will be short-listed to 40 entries only

08 9162 7707

www.cocos.crc.net.au

info@cocosislandscrc.cc

PROUDLY SUPPORTED BY:





FREE - FREE - FREE

OUR ELECTORAL SYSTEM AND

GAIN A BETTER UNDERSTANDING OF HOW

OUR DEMOCRACY WORKS?

YOU ARE IN LUCK!

STAFF FROM THE ELECTORAL EDUCATION CENTRE (PART OF THE WESTERN AUSTRALIAN ELECTORAL COMMISSION) WILL BE VISITING COCOS (KEELING) ISLAND FROM 8 - 11 AUGUST 2023 TO CONDUCT FREE PRESENTATIONS ON THE IMPORTANCE OF GETTING YOUR VOICE HEARD.

OUR HANDS-ON PRESENTATION WILL TEACH BOTH CHILDREN AND ADULTS ABOUT AUSTRALIA'S ELECTORAL SYSTEM AND IN PARTICULAR OUR PREFERENTIAL SYSTEM OF VOTING.

TO BOOK A PRESENTATION OR FOR MORE INFORMATION, PLEASE CONTACT KYLIE AT THE ELECTORAL EDUCATION CENTRE:

eec@waec.wa.gov.au

08 6552 6078









LIVE Monday to Friday 12.30pm

Notices can be dropped into the CRC to be read out

Cocos (Keeling) Islands News (cont'd)

Berita Pulu Cocos (Keeling) (seterusnya)





Vision Statement - Working together to create a thriving future for our island communities

愿景声明 - 携手合作为我们的岛屿社区创造繁荣的未来

Pernyataan visi - Bekerjasama untuk membina masa depan yang berkembang untuk masyarakat pulu kita

Pernyataan wawasa - Sama-sama berusaha mewujudkan masa depan yang berkembang maju untuk komuniti pulau kita

News from the IOT RDO - EOI for Committee membership 2023-24

Number: 06/2023 Date: 24/07/2023

Each year the Indian Ocean Territories Regional Development Organisation (IOT RDO) calls for Expressions of Interest (EOI) from people who reflect the industries, businesses, and communities of the Indian Ocean Territories (IOT) to join the IOT RDO Committee.

IOT RDO Committee members work together to deliver high-level outcomes for our communities and region. In the year ahead, the Committee will focus on developing opportunities to collaborate with key regional stakeholders to address the barriers to sustainable development in the region, to support economic activity and diversification, and to achieve improvements in liveability for our communities.

If you have a long-term history with and commitment to Christmas Island, the Cocos (Keeling) Islands and/or the IOT, have a collaborative approach, and are wanting to make a positive contribution, I would love to hear from you.

The application form is available from <u>indianoceanterritories.com.au/resources</u>. If you have any questions, please email <u>IOTAdministrator@infrastructure.gov.au</u>.

Applications are open now and close at 4.00pm Christmas Island time, Wednesday 9 August 2023. Committee memberships commence on 1 September 2023.

Farzian Zainal

Chair of the Indian Ocean Territories Regional Development Organisation Administrator of Christmas Island and the Cocos (Keeling) Islands

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Public Notices Notis – Notis Umum



Virgin Australia IOT Bulletin

14JULY 2023

VIRGIN AUSTRALIA IOT VISITS:

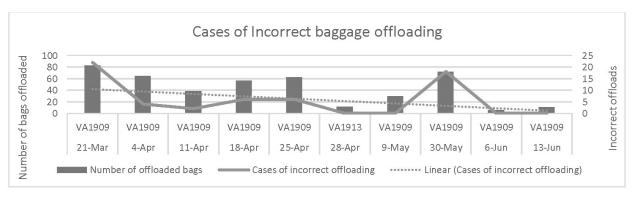
In partnership with the Australian Government, Virgin Australia conducted visits to both Christmas Island (21-24 February) and the Cocos (Keeling) Islands (7-10 March).

During the trips, more than 20 consultation sessions were held across both Islands – including with both Shires, and other representative bodies – as well as several informal engagements.

The feedback we have received is invaluable and has given an increased appreciation of the importance and impact of our passenger and freight services to the islands.

An update is now being provided on what works have been undertaken since returning from the visits:

- Reinstatement of Jakarta as the alternate airport for the freighter. This has a material benefit of being able to uplift an extra 1.5/2 tonnes of freight due to reduced fuel loads. Use of the Jakarta alternate is subject to forecast weather conditions.
- Christmas Island mail being uplifted on the Serco charter. Uplifting CI mail on the Serco charter has helped to free up additional space on the regular freighter service for other goods, such as much-needed perishables.
- Baggage handling and offloads a lot of work has been put into improving this area since returning from the Islands as this was the number one hot topic! Initiatives introduced include:
 - Educating the ground handlers on the process of passengers nominating their priority bag for uplift and their nominated excess baggage
 - Alerts being sent to key personnel at the airport, including our Virgin Australia airport manager, when there is a forecasted likely baggage offload situation
 - Use of Jakarta as the alternate airport when their weather allows it. When we can use Jakarta as the nominated alternate airport, we need to uplift less fuel, which means we offload less bags because of weight restrictions.
 - Tracking of baggage handling and rates of incorrect offloading. Data is now being kept when baggage is offloaded due to weight and balance reasons. As you can see from the data below, the trend of incorrect baggage offloads (passengers not receiving their nominated bag) is heading in the right direction. It should be noted that the spike in cases on 30 May was not so much an offloading error, but rather there was not enough nominated excess baggage versus the number of bags that needed to be offloaded.
 - Catering We have looked at the possibility of re-introducing a sales cart to the service however, unfortunately this is not
 possible as there is no space available for more catering carts on the aircraft.
 - $\circ \quad \mathsf{FAQ}\,\mathsf{Document}\,\mathsf{-}\,\mathsf{Along}\,\,\mathsf{with}\,\,\mathsf{this}\,\,\mathsf{Bulletin},\,\mathsf{an}\,\,\mathsf{updated}\,\,\mathsf{FAQ}\,\,\mathsf{document}\,\,\mathsf{is}\,\,\mathsf{also}\,\,\mathsf{provided}\,\,\mathsf{for}\,\,\mathsf{reference}.$



We continue to work hard to make other improvements to our services to the IOT and will continue to update passengers and the community on our progress.

Kind Regards

Virgin australia

Gavin Dodd - Strategic Account Manager

Public Notices (cont'd)

Notis - Notis Umum (seterusnya)



Buletin IOT Virgin Australia

14 JULY 2023

LAWATAN VIRGIN AUSTRALIA IOT:

Dengan kerjasama Kerajaan Australia, Virgin Australia mengadakan lawatan ke Pulu Christmas (21-24 February) dan Pulu Cocos (7-10 March).

Semasa lawatan ini, lebih daripada 20 sesi perundingan telah diadakan di kedua-dua Pulu - termasuk dengan kedua-dua Shire, dan badan perwakilan lain - serta beberapa pertemuan informal.

Pendapat yang kami terima sangat berharga dan telah memberikan peningkatan penghargaan terhadap kepentingan dan kesan perkhidmatan penumpang dan serbis freight kami ke pulu tersebut.

Kemas kini sedang disediakan tentang kerja-kerja yang telah dilakukan sejak kembali dari lawatan:

- Pengembalian semula Jakarta sebagai lapangan terbang gantian untuk freighter. Ini mempunyai faedah material kerana dapat menaikkan 1.5/2 ton muatan ekstra disebabkan oleh pengurangan minyak. Penggunaan alternatif Jakarta mengikut keadaan cuaca.
- Mail Pulu Christmas dinaikan di kapal Serco. Naikan mail CI di kapal Serco telah membantu mengosongkan tempat di freighter biasa untuk barang lain, seperti barang yang boleh busuk yang sangat diperlukan.
- Baggage handling dan offloads banyak kerja telah dilakukan untuk membaguskan ini sejak kembali dari Pulu kerana ini adalah topik hangat nombor satu! Inisiatif yang diperkenalkan termasuk:
 - Mengajar ground handlers tentang proses penumpang memilih bag priority mereka untuk dinaikkan dan excess baggage yang mana
 - Peringatan di hantar ke pekerja penting di airport, termasuk pengurus lapangan terbang Virgin Australia kami, apabila terdapat kemungkinan penurunan bag
 - Menggunakan Jakarta sebagai airport alternatif apabila cuaca mereka mengizinkan. Apabila kami boleh menggunakan Jakarta sebagai airport alternatif yang dipilih, kami perlu mengurangkan minyak, yang bermaksud kami menurunkan bag lebih sedikit kerana timbangan.
 - Tracking pengurusan baggage dan rates menurunkan bag yang salah. Data kini disimpan apabila bag diturunkan oleh karena timbangan. Seperti yang anda boleh lihat daripada data di bawah, trend penurunan bag yang salah (penumpang tidak menerima beg mereka yang diutamakan) sedang menuju ke arah yang betul. Perlu diingatkan bahawa penaikan dalam kes pada 30 May bukan karena kesalahan penunuran, tetapi tidak terdapat cukup excess bag yang dicalonkan berbanding dengan bag yang perlu diturunkan.
 - Katering Kami telah melihat kemungkinan untuk memulahkan semula troli jualan kepada serbis namun, sayangnya ini tidak mungkin kerana tidak ada tempat tersedia untuk lebih banyak troli katering di dalam kapal.
 - Dokumen FAQ Bersama Buletin ini, dokumen FAQ yang diperbarui jugak disediakan untuk keterangan.



Kami terus bekerja keras untuk membuat penambahbaikan lain pada serbis kami kepada IOT dan akan terus kasitahu penumpang dan masyarakat tentang kemajuan kami.

Salam Hormat

australia

Gavin Dodd - Strategic Account Manager

Public Notices (cont'd)

Notis - Notis Umum (seterusnya)



Virgin Australia Airline Services to the Indian Ocean Territories
Frequently Asked Questions

Virgin Australia is committed to delivering the best services possible to our guests who fly with us to the Indian Ocean Territories (IOT).

Detailed below is information about our services to the IOT and our responses to frequently asked questions from the IOT communities.

What services are available on Virgin Australia's IOT services?

- Complimentary snacks and beverages are available on IOT flights.
- The Virgin Australia "In-Flight Entertainment" system is available on A320 aircraft that operate on the IOT services.
- Below is a link for additional information:
 - https://www.virginaustralia.com/au/en/experience/ on-board-the-flight/in-flight-entertainment/

What are the operational challenges to operate to the IOTs?

- Operations to Christmas Island and the Cocos (Keeling) Islands require extensive planning, considering the remote location of these ports and the weather cycles in these areas. In planning for flights to the IOT, Virgin Australia must consider among other things, fuel supplies and associated contingency airports, weather and air traffic requirements.
- Because of a lack of alternate aerodromes in the near vicinity of the Islands, extra fuel must be carried in excess of the required trip fuel, to ensure that an alternate airport can be reached in the event of being unable to land in the IOT.
- This means careful planning of the number of passengers and bags that can be safely uplifted on each flight. As such, passenger numbers are capped and additional baggage is only offered on a "standby" basis.

How many flight crew are required on each IOT flight?

- Due to the crew hours required for an IOT flight rotation, Virgin Australia operate the services with the following crew:
 - Four pilots
 Five cabin crew
 - Five cabin crew
 - One engineer.

What are the On Time Performance (OTP) results for Virgin Australia's IOT operation?

- OTP is measured by events that are within the control of the airline.
- The measure of a delay is determined by a departure beyond 15 minutes of the scheduled departure time.
- For the period 1 January to 30 June 23, Virgin Australia's "controllable" OTP (departing within 15 minutes of scheduled departure) result for IOT services was 91.7%.

Do I need travel insurance when travelling to the IOT?

- Virgin Australia encourages its guests to obtain travel insurance before travelling to the IOT.
- In the event of flight delays within Virgin Australia's control, assistance will be provided in accordance with the "Guest Compensation Policy." However, in the event of a delay attributed to operational weather conditions (that is, beyond Virgin Australia's control), the guest is responsible for any additional costs that are incurred.

What are the bag limits?

- The standard passenger baggage limit on IOT services is:
 - one piece of checked baggage at a maximum of 23kg and;
 - one carry-on item at a maximum of 7kg.
- Additional baggage allocations vary depending on an individual's Velocity status.

 Additional "stand by" bags can be purchased at the airport, online or by calling the Virgin Call Centre, however these additional bags are accepted on a space-available basis, meaning that if they cannot be uplifted on the nominated flight they will be uplifted on the next available flight, subject to space available on that service.

Can I take oversize items?

- Oversized and fragile items can be lodged on IOT services, however they are generally uplifted on a standby basis
- See link for more details:
 - https://www.virginaustralia.com/au/en/travelinfo/baggage/oversized-fragile-items/

Why have my bags been offloaded?

- In the event of high passenger numbers and adverse weather conditions, there are occasions when additional fuel is required to operate the IOT service.
- This is generally associated with the Tuesday service when we operate direct to Christmas Island.
- Guests are asked to nominate their "priority" bag and any other excess baggage is accepted on a standby basis.
- The "standby" baggage will be the first to be selected if baggage is required to be offloaded. This baggage is uplifted on a future service when space permits
- It is important that guests are aware excess baggage is sold on a standby basis and if there are food products that need to travel, they should be nominated as the guest's "priority" piece of baggage.
- It is not guaranteed that excess baggage will be uplifted on the next scheduled service. It will only be uplifted on a service when space permits
- Virgin Australia has regular meetings with the Perth Airport ground handling team to ensure they are aware of the need to deliver a consistent baggage offloading process.

How Can you help?

 Virgin Australia recommends passengers keep within their allocated free baggage allowance where possible. Flights to the IOT are weight restricted due to the complex nature and safety requirements associated with remote Island operations and the need to carry sufficient fuel to operate the services. We cannot guarantee the uplift of additional excess baggage due to these operational restrictions

When is Virgin Australia obliged to pay for guest accommodation, transfers and meals?

- Virgin Australia's Compensation and Assistance Policy outlines guest entitlements in instances of cancellations, delays and in cases where guests are denied boarding.
- For cancellations and delays, we differentiate our policy based on whether an event was within our control or whether it was beyond our control.
- Our Conditions of Carriage provide information to advise guests of our policies in this regard.
- Further information can be found at the Virgin Australia website.

How quickly can a recovery flight occur in the event of a major delay?

- In instances where a recovery flight is required for an IOT service,
 Virgin Australia will respond quickly to ensure all guests are transported to the destination without undue delay.
- The time taken to organise a recovery service is influenced by crew and aircraft availability, as well as expected operational weather conditions.

Public Notices (cont'd)

Notis - Notis Umum (seterusnya)



 Virgin Australia understands the impact that a major delay has on guests travelling to the IOT and we work to mobilise recovery flights to not cause further disruptions.

Why did I not receive an SMS message alerting me to a flight delay when on Cocos (Keeling) Islands?

- Virgin Australia proactively issues communications to notify guests of delays as soon as a potential disruption is identified.
- When an IOT service is delayed, an SMS and an email containing the updated flight itinerary is sent to all guests travelling on that service. The Virgin Australia website is also updated with this information.
- The ground handling teams at Christmas and Cocos (Keeling) Islands Airports also post details of the delay and recovery flight on the Islands' Facebook sites and communicate with guests at the airports.
- An email is also sent to tourism and accommodation operators to provide information on the developments regarding the IOT service that has been affected.
- It is important to note that on Cocos (Keeling) Islands, the mobile roaming network is not available. We encourage guests to proactively seek information relating to communications while staying on Christmas or Cocos (Keeling) Islands.

Why are seats available on an IOT service when I travel, but the booking system shows the service is sold out?

- Virgin Australia carefully manages its IOT flights to ensure that we can cater to demand and operational requirements on these services.
- To ensure sufficient fuel is carried to meet the requirements of remote island operations, we are required to limit the number of available seats sold on a flight which is why some seats may be unoccupied on the IOT services, even though the flight could show as 'sold out'.

Why are there no direct flights from Perth to Cocos (Keeling) Islands?

- Christmas Island and the Cocos (Keeling) Islands are designated as 'Remote Islands' under the Australian Civil Aviation regulations, which require airline operators to carry enough fuel to divert from either island to a suitable alternate mainland aerodrome, irrespective of the weather conditions on either Island.
- Virgin Australia uses Learmonth and Jakarta airports as an alternate for the IOT operation, depending on the forecast weather conditions at each aerodrome.
- Learmonth Airport is also used as a fuel stop for the Friday flight to the Cocos (Keeling) Islands. This refuelling provides the ability to uplift the required freight, passenger and baggage loads and meet regulations for fuel loads and alternate aerodrome diversions.
- The Tuesday service can fly direct to Christmas Island because it is closer to Perth Airport, and therefore does not require a fuel stop in Learmonth.

Why do flights sometimes return to the mainland when they are approaching landing in the IOT?

- Flights operating into the IOT need to carry enough fuel to hold overhead of the destination, have multiple landing attempts and to divert to a mainland alternate airport if landing is not possible.
- There have been occasions when, due to the operational head winds, a flight has burnt more fuel on a sector than expected and close to the destination has had to divert to the alternate due to the amount of fuel left in the tank.

 Even if conditions are clear at the destination, aviation safety regulations do not give the crew the option to continue, and they must divert.

If a flight is unable to land in either Christmas or the Cocos Islands, what aerodrome where will it divert to?

 Virgin Australia currently uses Learmonth or Jakarta Airport as an alternate for the IOT operation.

Why aren't additional passenger services being scheduled for coming months, given high demand and booked-out flights?

- Additional passenger flights are scheduled based not only on demand but also on availability of appropriate aircraft to service the IOT route and crew.
- At this time, there is no capacity for additional flights but Virgin
 Australia will continue to work with the Government on
 additional services where possible and appropriate.

Freight services to the IOT

- Virgin Australia is aware of the key role that the Toll air freight service and our passenger services play in delivering essential freight and resources to the IOT. The Toll freighter continues to operate every fortnight on a Friday and we have been uplifting the maximum amount of freight on this service, with additional freight uplifted on the twice weekly passenger services.
- Virgin Australia and the Government has also supported a number of additional air freight services over recent months in response to high demand. While additional flights can provide a short-term solution, this option is not always logistically available.
- Air freighters currently carry approximately 12.5 14 tonnes per flight depending on the expected operational conditions on the day.
- Freight is prioritised as follows:
 - Medical
 - Perishable
 - o Mail
 - Priority General
 - General

Why do CI get additional freight services and CCK miss out?

- Virgin Australia works with its contractors to ensure equitable freight services for Cocos and Christmas Islands, considering population sizes and freight demand.
- Due to its geographical location and aviation regulations including additional fuel requirements, a maximum of six tonnes of freight can be uplifted to CKI, making a CKI-only freight service unviable.
- Where Christmas Island has a standalone freight service scheduled, this allows for the prioritisation of airfreight for Cocos on adjacent freight and passenger services.

How can I raise an issue or make a complaint in relation to my freight?

 Queries relating to freight should be directed to Freightshop to review and respond to at the following email address:

o perth@freightshop.com.au

Why are flights disrupted when there is volcano activity in Indonesia?

- It is important to know that volcanic activity or volcano ash cloud dispersal around the destinations that we operate to, or at the planned alternate airport, may disrupt flights to the IOT.
- This may require a reduction in passenger numbers, baggage or freight on impacted services.
- Such volcanic activity could also result in a recommendation to delay or cancel the planned service, due to safety reasons.

Public Notices (cont'd)

Notis - Notis Umum (seterusnya)



Virgin Australia Airline Services ke Indian Ocean Territories Pertanyaan Yang Sering Ditanya

Virgin Australia berkomitmen untuk memberikan layanan terbaik bagi penumpang kami yang terbang bersama kami ke Indian Ocean Territories (IOT). Detail di bawah ini adalah informasi tentang layanan kami untuk IOT dan jawapan kami terhadap pertanyaan dari masyarakat IOT.

Serbis apa yang tersedia di Virgin Australia's IOT?

- Makanan ringan dan minuman percuma disediakan dalam penerbangan IOT.
- Sistem "In-Flight Entertainment" Virgin Australia tersedia di pesawat A320 yang beroperasi pada penerbangan ke IOT.
- Di bawah adalah link untuk maklumat tambahan:
 - https://www.virginaustralia.com/au/en/experience/ on-board-the-flight/in-flight-entertainment/

Apakah cabaran operasi untuk beroperasi kepada IOT? • Operasi ke Pulu Christmas dan Pulu Cocos me

- Operasi ke Pulu Christmas dan Pulu Cocos memerlukan perancangan yang luas, dengan mengambil kira lokasi yang jauh dan cuaca di kawasan ini. Dalam perancangan untuk penerbangan ke IOT, Virgin Australia mesti mempertimbangkan antara lain, minyak dan lapangan terbang luar jangka yang berkaitan, cuaca dan keperluan trafik udara.
- Disebabkan kekurangan airport alternatif di kawasan berhampiran Pulu, minyak tambahan mesti dibawak melebihi minyak perjalanan yang diperlukan, untuk memastikan bahawa airport alternatif boleh disampai sekiranya tidak dapat mendarat di IOT.
- Ini bermakna perancangan teliti terhadap penumpang dan bag yang boleh dinaikkan dengan selamat pada setiap penerbangan.
 Oleh itu, nomor penumpang dibatasi dan bag tambahan hanya ditawarkan secara "stand by".

Berapa banyak pekerja kapal yang diperlukan pada setiap penerbangan IOT?

- Karena jam pekerja yang diperlukan untuk penerbangan IOT,
 Virgin Australia mengoperasikan penerbangan dengan pekerja berikut:
 - Pilot empat
 - Cabin crew lima
 - Engineer satu.

Apa hasil On Time Performance (OTP) untuk operasi IOT Virgin Australia?

- OTP dikira dengan peristiwa yang berada dalam kawalan syarikat penerbangan.
- Perkiraan delay ditentukan oleh pelepasan melebihi 15 minit dari masa berlepas yang dijadualkan.
- Untuk tempoh 1 January hingga 30 June 23, keputusan OTP "boleh dikawal" Virgin Australia (berlepas dalam masa 15 minit dari yang dijadualkan) untuk serbis IOT ialah 91.7%.

Apakah saya perlukan insurans perjalanan kalau pergi ke IOT?

- Virgin Australia menggalakkan tetamunya mendapatkan insurans perjalanan sebelum pergi ke IOT.
- Sekiranya berlaku penerbangan delay dalam kawalan Virgin Australia, bantuan akan diberikan mengikut "Guest Compensation Policy." Walau bagaimanapun, sekiranya berlaku delay yang dikaitkan dengan keadaan cuaca (iaitu, di luar kawalan Virgin Australia), penumpang bertanggungjawab untuk sebarang kos tambahan yang ditanggung.

Apakah bag limit?

- Bag limit penumpang pada layanan IOT adalah:
 - satu bag dengan berat 23kg dan;
 - o satu tentengan dengan berat 7kg.
- Bag tambahan berbeza bergantung pada status Velocity status seseorang.

 Bag "stand by" tambahan boleh dibeli di airport, online atau dengan menghubungi Virgin Call Centre, walau bagaimanapun bag tambahan ini diterima mengikut tempat yang ada, bermaksud kalok tidak boleh dinaikkan ia akan dinaikkan di kapal yang seterusnya, tergantung pada tempat yang ada di penerbangan itu.

Bolehkan saya bawak barang size besar?

- Barang yang terlalu besar dan mudah pecah boleh dibawak, tetapi biasanya barang tersebut dinaikkan secara standby
- Lihat link untuk keterangan lebih lanjut:
 - https://www.virginaustralia.com/au/en/travelinfo/baggage/oversized-fragile-items/

Kenapa bag saya diturunkan?

- Sekiranya jumlah penumpang banyak dan keadaan cuaca jelek, ada kalahnya minyak tambahan diperlukan untuk mengoperasikan penerbangan IOT.
- Ini biasanya dikaitkan dengan serbis hari Selasa apabila kami beroperasi direct ke Pulu Christmas.
- Penumpang diminta untuk menentukan bag "priority" mereka dan excess baggage lainnya diterima secara standby.
- Bag "standby" akan menjadi yang pertama dipilih jika bag harus diturunkan. Bag ini dinaikkan dikapal mendatang jika ada tempat.
- Adalah penting untuk penumpang mengetahui excess baggage dijual sebagai standby dan jika ada makanan yang perlu, ia harus diletak sebagai bag "priority" penumpang.
- Tidak dijamin bahawa excess baggage akan dinaikkan pada penerbangan berjadual seterusnya. Ia hanya akan dinaikkan pada penerbangan apabila ada tempat.
- Virgin Australia mengadakan pertemuan tetap dengan pasukan ground handling Perth Airport untuk memastikan mereka menyedari keperluan untuk menyampaikan proses penurunan bag yang konsisten.

Bagaimana saya boleh bantu?

 Virgin Australia menasihatkan penumpang untuk tetap berada dalam allowance baggage yang free yang dialokasikan jika boleh. Penerbangan ke IOT dibatasi beratnya karena sifat kompleks dan persyaratan keselamatan yang terkait dengan operasi Pulu yang jauh dan kebutuhan untuk membawa minyak yang cukup untuk mengoperasikan penerbangan tersebut. Kami tidak dapat menjamin kenaikkan excess baggage disebabkan oleh pembatasan operasi ini.

Kapan Virgin Australia wajib membayar tempat tinggal, transfer, dan makanan penumpang?

- Policy Virgin Australia's Compensation dan Assistance menerangkan hak penumpang sekiranya ada kapal di cancel, delay dan dimana penumpang ditolak naik kapal.
- Untuk kapal cancel dan delay, kami membezakan policy kami mengikut apakah suatu peristiwa berada dalam kawalan kami atau apakah itu di luar kawalan kami.
- Syarat Pengangkutan kami memberikan maklumat untuk menasihati penumpang tentang policy kami dalam hal ini.
- Maklumat lanjut boleh didapati di laman web Virgin Australia.

Berapa cepat penerbangan diadakan lagi sekiranya berlaku delay?

- Jika diperlukan penerbangan recovery untuk IOT, Virgin Australia akan merespon dengan cepat untuk memastikan semua penumpang diantar ke tempat tujuan tanpa penundaan yang tidak semestinya.
- Masa yang diambil untuk mengatur penerbangan recovery dipengaruhi oleh ketersediaan crew dan kapal, serta jangkaan keadaan cuaca.

Page | 1

Public Notices (cont'd)

Notis - Notis Umum (seterusnya)



Virgin Australia faham kesan kapal delay terhadap penumpang yang melakukan perjalanan ke IOT dan kami berusaha untuk menggerakkan penerbangan recovery untuk tidak menyebabkan gangguan selanjutnya. Mengapakah saya tidak menerima mesej SMS yang kasitau saya tentang

kapal delay semasa berada di Pulu Cocos?

- . Virgin Australia secara proaktif mengeluarkan komunikasi untuk memberitahu penumpang tentang kapal delay sebaik sahaja potensi gangguan dikenal pasti.
- Apabila kapal ke IOT delay, SMS dan emel yang mengandungi jadual perjalanan penerbangan yang baru dihantar kepada semua penumpang. Website Virgin Australia jugak akan ada maklumat ini.
- Pekerja ground handling di Airport Christmas dan Cocos akan post detail tentang kapal delay dan recovery di Facebook dan kasitahu penumpang di airport.
- Emel jugak akan di kirim ke tourism dan tempat tinggal untuk kasitahu tentang perkembangan penerbangan IOT yang terlibat.
- Perlu diperhatikan bahwa di Pulu Cocos, mobile tidak boleh. Kami menggalakkan penumpang untuk secara proaktif mencari informasi yang berkaitan dengan komunikasi saat ada di Pulu Christmas atau Cocos.

Mengapa ada kursi di penerbangan IOT saat saya naik, tetapi sistem menunjukkan bahawa sudah terjual habis? • Virgin Australia menguruskan penerbangan IOTnya dengan

- berhati-hati untuk memastikan kami dapat memenuhi permintaan dan keperluan operasi bagi serbis ini..
- Untuk memastikan minyak cukup dibawak untuk memenuhi keperluan operasi pulu yang jauh, kami diharusakan untuk membatasi jumlah kursi yang tersedia yang dijual dalam penerbangan, itulah sebabnya beberapa kursi mungkin kosong pada penerbangan IOT, walaupun penerbangan itu boleh

ditunjukkan sebagai 'habis'. Mengapa tidak ada penerbangan direct dari Perth ke Cocos?

- Pulu Christmas dan Cocos ditetapkan sebagai 'Pulu Jauh' di bawah peraturan Australian Civil Aviation, yang memerlukan penerbangan membawak minyak yang cukup untuk terbang dari mana-mana pulu ke airport tanah besar gantian yang sesuai, tanpa mengira keadaan cuaca di kedua-dua Pulu.
- Virgin Australia gunakan airport Learmonth dan Jakarta sebagai gantian untuk penerbangan IOT, bergantung pada keadaan cuaca di setiap airport.
- Airport Learmonth juga digunakan untuk mengisi minyak untuk penerbangan hari Jumaat ke Pulu Cocos. Pengisian minyak membolehkan untuk naikkan cargo, penumpang dan baggage dan memenuhi peraturan untuk muatan minyak dan pengalihan airport alternatif.
- Penerbangan hari Selasa boleh terbang direct ke Pulu Christmas sebab lebih dekat dengan Airport Perth, dan oleh itu tidak memerlukan mengisi minyak di Learmonth.

Mengapa penerbangan terkadang balek ke tanah besar saat sudah dekat

- Penerbangan yang beroperasi ke IOT perlu membawak minyak yang cukup untuk menahan diatas destinasi, mempunyai beberapa percubaan mendarat dan pergi ke airport gantian tanah besar jika pendaratan tidak dapat dilakukan.
- Terdapat keadaan apabila, disebabkan merajang angin, penerbangan telah membakar lebih banyak minyak pada sektor daripada yang dijangkakan dan sudah mau sampai dengan destinasi terpaksa pergi ke alternatif kerana jumlah minyak yang tinggal di dalam tangki.

Walaupun keadaan terang di destinasi, peraturan keselamatan penerbangan tidak memberi crew kapal pilihan untuk meneruskan, dan mereka mesti putar

Jika penerbangan tidak dapat mendarat sama ada di Christmas atau Cocos, airport mana yang akan di pergi?

Virgin Australia saat ini gunakan Airport Learmonth atau Jakarta

sebagai alternatif untuk operasi IOT. Mengapakah penerbangan penumpang tambahan tidak dijadualkan untuk bulan-bulan akan datang, memandangkan permintaan tinggi dan penerbangan yang sudah terjual?

- Penerbangan penumpang tambahan dijadualkan bukan sahaja berdasarkan permintaan tetapi juga pada ketersediaan kapal yang sesuai untuk memberi serbis kepada perjalanan dan crew kapal IOT
- Saat ini, tidak ada kapasiti untuk penerbangan tambahan tetapi Virgin Australia akan terus bekerjasama dengan Kerajaan dalam serbis tambahan jika boleh dan sesuai. serbis Freight ke IOT

- Virgin Australia sedar tugas penting yang dimainkan oleh serbis freight Toll dan serbis penumpang kami dalam menghantar barang dan sumber penting kepada IOT. Toll freighter terus beroperasi setiap dua minggu pada hari Jumaat dan kami telah menaikkan jumlah maksimum cargo pada serbis ini, dengan cargo tambahan dinaikkan pada serbis penumpang dua kali seminggu.
- Virgin Australia dan Kerajaan juga telah menyokong beberapa serbis freight udara tambahan sejak beberapa bulan kebelakangan ini sebagai tindak balas kepada permintaan yang tinggi. Walaupun penerbangan tambahan boleh memberikan penyelesaian jangka pendek, pilihan ini tidak selalu tersedia secara logistik.
- Freight udara pada masa ini membawa kira-kira 12.5 14 ton setiap penerbangan bergantung pada jangkaan keadaan operasi pada hari tersebut.
- Freight diutamakan seperti berikut:
 - Medical
 - Perishable
 - Mail
 - Priority General

O General Mengapa CI dapat serbis freight tambahan dan CCK tidak?

- Virgin Australia bekerjasama dengan kontraktornya untuk memastikan serbis freight yang adil untuk Cocos dan Pulu Christmas, dengan mengambil kira saiz populasi dan permintaan freight.
- Oleh kerana lokasi geografinya dan peraturan penerbangan termasuk keperluan minyak tambahan, maksimum enam ton cargo boleh dinaikkan kepada CKI, menjadikan serbis freight CKI sahaja tidak dapat dijalankan.
- Dimana Pulu Christmas mempunyai serbis freight sendiri yang dijadualkan, ini memungkinkan keutamaan freight untuk Cocos

pada serbis freight dan penumpang. Bagaimana saya dapat mengajukan masalah atau membuat komplen tentang

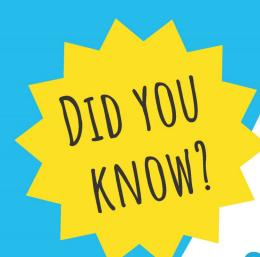
freight saya?

• Pertanyaan berkaitan freight hendaklah ditujukan kepada Freightshop untuk dilihat dan dibalas di alamat emel berikut:

o perth@freightshop.com.au Mengapakah penerbangan terganggu apabila terdapat aktiviti gunung berapi

- di Indonesia?
 Adalah penting untuk mengetahui bahawa aktiviti gunung berapi atau penyebaran awan abu gunung berapi di sekitar destinasi yang kami beroperasi, atau di airport gantian yang dirancang, boleh mengganggu penerbangan ke IOT.
 - Ini mungkin memerlukan pengurangan penumpang, bag atau muatan cargo pada serbis vang terjejas.
 - Aktiviti gunung berapi sebegini juga boleh menyebabkan cadangan untuk menangguhkan atau membatalkan penerbangan yang dirancang, atas sebab keselamatan.





Cocos
(Keeling) Islands
tap water costs
less than
1/4c per litre.

Drinking tap water is best.











Local Businesses Bisnis Penduduk



Logo Designing

Logo designing is one of the many services the CRC offers.

Just a click away, the logo file is yours.

For more information, please email us at info@cocosislandscrc.cc







ADVERTISE YOUR LOCAL BUSINESS HERE

We would like to invite local businesses to advertise their services in The Atoll.

Perhaps you would like to announce any specials, new stock or business information.

This is a great initiative for you to promote your business to the local community!

For further information please contact the Cocos Keeling Islands Community Resource Centre.

Email: info@cocosislandscrc.cc Phone: 9162 7707

History and Culture

Sejarah dan Kebudayaan

Blast From The Past



Can you believe it?

This is Direction Island in the olden days.

There used to be buildings like houses on this island.

Photo Source: Cocos As it Was

Did You Know

Like humans, koalas actually have unique individual fingerprints. If you place a koala and human finger print side by side, they're actually pretty hard to differentiate.

Cocos Malay Dictionary

Friend - Kawan/Teman/Sahabat/Sobat
Colleague - Teman kerja
House guest - Tetamu
Visitor - Pendatang
Manager - Menija
Staff - Perkerja
Customer - Orang
Enemy - Musuh

Entertainment Hiburan

Affirmations

To Calm Down Quickly

I am safe and in control.

I have done this before, and I can do it again.

This too shall pass.

I am strong.

I trust myself.

I am capable.

I take things one day at a time.

I inhale peace and exhale worry.

This feeling is only temporary.

I am loved and accepted.



Riddles

- 1. What coat is always wet when you put it on
- 2. What has a lot of keys but can't open a single lock?
- 3. I have a lot of hearts but no other organs what am I?
- 4. A captain charters a boat full of people but not a single person. How is that possible?
- No matter how hungry you are, you can't eat these two things for dinner.
- 6. What contains three "e"s but contains only one letter?



were married 6. Breakfast and lunch

5. All the passengers

4. A deck of cards

3. A piano

A coat of paint

3. An envelope

Answer

TIPS

Cleaning Hack for Your Oven

 Make sure your oven is switched off and cooled down.

Before you start scrubbing the dirt and excess food away, start by cleaning the oven racks.

2. Mix your own cleaning solution with baking soda and water.

A great oven cleaning hack is to use a simple homemade solution made from baking soda and water.

For the whole method, you'll only need baking soda, water, white vinegar, a damp dish cloth, rubber gloves and a spray bottle.

In a small bowl, mix together 1/2 a cup of baking soda with a few tablespoons of water until you have a paste-like substance.

- 3. Cover the oven in the cleaning paste Spread your homemade paste all over the interior of your oven. Use your rubber gloves for this if your oven is particularly grimy. If the paste turns a brownish colour, this is normal. Make sure to cover every part of the oven in the past including the glass door.
- 4. Let it sit overnight
 Let the baking soda solution to rest on the oven for 12 hours (or overnight). Meanwhile, it might be a good idea to spend this time thoroughly cleaning the racks.
- 5. Wipe down the oven
 After your oven has spent 12 hours (or
 overnight) soaking in the baking soda solution,
 take a damp dish cloth and wipe down the
 interior as much as you can. A spatula can be
 used to scrape any of the tough, tried-out
 baking soda in hard-to-reach places.
- 6. Spray it with vinegar
 Put some white vinegar in a spray bottle and spritz it all over the interior of the oven to ensure a sparkling, thorough clean. When vinegar reacts with the baking soda solution, it will start to foam this is normal!
- 7. Wipe down the oven one last time Take a damp cloth and do a final wipe-down, cleaning every nook and cranny to make sure any remaining bits of baking soda residue is gone. Spray extra vinegar to make sure it is 100 per cent clean.
- 8. Replace the oven racks
 Once the interior of your oven is fully cleaned and dry, wipe down the oven racks and put them back inside. Then, hey presto! Your oven will be sparkling clean and ready to be used again.

Entertainment Hiburan

Cocos Resident Profile

Name: Kylie James

Kampong Name: Nek Indie Rose

Place of Birth: Kalgoorlie

Besides Cocos, where have you resided or visited?

Lived in Kalgoorlie, Kambalda, Lived in a caravan while we travel around Australia in 2000 and lived in Perth for 2 years before Cocos.

What were you doing before?

Managing the Country Club in Kambalda, then traveled Australia for 12 months before working for Bankwest then came to Cocos in 2003 to manage the Cocos Club until 2010.

What are you doing now?

Owner operator of Cocos Islands Adventure Tours since 2008.

What are the top 3 things you love about living on Cocos?

I love the safety/security – not having to lock doors – feeling safe in my own home and walking around the community.

I love the opportunities I have had here to learn so many things and enjoy amazing experiences especially in the Marine environment.

I love that I had the opportunity to raise my children here and the beautiful long-lasting friendships that we have all made.

What are the things that you would like to do on Cocos that you haven't had the chance to?

See the pristine lagoon be returned to its former best.

Do you have a Cocos moment/mishap/ experience to share? We worked at Oceania house for Johnny back in 1991-1992 the whole experience could be considered a moment/mishap/ experience. It was the most amazing fun time!

Favourite sport/activity? Sport Golf- Activity Cance Tour

Sport Golf- Activity Canoe Tours

Favourite 3 places on Cocos? House 20, Canoe Beach, the Southern islands in the Southern Atoll.

Favorite Cocos food? Chicken Rendang, Home Island Chicken Satays.



If you could change Cocos what would you do first?

Reverse the damage done to the lagoon. Stop the turtles from dying on mass.

Bring all the scientists, locals and industry personal together in a round table discussion to come up with a solution/s to reestablish the sea grass in the lagoon.

If you were stranded on North Keeling Island for 1 year, what 3 items would you require?

My family, a year supply of food and a flint -1 guess that is more than 3???

List some of the things you are passionate about? My family, and at this very point in time the state of the lagoon and the dead and dying turtles.

Is there anything else interesting you would like to share with us? I love living on Cocos. I believe it is the land of opportunity to learn things and try things.

Sports & Recreations Olahraga & Rekreasi





2023 AFL Broadcast Guide Cocos Keeling Islands Time ROUND 20

Match	Channel	Time
Friday July 28		
Collingwood VS Carlton	7mate	4.00pm
Saturday July 29		
Geelong Cats VS Fremantle	Channel 7	10.00am
Essendon VS Sydney Swans	7mate	3.30pm
Sunday July 30		
West Coast Eagles VS North Melbourne	Channel 7	1.00pm
ROU	IND 21	
Friday August 4		
Western Bulldogs VS Richmond	7mate	4.00pm
Saturday August 5		
Essendon VS West Coast Eagles	Channel 7	10.00am
Sunday August 6		
Fremantle VS Brisbane Lions	Channel 7	1.00pm

Games Page Halaman Kemainan

Across

- 1 Uneven hairdo
- 5 For this purpose only
- 10 Far from ruddy
- 14 Dixie bread
- 15 State under oath
- 16 Consort of Cronus
- 17 Bee or Em
- 18 Annoying
- 19 Shipbuilding wood
- 20 Pacts
- 22 Puppies
- 24 Book-flap prose
- 25 Fly high
- 26 Discotheque effect
- 28 Fox-hunting cry
- **31** Eliminated creases
- **32** Floating platform
- 33 Donner ___ Blitzen
- 35 Phoned
- 36 Auto for hire
- **37** Advertising award
- 38 Be in session
- **39** "The World According to "
- 41 Haifa hello
- 43 Cause of lockjaw
- 45 Stately court dance
- 46 Take in, in a way
- 47 West Indies native
- 48 Actor Maximilian
- 51 Armories
- **54** So
- 55 Vertical graph line
- 57 Incandescence
- 58 Festive time
- 59 Smooth and glossy
- 60 Greek vowel
- 61 Festive time
- 62 Cuddly bear
- 63 Apt to pry

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Down

- 1 Falling-out
- 2 Appointed time
- 3 "Agnes Grey" author
- 4 Be compatible
- 5 Aimed
- 6 Uncool sort
- 7 Pianist Dame Myra
- 8 Symbol of sturdiness
- **9** Give a false alarm
- 10 Blood vessel
- 11 Writer Silverstein
- **12** Pile
- 13 Asian oxen
- 21 Toothpaste holder
- **23** Stop
- 25 Swedish automaker
- 26 Letter opener
- 27 Characteristic
- 28 Pitfalls 29 Rumpus
- 30 Burger garnish
- **34** Cupola
- 36 Heart of the matter
- **37** Collapsing
- 39 British can
- 40 Shrink
- 41 Former chess champ Boris
- 42 Long-eared animal
- **44** College papers
- 47 Hollered
- 48 Charon's river
- 49 Buddy
- 50 Island dance
- **51** Removed ruthlessly
- 52 A great deal
- 53 Go to and fro
- 56 Malt beverage

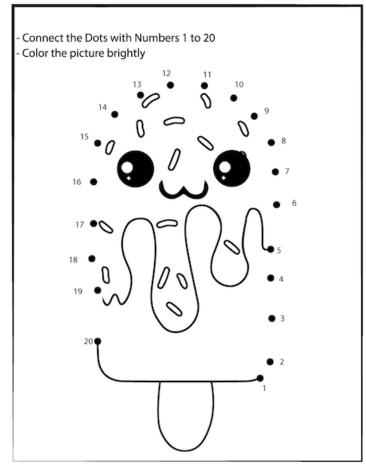
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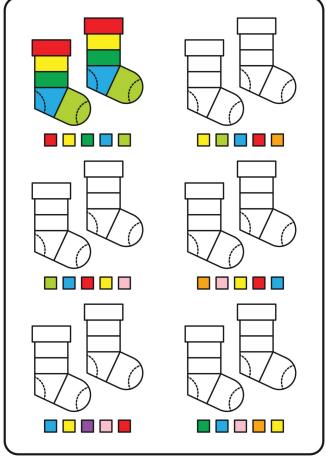
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Games Page (cont'd)

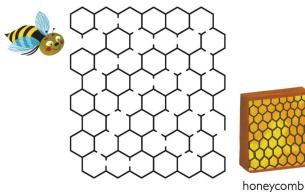
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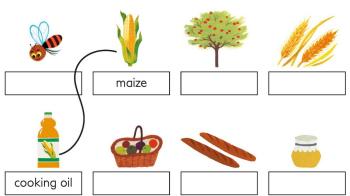
Back to the hive

Can you help this bee get back to the honeycomb through the maze?



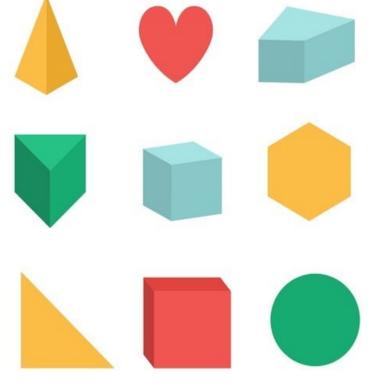
Food in nature

Can you name the natural food sources on the top row and the foods on the bottom row? Then draw a line to show which are connected. One has been done for you.



Shape Sorter

Jai needs help sorting his things between flat shapes and solid forms. Can you help him out? Circle the 2D shapes and box the 3D forms.



What's On Cocos Ada Apa Di Cocos

A Cocos Moment



When it rained 3 days straight in 2013 on Cocos.

Photo Source: Cocos As It Was

Cocos "Feel Good" Stories

Birthdays/Anniversaries

Happy 1st Birthday Izara for 25th July.

Congratulations Almira and Bashar for tying the knot. xx

Wish to send loved ones special messages on their birthdays and anniversaries? Drop an email to CRC at Info@cocosislandscrc.cc

Editor's Page Halaman Editor

Have Your Say

Letters to the Editor will either be accepted or rejected by the Editor. Items need to be:

- Accurate and/or factual
- Not defamatory or inflammatory

Please take into consideration our format when preparing your items/materials to make the most of the spaces available.

The Atoll publication staffs reserves the right to edit the formatting of articles submitted for publication.

To ensure a timely distribution of the newsletter, we request that all items/materials be forwarded before 3pm, 3 days prior to its distribution date. Please contact the Cocos CRC for deadlines and advertising rates.



Disclaimer: The views expressed in articles in this newsletter are not necessarily the views of the editors or other volunteers who work to produce The Atoll. The editor has the right to withhold, edit or abbreviate items as considered necessary. No responsibility is accepted for any statement of opinion, any error or omissions.

Advertisement Rates

Please contact the Cocos Keeling Islands Community Resource Centre for a full rate schedule.

*Translation fees apply**

Materials should be emailed to: info@cocosislandscrc.cc*

Feedback and Suggestion

We would love to receive your feedback or suggestions on what you would like to read in The Atoll. Please contact the CRC.

Residential "The Atoll" Newsletter

Would you prefer to recieve editions of The Atoll to your inbox, instead of a hard copy delivered to your door?

Cocos residents have the option to register their email.

To register your email address, please email info@cocosislandscrc.cc

2023 The Atoll Subscription

To non-residents, you can subscribe to The Atoll electronically by completeing this online form: https://cocosislands.snapforms.com.au/form/2023-atoll-subscription

The production of The Atoll is a proud partnership between the Shire of Cocos Keeling Islands and Cocos Keeling Islands Community Resource Centre.









The **next edition** of The Atoll will be produced on: *Edisi The Atoll selanjutnya akan dikeluarkan pada:*

Friday, 11th August 2023

All items/materials must be received by: Semua majalah mesti diterima sebelom:

3pm, Tuesday 8th August 2023

Community Events Acara Masyarakat

2023 COCOS ISLANDS COMMUNITY EVENTS

26 JULY

Shire Council Meeting Council Chambers, HI

28 JULY

HI Community Planting Day Shire of CKI

29 JULY

WI Community Planting Day Shire of CKI

29 JULY

Community Radio Open Day 6CKI

29 JULY

Christmas in July Cocos Club

10 AUGUST

Project ReCon Launch Cocos CRC

26 AUGUST

Quiz Night Cocos Club

30 AUGUST

Shire Council Meeting Cocos Islands CRC

16 SEPTEMBER

Sports Carnival CIDHS

20 SEPTEMBER

Shire Council Meeting Council Chambers, HI

23 SEPTEMBER

West Island Market Day Cocos Islands CRC

OCTOBER (TBC)

Arts Exhibition Shire of CKI

15 OCTOBER

Beach Clean Up Home & West Island

21 - 28 OCTOBER

Cocos Olympics Cocos Club

22 OCTOBER

CIDHS P&C Fete Home Island School

25 OCTOBER

Shire Council Meeting Council Chambers, HI

OCTOBER (TBC)

Sculptures By The Sea Shire of CKI

7-11 NOVEMBER

Celebrating Our Seniors Shire of CKI

22 NOVEMBER

Shire Council Meeting Cocos Islands CRC

1 DECEMBER

Christmas Tree Lighting Shire of CKI

6 DECEMBER

International Day of People with Disability Shire of CKI

13 DECEMBER

Shire Council Meeting Council Chambers, HI

16 DECEMBER

West Island Market Day Cocos Islands CRC

This is a FREE service for our Community.

If you have a community event you would like to advertise, please contact our office with your details.



P | 9162 7707 E | info@cocosislandscrc.cc W | www.cocos.crc.net.au





Department of Infrastructure, Transport, Regional Development, Communications and the Arts



Department of Primary Industries and Regional Development