



# AGENDA

Dear Mayor and Councillors,

I respectfully advise that an **ORDINARY COUNCIL MEETING** be held in the **Civic Centre Chambers 13 McGregor Street, PORT HEDLAND WA 6721**, on **Wednesday 31 July 2024**, commencing at **5:30pm**.

**MEETING AGENDA ATTACHED**

Yours faithfully

A handwritten signature in black ink, appearing to read "Carl Askew".

Carl Askew

Chief Executive Officer

26 July 2024

**DISCLAIMER**

No responsibility whatsoever is implied or accepted by the Town of Port Hedland for any act, omission, statement, or intimation occurring during Council Meetings. The Town of Port Hedland disclaims any liability for any loss whatsoever and howsoever caused arising out of reliance by any person or legal entity on any such act, omission, and statement of intimation occurring during Council Meetings.

Any person or legal entity that acts or fails to act in reliance upon any statement, act or omission occurring in a Council Meeting does so at their own risk. The Town of Port Hedland advises that any person or legal entity should only rely on formal confirmation or notification of Council resolutions.

**DISCLOSURE OF FINANCIAL/ IMPARTIALITY/ PROXIMITY INTERESTS**

*Local Government Act 1995 – Section 5.65, 5.70 and 5.71*

*Local Government (Model Code of Conduct) Regulations 2021*

<i>This form is provided to enable members and officers to disclose an Interest in a matter in accordance with the regulations of Section 5.65, 5.70 and 5.71 of the Local Government Act and Local Government (Model Code of Conduct) Regulations 2021</i>			
Name			
Position			
Date of Meeting			
Type of Meeting (Please circle one)	Council Meeting/ Committee Meeting/ Special Council Meeting Workshop/ Public Agenda Briefing/ Confidential Briefing		
Interest Disclosed			
Item Number and Title			
Nature of Interest			
Type of Interest (please circle one)	Financial	Proximity	Impartiality
Interest Disclosed			
Item Number and Title			
Nature of Interest			
Type of Interest (please circle one)	Financial	Proximity	Impartiality

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Important Note:** Should you declare a **Financial or Proximity Interest**, in accordance with the Act and Regulations noted above, you are required to leave the room while the item is being considered.

For an **Impartiality** Interest, you must state the following prior to the consideration of the item:

*"With regard to agenda item (read item number and title), I disclose that I have an impartiality interest because (read your reason for interest). As a consequence, there may be a perception that my impartiality on the matter may be affected. I declare that I will consider this matter on its merits and vote accordingly."*

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## 1 Opening of Meeting

The Presiding Member is to declare the meeting open at 5:30 pm.

## 2 Acknowledgement of Traditional Owners and Dignitaries

The Presiding Member acknowledges the Kariyarra people as the Traditional Custodians of the land that we are meeting on and recognises their strength and resilience and pays respect to elders past, present and emerging.

## 3 Recording of Attendance

*Important note: This meeting is being live-streamed and audio recorded to facilitate community participation and for minute-taking purposes, which may be released upon request to third parties. In accordance with Section 6.16 of the Town of Port Hedland Local Law on Standing Orders members of the public are not permitted to use any visual or vocal electronic device or instrument to record the proceedings of any meeting unless that person has been given permission by the Presiding Member to do so. Members of the public are also reminded that in accordance with section 6.17(4) of the Town of Port Hedland Standing Orders Local Law mobile telephones must be switched off and not used during the meeting.*

### 3.1 Attendance

*Scheduled Present:*

Mayor Peter Carter  
Deputy Mayor Ash Christensen  
Cr Sven Arentz  
Cr Flo Bennett  
Cr Camilo Blanco  
Cr Lorraine Butson  
Cr Adrian McRae  
Cr Ambika Rebello  
Cr Tim Turner

*Scheduled for Attendance:*

Carl Askew (Chief Executive Officer)  
Steve Leeson (Director Corporate Services)  
Mark Dacombe (Int/Director Community Services)  
Michael Cuvalo (A/Director Regulatory Services)  
Lee Furness (Director Infrastructure Services)  
Tom Kettle (Manager Governance)  
Maree Cutler-Naroba (Senior Governance Advisor)  
Karen Krollig (Governance Officer)  
Sophie Marlow (Governance Services Trainee)

**3.2 Attendance by Telephone / Instantaneous Communications**

Nil

**3.3 Apologies**

Nil

**3.4 Approved Leave of Absence**

Nil

**3.5 Disclosures of Interest**

Name	Item No	Interest	Nature

**4 Applications for Leave of Absence**

Nil



**5 Response to Previous Questions**

5.1.1	Renaë Coles
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*When was the safety and well-being survey conducted?*

*What was the result findings from this?*

*How many staff were involved?*

*How many staff are currently undertaking EAP support counselling services?*

*What are the issues?*

*When was the last survey undertaken and what improvements did the Town of Port Hedland undertake?*

*Was not live streaming the meeting a knee jerk reaction through the last meeting?*

The Mayor provided the following response:

I'll take that on notice.

The Acting Chief Executive Officer provided the following further response:

The Town hasn't conducted a safety and well-being survey.

The Town has a duty of care under the Work Health and Safety Act 2020 (WA) (WHS Act) to ensure the health and safety of workers and the public so far as reasonably practical.

A psychosocial risk assessment was undertaken in relation to the Special Meeting of Electors and controls implemented to mitigate impacts. For example, reducing exposure by not livestreaming (not required under relevant Town Policy), EAP support services, check-ins and debriefs.

Councillors were advised of this decision in a confidential briefing and were provided updates through appropriate channels. Information related to staff EAP services and issues are confidential.

The Town conducts an annual employee engagement survey.

*When will the Town of Port Hedland address the water wastage from the two water tanks by the Oval in South Hedland to be fixed? Is it the line or is it overflowing?*

The Mayor provided the following response:

I'll take that on notice.

The Acting Director Infrastructure provided the following response:

The tanks in question were the fire mitigation tanks located in the carpark at the Wanangkura Stadium building in South Hedland.

Firesafe services attended site on 20/6/2024 Investigated leaking tanks and found no mechanical issue. Minor leakage through tank liner and weeping through tank skin & slight build up on base around tank.

The Tanks are the Town's assets, and they are on an asset renewal program and continue to be monitored as part of annual inspections.

*It's very disappointing to hear tonight the actual feedback on the reason why this was all taking place and staff that I've spoken to, I can't believe they're even subjected to actually watching the Council meetings the following day and then actually going ahead and sitting down and reviewing and going back over these Council meetings if it's so detrimental to their health, well-being and safety, why are we going ahead and subjecting them to re-watching a council meeting over again?*

The Mayor provided the following response:

Taken on notice.

Governance has provided the following further response:

The Local Government Act 1995 section 5.22(1) requires the person presiding at any meeting of council or a committee to ensure that minutes of the proceedings are kept.

Minutes are taken during Council and Committee meetings; however further review of recordings is required to undertake compliance with regulation 11 Local Government (Administration) Regulations. For example, capturing a summary of questions and statements raised by members of the public.

The Town is currently working to capture more of the required information during the meeting by reimplementing the provision of forms to the public for questions and statement time and requesting Councillors provide motions and amendments in writing.

5.1.2	Tracy Wheat
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*When was the last meeting held for the Hedland Community Safety Advisory Forum?*

The Director Community Services provided the following further response:

The Advisory Forum last met in 2022 when the Forum was wound up by agreement.

*In the 2019-22 Community safety plan, under Goal 3 Resilient Communities, the target goal 3.4 states by 2023, the Hedland community will have a collective*

*justice reinvestment model to reduce the socioeconomic costs of criminal justice participation and promote community reintegration and connection and indicates that this will be actioned in two to three years. Which is making that around 2021. What are the outcomes of this goal?*

*Regarding the 2023-2026 Community Safety Plan: What are the two local problems that have been identified, we are nowhere near the timelines, but for community safety if we're promoting that, should we not be communicating what's happening to public? When can we find out details of that?*

The Mayor provided the following response:

I'll have some information out shortly on that for you.

The Director Community Services provided the following further response:

The 2019-22 Hedland Community Safety Plan has been replaced by the Town of Port Hedland Community Safety Plan 2023-2026. The new plan was developed following the independent evaluation of the 2019-22 Plan by Associate Professor Joe Clare of the University of Western Australia. Assoc. Professor Clare recommended moving away from high-level, future focused objectives that are often beyond the scope of the Town to influence and manage and adopt a problem focused approach where goals and strategies are linked to fixing identified problems. This is the basis of the 2023-26 Community Safety Plan.

In March 2024, the Town of Port Hedland hosted a "POP Kick-off" workshop, with key stakeholders, to launch the Innovative Response Framework initiative. In this workshop local stakeholders were briefed on the Problem Oriented Policing (POP) framework and how this approach had been successful in other jurisdictions. In these workshops stakeholders identified problems they considered prevalent in South Hedland CBD area. Whilst many opportunities were raised, stakeholders identified a problem which they considered could be successfully addressed and looked to impact some immediate concerns. Councillors will be briefed soon on next steps after which progress will be reported to the community. In August, stakeholders will be invited to a participate in identifying the second issue to action in partnership with UWA. As the work progresses there will be regular updates for interested community members.

It is not possible to give a definitive response to the question as it relates to a justice reinvestment model in the 2019-22 Plan.

An independent evaluation of the Plan was undertaken (available on the Town's website) which concluded that, "overall, based on the reviewed evidence, it is unclear what progress has been made on the previous goals". However, the value of a justice reinvestment approach to reducing crime, by addressing the underlying causes and social determinants of criminal behaviour, continues to be recognised in the 2023-2026 Plan (Strategic Objective 3.5) through strengthening community collaborations and partnerships, including the engagement with Justice Reinvestment initiatives in the community.

Information on the two local problems identified under the 2023-2026 Plan will be released shortly. In March 2024, the Town hosted a workshop with key stakeholders, to launch the Innovative Response Framework initiative. Local stakeholders were briefed on the Problem Oriented Policing (POP) framework and how this approach had been successful in other jurisdictions. Stakeholders identified problems prevalent in South Hedland CBD area and identified a problem which they considered could be successfully addressed. Councillors will be briefed in early August after which details will be reported to the community. Also, in August, stakeholders will identify the second problem to action in partnership with UWA. As the work progresses there will be regular updates to the community.

5.1.3	Doris Keohler-Teufel
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*I'm just wondering the last meeting, everything was around the budget and I'm wondering, with all the money you spent on the coastal erosion plan, do you have any money left to maintain it? Because up at Cooke Point in that corner since beginning or mid of December everything is dead, so nothing is growing there.*

The Mayor provided the following response:

I'll take that on notice

The Director Infrastructure provided the following further response:

The revegetation will be attempted again in the next few months.

*What I don't understand is it's not just this project, there are a lot of projects in Port Hedland. They get funding from industry and government. They spent the funding and then it's going down the drain. Will it be the same with the Spoil Bank Marina as well?*

The Mayor provided the following response:

I'll take that on notice

The Director Infrastructure provided the following further response:

The Town contributed funding towards the Spoilbank as a funding partner back in 2022/2023. This project is being managed by the Port Authority on behalf of the State Government. We are interested in ongoing maintenance and will monitor.

5.1.4

Jillian Fisher

*Could the Mayor please let us know what year the Town of Port Hedland last enacted a forensic audit of its finances?*

The Mayor provided the following response:

I'll take that on notice.

The Manager Financial Services provided the following further response:

The Town is unaware of any previous forensic audit.

A forensic audit is usually conducted to examine a defined scope of work to identify and generate evidence to be used in legal proceedings. The Town has not identified the need to expend resources on a forensic audit based on its' current robust independent external and internal audit framework.

## **5.2 Response to Questions taken on notice from Elected Member at the Council Meeting held on 25 June 2024**

5.2.1

Cr Camilo Blanco

*I'd like an explanation into the email on the 24th of May to all Councillors outlining serious issues concerning conduct, work and health obligations, code of conduct obligations and I also received a personalised letter stating the same thing. I would like to know if all members received a personalised letter or just me? I would want to get some sort of outline or a report into what evidence that the administration has to send such a letter to council and myself?*

The Mayor provided the following response:

I'll take that on notice.

The Acting Chief Executive Officer provided the following further response:

The Town has a duty of care under the Work Health and Safety Act 2020 (WA) (WHS Act) to ensure the health and safety of workers and the public so far as reasonably practical.

Councillors were written to on 24 May 2024 to outline the requirements under the WHS Act and Elected Member Code of Conduct. The WHS Act section 29(1)(b) states that, people who enter a work place must take reasonable care to ensure their actions do not adversely impact the health and safety of other persons.

A Councillor received a personal letter where specific incidents were required to be brought to the Councillors' attention related to conduct that risked safety of people within the workplace.

*In relation to the Special Electors Meeting on 19 June 2024, I'd like an explanation on the advertised issues through the Town of Port Hedland to the public, outlining specific problems that have led to staff feeling threatened, developing mental health issues and being afraid to attend council meetings. I want to know the number of official complaints that have been lodged internally or externally. I want to know what measures have been taken to mitigate these issues and I want to know if it relates specifically to Council Members or Council meetings.*

Mayor provided the following response:

I'll take that on notice.

The Acting Chief Executive Officer provided the following further response:

The Town has a duty of care under the Work Health and Safety Act 2020 (WA) (WHS Act) to ensure the health and safety of workers and the public so far as reasonably practical.

A psychosocial risk assessment was undertaken in relation to the Special Meeting of Electors and controls implemented to mitigate impacts. For example, reducing exposure by not livestreaming (not required under relevant Town Policy), EAP support services, check-ins and debriefs.

Councillors were advised of this decision in a confidential briefing and were provided updates through appropriate channels.

*I ask for the Town to get a response from the Local Government at the 24 April OCM in relation to the reasons why the suspension at the Shire of Perenjori in 2019 triggered an official report and the suspension of the Town of Port Hedland did not trigger any report. Can I get the request that's been sent to the department requesting that information? And can I get an update on that information?*

Mayor provided the following response:

I'll take that on notice.

The Manager Governance provided the following further response:

The Town has not made a further request of DLGSC as this question was answered by the DLGSC letter dated 18 March 2024 as provided to the Council. A response to

this question was provided subject to this question being asked at the 24 April Ordinary Council Meeting. That correspondence advised that:

*'An authorised inquiry report is required where an authorised inquiry is ordered. The 18 March 2024 DLGSC letter states, 'At no time was the Town subject of an Authorised Inquiry under section 8.3 of the Act 1995, nor was any person authorised to inquire into the Town's operations and affairs under the Act. On this basis, no Authorised Inquiry report was produced that would otherwise be required under section 8.13 of the Act.'*

The Town of Port Hedland Council was suspended under section 8.15C of the Act 1995, but this does not require a report under legislation.

### **5.3 Response to Questions taken on notice from Public at the Ordinary Council Meeting held on 25 June 2024**

5.3.1	Roger Higgins
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*The Council meeting on the 24th of April, I asked the following question, why do we continue to pay homage at the start of the Council meeting to a group of people who've no authority whatsoever? I got a reply, which was dated on the 13th of June. Which said the following - There are no statutory requirements relating to the acknowledgment of any authority for Council meetings. My question is, when then will this meaningless protocol be abandoned?*

The Mayor provided the following response:

I'll take that on notice.

The Acting Chief Executive Officer provided the following further response:

An acknowledgement of Country demonstrates respect for Traditional Owners and the continuing connection of Aboriginal and Torres Strait Islander peoples to Country. It is part of the Town's meeting protocols together with displaying the Commonwealth Monarch.

*In relation to the Annual General Meeting of Electors held on the 15th of May, I ask for an explanation on how and why some \$231,000 was paid to the Royal Life Saving Association in the 22/23 financial year. I got the following reply from the acting CEO - These payments include labour hire, purchase of equipment such as wristbands, mats and Lifeguard training. So, I'm asking the question again, but this time I'm expecting a full and complete comprehensive answer and I'll be making my statement about this matter in public statement time shortly.*

The Mayor provided the following response:

I'll take that on notice.

The Manager Financial Services provided the following further response:

Of the \$241,660 (net GST) paid to Royal Lifesaving Association between 19/09/2022 and 31 May 2024:

1. \$209,941.03 was for Labour Hire of lifeguards;
2. \$24,412.95 Purchase of equipment such as shirts, mats, wristbands, certificates and signs; and
3. \$7,306.50 for Lifeguard training and licences.

5.3.2	Renae Coles
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*My question is, as we obviously have rates on the sector tonight in the last 12 months, how many funding submissions have been put into various funding proposals to cut back on raising our rates to pay for projects that have been accepted or rejected please?*

The Mayor provided the following response:

I'll take that on notice, thank you.

The Acting Chief Executive Officer provided the following further response:

We have had 25 successful capital grant applications and 12 successful operational grant applications during the 2023-2024 financial year period. This includes State and Federal Government grant streams and industry partnerships/sponsorships. We also have another 12 outstanding applications from the 2023-2024 period we are awaiting outcomes for.

5.3.3	Jillian Fisher
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*TEC services from the 3rd of May to the 30th of May received \$1,030,623.25 from the Town of Port Hedland. That's just a very substantial amount of money. There's a couple of payments. There is one for \$419,629.81, another one for \$163,000, another one for \$86,000 and the last major one for \$192,000 and another one for \$73,000. Does this come under a tender? Was this tender advertised? Can you elaborate on this question?*

Mayor provided the following response:

I'll take that on notice, and we'll get those details for you.

The Director Corporate Services provided the following further response:

TEC Services are engaged by the Town currently under three contracts:

- (RFT2223-04) - Pretty Pool Shade Structures
- (RFT2324-02) - Tennis & Hockey Club Change Rooms



- (RFT2324-01) - Construction Panel

Requests for tenders are advertised in the West Australian and North West Telegraph newspapers, together with requests for quotations, processed via Vendor Panel.

*I'd like to also go into something similar on page 38 of the attachments of 567 pages. If we look at this, the creditor is McLeod's Barristers and Solicitors. And on the 23rd of May, there is \$684,000 that has gone, a total of the whole month of May is \$720,455.62. Can you speak to that?*

Mayor provided the following response

I'll get that on notice for you, I'll get the details for you.

The Director Corporate Services provided the following further response:

This payment relates to the purchase of a residential property that McLeods acted as the Town's conveyancer. Other payments were for legal advice.

## **6 Public Time**

*Important note:*

*In accordance with section 6.7(3) of the Town of Port Hedland Local Law on Standing Orders, members of the public are required to complete a question form and place the completed form in the tray provided.*

*If the Presiding Member determines that questions and statements are out of order due to the use of an offensive or objectionable expression or are defamatory, they will not be recorded or responded to.*

### **6.1 Public Question Time**

### **6.2 Public Statement Time**

### **6.3 Petitions / Deputations / Presentations / Submissions**

Nil

## **7 Questions from Members without Notice**

Nil

## 8 Announcements by Presiding Member without Discussion

The Mayor's meetings for the month of June 2024:

<b>DATE</b>	<b>MEETING DETAIL</b>
04.06.2024	Triple M – Talk of the Town Segment
05.06.2024	Official Opening of Weir Minerals Port Hedland
05.06.2024	BHP Stakeholder Engagement Group
06.06.2024	Lunch – Patrik Mellberg
12.06.2024	Hammond Woodhouse Advisory 1:1
12.06.2024	Radio Interview
21.06.2024	WALGA Pilbara Country Zone
25.06.2024	Qantas Regional Sales & Development Manager
26.06.2024	Pilbara 2024 Conference – day 1
27.06.2024	Pilbara 2024 Conference – day 2
27.06.2024	AREH Business Development Manager catch up - BP
28.06.2024	Hedland Sustainable Living Show Day - dinner
29.06.2024	Hedland Sustainable Living Show Day

## 9 Declarations of All Members to have given due consideration to all matters contained in the Business Paper before the Meeting

The following Elected Members declared that they had given due consideration to all matters contained in the agenda:

**10 Confirmation of Minutes of Previous Meeting**

**OFFICER'S RECOMMENDATION**

**That Council confirm that the Minutes of the Ordinary Council Meeting held on 25 June 2024 are a true and correct record.**

***SIMPLE MAJORITY VOTE REQUIRED***

*Disclaimer*

*Members of the public are cautioned against taking any action on Council decisions, on items on this evening's Agenda in which they may have an interest, until formal notification in writing by the Town has been received. Decisions made at this meeting can be revoked, pursuant to the Local Government Act 1995.*

## **11 Reports of Committees**

### **11.1 Audit, Risk and Compliance Committee**

Nil

**12 Reports of Officers**

**12.1 Corporate Services**

<b>12.1.1</b>	<b>Statement of Financial Activity - June 2024</b>
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**Author:** Senior Financial Accountant

**Authorising Officer:** Director Corporate Services

**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item. At times, they receive payments made in accordance with employment contracts and related Town of Port Hedland policies, which are disclosed in the attachments to this report.

**OFFICER’S RECOMMENDATION**

**That Council:**

- 1. Receive the Statement of Financial Activity, Capital Acquisitions and Variance Report for the period ended 30 June 2024 as shown in attachment 1;**
- 2. Note the Accounts paid under delegated authority for the period ended 30 June 2024 as shown in attachment 2;**
- 3. Receive the Purchasing Card statements for the period ended 30 June 2024, as shown in attachment 3 and 4;**
- 4. Receive the Investment Summary Report for the period ended 30 June 2024, as shown in attachment 5;**
- 5. Receive the Capital Project Listing for the period ended 30 June 2024, as shown in attachment 6; and**
- 6. Receive the YTD Budget v Actual Report by Directorate, as shown in attachment 7.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to receive the Statement of Financial Activity for the period ended 30 June 2024. Supplementary information is also presented to provide further information regarding the Town’s activities.

**DETAIL**

The information provided in this report is for the period ended 30 June 2024, with financial results included in Attachment 1. The preparation of the reports has been reviewed towards maintaining compliance with the *Local Government Act 1995 and* Financial Management Regulations that has resulted in a reduction of some information not necessarily required to be prepared monthly. The Financial Report for

2022-2023 has been audited and confirmed in April 2024, this report relies upon the 2022-2023 comparative financial year results.

The Town's financial activity reports use a materiality threshold to measure, monitor and report on financial performance and position of the Town.

As part of the 2023-2024 original budget, Council adopted the following thresholds as levels of material variances for financial reporting:

- A variance of 10% or \$50,000, whichever is greater, of the Year-to-Date budget of operational and capital expenditure requires explanation.

The opening funding surplus of \$4.4M presented in Year to Date Actual on the Statement of Financial Activity is as per the closing surplus of the audited June 2023 financial statements.

Balance day adjustments for the Final 30 June 2024 Financial Statements are still being reconciled and reviewed, and the 30 June 2024 surplus will be amended to include accruals as well as adjustments for reserve transfers.

The net current funding position surplus/(deficit) from the Statement of Financial Activity as at 30 June 2024 is a surplus of \$18.49M. The YTD surplus of \$18.29M is favourable to budget due to reduced spend on employee costs and materials & contracts, higher capital grants receipts, plus underspends on construction of new infrastructure assets.

There were 72 infrastructure projects scheduled for 2023-2024. Of the program 54 projects reached their intended completion targets for the year and 18 did not. Of those 18 projects not completed:

- 4 projects reached 95% completion
- 4 projects reached 75% completion
- 2 projects reached 50% completion
- 3 projects reached 25% completion

Of the 18 projects not completed:

- 11 where delayed due to contractor resourcing
- 2 where delayed by extended approval processes which we didn't understand at the start of the 23/24 year
- 2 projects delayed by extended and drawn out consultation
- 1 project was delayed by strategic decision due to grant funding

### **LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of low significance, because:

- Exception - The proposal or decision is not of a nature or significance that requires engagement.

**CONSULTATION***Internal*

- Nil

*External Agencies*

- Nil

*Community*

- Nil

**LEGISLATION AND POLICY CONSIDERATIONS**

Section 6.4 of the *Local Government Act 1995* and Regulation 34 of the *Local Government (Financial Management) Regulations 1996* detail the form and manner in which a local government is to prepare its statement of financial activity.

**FINANCIAL AND RESOURCE IMPLICATIONS**

The statement of financial activity is to be supported by such information, as is considered relevant by the local government, containing:

- an explanation of the composition of the net current assets of the month, to which the statement relates, less committed assets and restricted assets.
- an explanation of each of the material variances referred to in sub-regulation (1)(d); and
- supporting information, as is considered relevant by the local government.

Reserves:

Ensure compliance with section 6.11 of the Local Government Act 1995 when reserve accounts are utilised.

**STRATEGIC SUSTAINABILITY IMPLICATIONS****Strategic Community Plan**

The following section of the Town's *Strategic Community Plan 2022-2032* apply in relation to this item:

Our Leadership:

4.2.2 Transparent and regular financial reporting and communication to the community is undertaken

**Access and Inclusion**

The following outcome of the Town's *Access and Inclusion Plan 2023-2026* apply in relation to this item:

Nil



**Corporate Business Plan**

The following service of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Corporate Services:

Financial Management and Rates - Financial management services compliant with legislation to enable the Town to sustainably provide services to the community

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Operational
<b>Risk Category</b>	Financial
<b>Cause</b>	There is an Operational, risk associated with this item due to a reduction in income or increase in expense throughout the 2023/2024 financial year.
<b>Effect (Consequence)</b>	Could impact on the Town’s ability to meet service levels or asset renewal funding requirements.
<b>Risk Treatment</b>	The Town’s financial activity reports use a materiality threshold to measure, monitor and report on financial performance and position of the Town.
The risk rating is considered to be Medium (6) which is determined by a likelihood of Possible (3) and a consequence of Minor (2).	

**OPTIONS**

- Option 1 – Adopt officer’s recommendation
- Option 2 – Amend officer’s recommendation
- Option 3 – Do not adopt officer’s recommendation

**CONCLUSION**

The opening funding surplus of \$ 4.4M presented in YTD Actual on the Statement of Financial Activity, is as per the closing surplus presented in the audited financial statements from June 2023. The net current funding position is \$18.49M.

**ATTACHMENTS**

1. Monthly Financial Report - June 2024 report [**12.1.1.1** - 8 pages]
2. Accounts paid under delegated authority - June 2024 [**12.1.1.2** - 80 pages]
3. Purchasing card statements - June 2024 [**12.1.1.3** - 22 pages]
4. Investment summary report for the period ended 30 June 2024 [**12.1.1.4** - 11 pages]
5. Capital Project Listings - June 2024 [**12.1.1.5** - 7 pages]

6. Summary Councillors Directorate YTD and Annual Budget Comparison June 24  
[**12.1.1.6** - 1 page]
7. Summary Councillors Directorate YTD and Annual Budget Comparison June 24  
[**12.1.1.7** - 1 page]

<b>12.1.2</b>	<b>2023/2024 Carry Over Projects</b>
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**Author:** **Manager Financial Services**  
**Authorising Officer:** **Director Corporate Services**  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council:**

- 1. Adopts the 2023-2024 Carry Over Project report**
- 2. Pursuant to section 6.8 of the Local Government Act 1995 amends the Town of Port Hedland Annual Budget 2024-2025**

***ABSOLUTE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to consider and adopt the Town of Port Hedland’s (the Town) 2023-2024 carry over project expenditure into the 2024-2025 financial year. The Local Government Act allows for expenditure to be included in the annual budget where the expenditure is incurred in a financial year prior.

Carry over projects are projects where works have commenced and not yet completed, purchase orders raised and or grants secured but not yet expended.

This resolution ensures that works which have commenced and not yet complete, have been accounted for and continue within the 2024-2025 annual budget.

**DETAIL**

As part of drafting the Town’s annual budget, prior year carryover project funds are accounted for within the Town’s Unfinished Works & Committed Works Reserve. Project amounts which have commenced and not yet completed are subject to confirmation as part of year end accounting routines.

This enables the 2024-2025 budget to be drafted upon the basis for works and programs specific for and intended within that annual cycle. This creates greater transparency within the annual budget cycle.

**LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 ‘Significant Decision Making’, this matter is considered to be of medium significance, because:

- Significant - A decision that will significantly affect the capacity of the Council to carry out any activity identified in the strategic plan.

**CONSULTATION**

*Internal*

- Project managers

*External Agencies*

- Nil

*Community*

- Nil

**LEGISLATION AND POLICY CONSIDERATIONS**

Local Government Act 1995 s6.8

1. A local government is not to incur expenditure from its municipal fund for an additional purpose except where the expenditure —
  - a) is incurred in a financial year before the adoption of the annual budget by the local government; or
  - b) is authorised in advance by resolution\*; or
  - c) is authorised in advance by the mayor or president in an emergency.

**FINANCIAL AND RESOURCE IMPLICATIONS**

Prior year projects with approved budgets in the 2023-2024 financial year which were not completed prior to 30 June 2024 are listed in attachments. These projects have been funded through prior year’s budgets and therefore have a net nil impact on Council’s total cash balances in the 2024-2025 financial year.

It is proposed that \$2,041,737 operating funding be carried over to 2024-2025 due to unspent municipal and grant funding for works not yet completed. It is proposed that \$7,324,926 net capital funding be carried over to 2024-2025 due to unspent municipal and grant funding, for contracts and purchase orders issued with works not yet completed.

Q2 Payments for PPE & Infrastructure	38,468,724
Additional approved projects	3,432,208
Total Budgeted Payments	<u>41,900,932</u>
Actual Spend YTD	31,603,289
Project savings YTD	2,972,717
Carryovers Proposed	<u>7,324,926</u>
<b>TOTAL</b>	<b><u>41,900,932</u></b>

A listing of the 2024-2025 carried forward balances, by project will be part of the July Monthly Financial Statements.

**STRATEGIC SUSTAINABILITY IMPLICATIONS**

**Strategic Community Plan**

The following section of the Town’s *Strategic Community Plan 2022-2032* is applicable in the consideration of this item:

Our Leadership:

4.2.2 Transparent and regular financial reporting and communication to the community is undertaken.

There are no significant identifiable environmental, social or economic impacts relating to this item.

**Access and Inclusion**

The following outcome of the Town’s *Access and Inclusion Plan 2023-2026* apply in relation to this item:

Nil

**Corporate Business Plan**

The following service of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Corporate Services:

Financial Management and Rates - Financial management services compliant with legislation to enable the Town to sustainably provide services to the community.

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Operational
<b>Risk Category</b>	Financial
<b>Cause</b>	Carry over projects details are not accounted for
<b>Effect (Consequence)</b>	There is no financial authority to continue with works and commitments, therefore projects will remain unfinished.
<b>Risk Treatment</b>	Confirmation of project balances and amend the annual budget.
<p>There is a service delivery risk associated with this item caused through appropriate management of budgets, leading to financial and reputational risk of projects/works not being completed.</p> <p>The risk rating is considered to be Medium (9) which is determined by a likelihood of possible (3) and a consequence of moderate (3).</p> <p>This risk will be mitigated by the accepting the recommendation</p>	

**OPTIONS**

Option 1 – Adopt officer’s recommendation

Option 2 – Amend officer’s recommendation

Option 3 – Do not adopt officer’s recommendation - Work on carry over projects will cease and projects will remain unfinished.

**CONCLUSION**

Prior year projects have been reconciled and accounted for. The reports recommendation ensures that works which have commenced can continue while the 2024-2025 annual budget is considered and represents just the year for which it was forecast. These projects have been funded through prior year’s municipal and grant funds and therefore have a net nil impact on Council’s forecast 30 June 2025 financial position.

**ATTACHMENTS**

1. 24.25 Proposed Opex Carryovers [**12.1.2.1** - 1 page]
2. 24.25 Proposed Capex Carryovers [**12.1.2.2** - 4 pages]

<b>12.1.3</b>	<b>Annual General Meeting and Special Electors Meeting Report</b>
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**Author:** **Manager Governance**

**Authorising Officer:** **Director Corporate Services**

**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER'S RECOMMENDATION**

**That Council:**

- 1. Note and receive the minutes of the Annual General Meeting of Electors held on 15 May 2024;**
- 2. Note and receive the minutes of the Special Meeting of Electors held on 19 June 2024; and**
- 3. Note the motions passed by Electors at the Special Meeting of Electors' on 19 June 2024.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to consider the motions passed by Electors at the last Special Electors' Meeting held on 19 June 2024 and to formally receive the Minutes of both the Annual General Meeting of Electors held on 15 May 2024 and Special Meeting of Electors held on 19 June 2024.

**DETAIL**

The Local Government Act 1995, section 5.33 requires all decisions made at an electors' meeting to be considered at the next Ordinary Council meeting or if that is not practicable at the first Ordinary Council meeting after that meeting. If a Council decision is made in response to a decision made at the electors' meeting, the reasons for the decision are to be recorded in the minutes.

At the Special Meeting of Electors, held 19 June 2024, 5 motions were received at the meeting. Of the 5 motions considered at the meeting, all were carried.

At the meeting, the motion to confirm the Minutes from the previous year's (2023) AGM, lapsed for lack of a mover. The motion to receive and note the Annual Financial report for 2022-2023, the Mayor and CEO's reports and the Audited Financial Report was carried unopposed by the Electors.

As the Minutes from the AGM of Electors will not be confirmed until the next AGM of Electors, it is prudent for Council to formally receive the Minutes so that they become a 'record of Council.'

The motions passed by Electors are set out below and accompanied by and officer's comments:

### **Motion 1**

moved by John Ashenden, seconded by Jillian Fisher.

**That the Town of Port Hedland undertake a restructure with the intention to replace the CEO.**

Motion carried 13/0

### **Officer's Comment:**

The role of the CEO is a statutory position that is required under the Local Government Act 1995 (the Act) and is not able to be dealt with through a restructuring process.

The Council is responsible for the employment of the CEO under section 5.36 the Act. Model standards for CEO recruitment and performance are required under section 5.39 the Act and the Local Government (Administration) Regulations 1996.

Replacement or termination of a CEO's contract outside of the formalised statutory processes inhibits the CEO's right to procedural fairness, creating substantial legal and financial risks for the Council.

### **Motion 2**

moved by Jillian Fisher, seconded by Jan Gillingham.

**A Motion of no confidence in Mayor Peter Carter as Mayor of Town of Port Hedland.**

Motion carried 11/0

### **Officer's Comment:**

A motion of no confidence in the Mayor was moved at the Ordinary Council Meeting held on 7 February 2024. This was carried by simple majority 5/2 - Council Decision CM2023/207.

A vote of no confidence is symbolic in nature, demonstrating a group's level of support. There is no power under the Local Government Act 1995 (the Act) for the Council to remove the Mayor from office and a subsequent Council decision based on this motion would have no legal effect on the position or role of the Mayor.

The Town of Port Hedland Standing Orders Local Law 2016 clause 9.14 requires members not to adversely reflect on a decision of the Council, the character or actions of another member or employee or impute any motive to a member or employee.

### **Motion 3**

moved by Jan Gillingham, seconded by Jillian Fisher.



**The Electors of Port Hedland, having read through the Financial Reports and the Annual report, state:  
It is with regret, the Electors present a vote of no Confidence in Mayor Peter Carter and CEO Carl Askew, with regards to the Financials and Financial statements which have been presented at the original AGM held on May 15, 2024.**

Motion carried 12/0

**Officer’s Comment:**

The 2022-2023 Audited Financial Statements have been approved by the Office of the Auditor General (OAG) and their contract auditors RSM.

The Council adopted the 2022-2023 Audited Financial Statements and Annual Report at the 24 April 2024 Ordinary Council Meeting (CM202324/250 and CM202324/257).

At the Annual General Meeting of Electors held on 15 May, the 2022-2023 Audit Financial Statements and Annual Report was referred to the Electors of the Town of Port Hedland and were received unopposed:

<b>AGM202324/002 ELECTORS’ DECISION</b>	
<b>MOVED:</b> Sven Arentz	<b>SECONDED:</b> Chris Skelton
<p><b>That the Town of Port Hedland Annual General Meeting of Electors, pursuant to section 5.27 of the Local Government Act 1995 and regulation 15 of the Local Government (Administration) Regulations 1996, receive and note the contents of the Town of Port Hedland Annual Report for the 2022-2023 Financial Year, including the Mayor’s report, the Chief Executive Officer’s Report and the Audited Financial Report for the period ended 30 June 2023.</b></p>	
<b><i>CARRIED UNOPPOSED</i></b>	

The Town of Port Hedland Standing Orders Local Law 2016 clause 9.14 requires members not to adversely reflect on a decision of the Council, the character or actions of another member or employee or impute any motive to a member or employee.

Further comments in relation to no confidence motions in motion 2 apply to this motion.

**Motion 4**

moved by John Ashenden, seconded by Jillian Fisher.

**That we do not recognise any racial group before the meeting begins.**

Motion carried 9/0

**Officer's Comment:**

The recognition of Traditional Custodians prior to meetings is a practice which is provided for by both Council Policy and Council endorsed plans.

The Acknowledgment of Traditional Custodians at Item 2 of the meeting agenda is set by Council Policy 1/017 Order of Business for Council and Committee Meetings.

Action 2.1 Town of Port Hedland *Innovate Reconciliation Action Plan 2016-2019* and outcome 1.1 of the draft *Ngalikuru Kuma-Marri Plan 2024-2027* support the use of 'Welcome' and 'Acknowledgement' statements at all Council formal events.

Respect is the cornerstone for establishing partnerships and creating shared opportunities. Central to the Town of Port Hedland business is providing meaningful support and services that is inclusive and encourages participation.

This motion would require the rescinding of established Town Policy and Plans to implement its' intent.

**Motion 5**

moved by Jan Gillingham, seconded by John Ashenden.

**The electors of ToPH do not have confidence in the Annual Financial Reports of which were presented at the AGM of Electors held on May 15, 2024, and therefore reject the annual reports and financial statements of the 2022/2023 financial year, and furthermore, the electors request an Independent Forensic Audit of all Financials of the ToPH.**

Motion carried 10/0

**Officer's Comment:**

The officer's comment in relation to a no confidence motion at Electors' motion 2 and 3 applies to this motion.

The Town has a robust internal and external audit framework as part of a comprehensive four lines of defense outlined in the Town's Risk Management Framework. This includes;

- The external Annual financial audit by the Office of the Auditor General and contract Auditor RSM Australia Pty Ltd (at the time of writing),
- The Three Year Strategic Internal Audit Program conducted by Paxon Group and
- Officer of the Auditor General performance audits.

These audits involve an independent and objective examination of financial statements, internal controls and compliance with legislative requirements. The Town implements recommendations in response to findings from these audits to continue to improve systems, processes, legislative compliance and internal controls.

A forensic audit is usually conducted to examine a defined scope of work to identify and generate evidence to be used in legal proceedings, this has not occurred at the Town.

The Town has not identified the need to expend financial resources on a forensic audit based on its' current external and internal audit framework.

### **LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of medium significance, because:

- Significant - The matter will have implications for the present and future social, economic, environmental, and cultural well-being of Port Hedland.

### **CONSULTATION**

Nil

### **LEGISLATION AND POLICY CONSIDERATIONS**

4/009 Significant Decision Making

#### ***Local Government Act 1995 (WA)***

The Act sets out provisions for Special Electors' Meetings. Section 5.32 of the *Local Government Act 1995 (WA)* requires that the minutes of the electors' meeting be kept and made available for public inspection before the Council Meeting at which decisions made at the electors' meeting are first considered.

Section 5.33 of the *Local Government Act 1995 (WA)* requires all decisions made at electors' meetings be considered at the next available ordinary council meeting, or, if not possible at a special council meeting called for that purpose, whichever happens first. The reasons for a decision made at a council meeting in response to a decision made at an electors' meeting are to be recorded in the minutes of the council meeting.

#### ***Town of Port Hedland Standing Orders Local Law 2014***

Part 17 of the Standing Orders Local Law 2014 outlines provisions for making, revoking or changing decisions. Part 17.2 specifies limitations on powers to revoke or change decisions where action has been taken to implement a decision.

### **FINANCIAL AND RESOURCE IMPLICATIONS**

Nil resulting from this report, however there may be financial implications for individual items.

### **STRATEGIC SUSTAINABILITY IMPLICATIONS**

#### **Strategic Community Plan**

The following sections of the Town’s *Strategic Community Plan 2022-2032* are applicable in the consideration of this item:

Our Leadership:

4.2.2 Transparent and regular financial reporting and communication to the community is undertaken.

4.2.3 Transparent and regular governance reporting and communication to the community is undertaken.

There are no significant identifiable environmental, social or economic impacts relating to this item.

**Access and Inclusion**

The following outcome of the Town’s *Access and Inclusion Plan 2023-2026* apply in relation to this item:

- Outcome 5 – Opportunities for Feedback

**Corporate Business Plan**

The following service of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Corporate Services:

Governance and Procurement - Provide high standards of governance and leadership.

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Strategic
<b>Risk Category</b>	Compliance Reputational
<b>Cause</b>	Failure to receive the minutes and decisions of the Annual and Special Electors’ Meetings required under the Local Government Act 1995.  Requesting the CEO to report on Electors’ motions which are non-compliant with legislative requirements.
<b>Effect (Consequence)</b>	Non-compliance with the Local Government Act 1995 may result in negative audit or regulatory findings.
<b>Risk Treatment</b>	Adopt the officer’s recommendation.
<p>There is a Strategic risk associated with this item caused by a failure to comply with the Local Government Act 1995, leading to negative audit or regulatory findings.</p> <p>The risk rating is considered to be Medium (9) which is determined by a likelihood of Possible (3) and a consequence of Moderate (3).</p> <p>This risk will be treated by the adopting the officer’s recommendation.</p>	

**OPTIONS**

Option 1 – Adopt officer’s recommendation

Option 2 – Amend officer’s recommendation

*Option 2*

**That Council:**

- 1. Note and receive the minutes of the Annual General Meeting of Electors held on 15 May 2024;**
- 2. Note and receive the minutes of the Special Meeting of Electors held on 19 June 2024;**
- 3. Requests the CEO provide a report to the Council on the following Electors’ motions;**
  - **Motion X, and**
  - **Motion X**
- 4. Requests the CEO to bring the first report on an Electors' motion to the 30 October 2024 Ordinary Council meeting.**

Option 3 – Do not adopt officer’s recommendation

Option 4 - Request the CEO arrange a workshop with nominees and the Council prior to the conference to review the program and alignment with Council's strategies and previous decisions.

**CONCLUSION**

This report provides the Council the opportunity to receive the Minutes of both the Annual General Meeting of Electors held on 15 May 2024 and Special Meeting of Electors held on 19 June 2024 and consider the motions passed by Electors at the Special Electors’ Meeting.

**ATTACHMENTS**

1. Unconfirmed Minutes Special Electors Meeting 19.06.2024 [**12.1.3.1** - 26 pages]
2. Unconfirmed Minutes of the AGM - 15.05.24 [**12.1.3.2** - 17 pages]

<b>12.1.4</b>	<b>Digital Road Map</b>
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**Author:** Director Corporate Services  
**Authorising Officer:** Chief Executive Officer  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council endorse the Digital Road Map included as attachment 1.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to consider endorsing a Digital Road Map for the Town of Port Hedland (the Town), revising the current IT Strategic Plan which expires by end of financial year 2024.

**DETAIL**

Through a formal request for quotation process, the Town engaged a qualified and experienced consultant to develop a Digital Roadmap spanning 2024-2027. The intent being charting the course for enhancing its IT landscape. The roadmap encompasses:

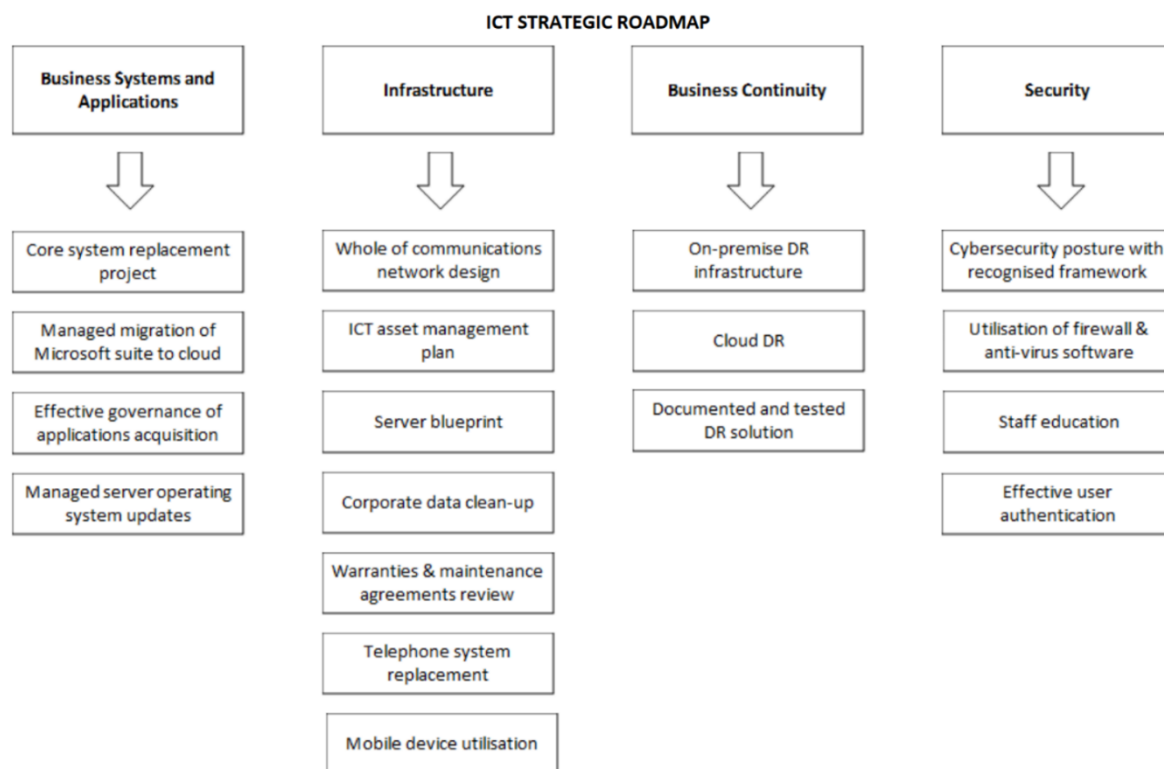
- ICT (Information and Communication Technology) Infrastructure
- Cyber Security
- ICT Asset Management
- Enterprise Architecture
- IT Service Management
- IT Business Systems

It is guided by principles of reduced technical debt, increased automation, consolidated capabilities, and data-driven decision making. Recognised key drivers for change within the revised strategy are:

1. Enhanced Service Delivery: Streamlining processes, improving communication channels, and providing seamless access to reliable information for residents and staff.
2. Informed Decision-Making: Breaking down data silos and integrating disparate systems to enable comprehensive analysis and transparency.

3. Security and Compliance: Achieving and maintaining compliance with the Essential 8 cybersecurity framework, safeguarding data through robust governance.
4. Resource Optimisation: Reducing manual tasks and system complexities to allow the IT team to focus on strategic initiatives.

Included as attachment 1, the Digital Road Map may be broken down into the four main thematic areas.



The Town’s IT network operates across 11 sites with more than 780 devices. Its core system is currently transitioning from Synergy Soft to Tech One, due for completion 30 June 2026, along with multiple supplementary systems.

The Road Map recognises the TechOne project is a core system for the Town and is intended to cover between 70% - 80% of the system requirements once implemented. Other industry leading specific products will be implemented around the TechOne system to enhance its capability and interoperability. Most notable aspects which TechOne cannot fill being:

- Payroll - Award Interpretation and Rostering
- Geographic Information Solution (GIS)

Of further note, the Town’s network is challenged with ageing equipment, limited access controls and missing logging capabilities, as identified by an ES2 audit. Overall, the Town's IT environment has potential, but strategic upgrades and a focus on enhanced security are crucial to achieve optimal effectiveness and resilience. The ES2

report outlined 13 key recommendations for network improvement, with seven classified as high priority and three categorised as medium priority.

Through implementing the Digital Road Map 2024-2027 the Town anticipates:

By implementing these initiatives, the Town anticipates:

- Stronger business relationships and improved user satisfaction through reliable and responsive IT services.
- Increased operational transparency and efficiency, leading to reduced costs and enhanced risk management.
- Proactive problem management and informed decision-making through data-driven insights.
- A secure and resilient digital environment with a security-aware culture among staff.

### **LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of high significance, because:

- Significant - A decision that will significantly affect the capacity of the Council to carry out any activity identified in the strategic plan.

### **CONSULTATION**

#### *Internal*

- Town IT Team
- Town's service delivery areas, both internally and externally focused.

#### *External Agencies*

- XCy IT Solutions - Current Managed Service Provider

#### *Community*

- Assessments of high-volume services, feedback received (both complaints and compliments) and staff's direct experience and understanding of customer expectations.

### **LEGISLATION AND POLICY CONSIDERATIONS**

Local Government Act 1995 Part 7 Audit

- Annual external audit includes Town IT systems
- Office of the Auditor General undertakes performance audits of Local Government IT systems

Local Government Act 1995



**FINANCIAL AND RESOURCE IMPLICATIONS**

Annual operating and capital expenditure allocations are identified within the annual budget and long-term financial plan.

A required network upgrade has been identified as a major project, requiring funding greater than \$1M.

**STRATEGIC SUSTAINABILITY IMPLICATIONS**

**Strategic Community Plan**

The following section of the Town’s *Strategic Community Plan 2022-2032* is applicable in the consideration of this item:

Our Leadership:

4.3.4 Efficiency strategies across the town’s infrastructure and amenity assets are implemented.

There are no significant identifiable environmental, social or economic impacts relating to this item.

**Access and Inclusion**

The following outcome of the Town’s *Access and Inclusion Plan 2023-2026* apply in relation to this item:

Nil

**Corporate Business Plan**

The following service of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Corporate Services:

Information Communications Technology - To provide a reliable and cost-effective Information Communications Technology (ICT) solution that meets users’ needs.

A review of the current IT Strategic Plan and the progress of the 18 initiatives over the previous two years, identified:

- Six initiatives were completed
- One initiative was ahead of schedule
- Eight initiatives were on track
- Two initiatives were behind schedule
- One initiative was yet to commence

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Operational
<b>Risk Category</b>	Service Interruption
<b>Cause</b>	Inadequate core IT platform and software
<b>Effect (Consequence)</b>	Inefficient and unreliable systems
<b>Risk Treatment</b>	Implement initiatives to improve network and systems.

	Ongoing training.
<p>There is an Operational, risk associated with this item caused by ageing IT infrastructure and a lack of commitment towards a coordinated approach to managing the Town’s IT infrastructure and data, leading to a complicated, unreliable and inefficient platform.</p> <p>The risk rating is considered High (12) determined by a likelihood of Possible (3) and a result of Major (4).</p> <p>This risk will be treated by funding for and the progressively undertaking a series of coordinated improvement projects.</p>	

**OPTIONS**

Option 1 – Adopt officer’s recommendation

The Town shall commence implementing the Digital Road Map and Implementation Plan included as attachment 1

Option 2 – Amend officer’s recommendation

Option 3 – Do not adopt officer’s recommendation

A clear commitment towards a secure, efficient, data-driven information technology platform for the Town and its resources is not established for the community or customers. Improvement initiatives may be undertaken on an ad hoc basis.

**CONCLUSION**

This Digital Roadmap represents a collection of technology projects that are a transformative blueprint for the future of the Town. By addressing these identified drivers for change, the Town can create a secure, efficient, data-driven, and sustainable environment, that will facilitate the delivery of exceptional service to our community and customers.

**ATTACHMENTS**

1. To PH - Digital Roadmap 2024 - 2027 v 1.3 [**12.1.4.1** - 87 pages]

<b>12.1.5</b>	<b>Customer Service Strategy</b>
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**Author:** Director Corporate Services  
**Authorising Officer:** Chief Executive Officer  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council note the Customer Services Strategy included as attachment 1.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to note the Customer Experience Strategy and Implementation Plan for the Town of Port Hedland (the Town), as a commitment to customer satisfaction and engagement and revamp the approach to customer service.

**DETAIL**

Through a formal request for quotation process, the Town engaged a qualified and experienced consultant to develop a comprehensive Customer Service Strategy and Implementation Plan. The intent being "To exceed expectations, deliver a seamless and personalized experience." This initiative sought to address five key responsibilities:

- Empower we aim to empower our customers
- People prioritize our staff
- Digital leverage digital solutions
- Experience enhance the overall customer experience, and
- Quality maintain consistent service quality

Over a period of several months, led by The Strategy Group (TSG), Town staff worked together through several stages of the project which entailed:

1. Documentation review
2. Conduct Strategy & Journey Mapping Workshops
3. Develop Journey Maps & Identify Opportunities
4. Create Technology Uplift Plan
5. Draft Communications Strategy
6. Draft Staff Capability Uplift Plan
7. Implementation Workshop
8. Quality Assurance Framework

Then culminating into the final report, included as Attachment 1. This establishes the Town’s customer experience strategic goals as:

We know our customer

Develop a deep understanding of our customers, their needs, preferences, and behaviours, enabling us to tailor our services to meet their expectations effectively.

We create a seamless customer experience

Seamlessly integrate digital platforms and technologies throughout the customer journey, ensuring a smooth and user-friendly experience across all touchpoints with Town of Port Hedland.

We promote a thriving culture of customer excellence

Foster a culture where every team member is committed to delivering exceptional service, going above and beyond to exceed customer expectations and create lasting positive impressions.

We learn from our customer's feedback to improve

Leverage insights to continuously refine and enhance our offerings, processes, and overall customer experience, demonstrating our commitment to constant improvement and customer satisfaction.

A number of initiatives were established towards achieving these goals and prioritised over an 18-month timeframe. They centre around both staff capability and digital technology uplift. These include, but are not limited to, defining clear internal service delivery standards and creating consistent response templates for all contact channels.

The Customer Experience Strategy and Implementation Plan establishes a carefully considered continuous improvement project for the Town.

**LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is of medium significance, because:

- Exception - The Council already has a sound understanding of the views and preferences of the people likely to be affected by, or interested in, the proposal or decision.

**CONSULTATION***Internal*

- A working group of broad representation across the Town's service delivery areas, both internally and externally focused.

*External Agencies*

- None directly.

*Community*

- Assessments of high-volume services, feedback received (both complaints and compliments) and staff’s direct experience and understanding of customer expectations.

**LEGISLATION AND POLICY CONSIDERATIONS**

Customer Service Charter (existing)

**FINANCIAL AND RESOURCE IMPLICATIONS**

Existing operational staffing resources.

Existing information technology operational resources.

**STRATEGIC SUSTAINABILITY IMPLICATIONS**

**Strategic Community Plan**

The following section of the Town’s *Strategic Community Plan 2022-2032* is applicable in the consideration of this item:

Our Leadership:

4.3.1 High-quality and responsive customer service is provided.

There are no significant identifiable environmental, social or economic impacts relating to this item.

**Access and Inclusion**

The following outcome of the Town’s *Access and Inclusion Plan 2023-2026* apply in relation to this item:

Nil

**Corporate Business Plan**

The following service of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Corporate Services:

Customer Service - High quality and responsive customer service is provided.

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Operational
<b>Risk Category</b>	Service Interruption Reputational
<b>Cause</b>	Lack of corporate knowledge
<b>Effect (Consequence)</b>	Inability to consistently address customer service needs

<b>Risk Treatment</b>	Document and digitise processes and knowledge base. Ongoing training.
<p>There is an Operational, risk associated with this item caused by staff turnover, leading to inconsistencies and knowledge gaps.</p> <p>The risk rating is considered Medium (6) determined by a likelihood of Possible (3) and a result of Moderate (3).</p> <p>This risk will be treated by the implementation of process mapping and maximising the use of One Connect.</p>	

**OPTIONS**

Option 1 – Adopt officer’s recommendation

The Town shall commence implementing the Customer Experience Strategy and Implementation Plan included as attachment 1

Option 2 – Amend officer’s recommendation

Option 3 – Do not adopt officer’s recommendation

A clear commitment towards delivering customer service is not established for the community. Improvement initiatives may be undertaken on an ad hoc basis.

**CONCLUSION**

The Customer Experience Strategy and Implementation Plan establishes a carefully considered continuous improvement project for the Town.

**ATTACHMENTS**

1. To PH Customer Experience Strategy Document [**12.1.5.1** - 35 pages]

<b>12.1.6</b>	<b>Corporate Business Plan Quarterly Report - 2023-2024 Quarter 4</b>
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**Author:** Senior Corporate Performance Advisor  
**Authorising Officer:** Director Corporate Services  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council**  
**Receives and notes the Corporate Business Plan Quarterly report, for the period April to June 2024 as contained in this report and attachment 1.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is to provide the Council with a quarterly progress report against the Corporate Business Plan (CBP) 2023-2027 for the period April to June 2024.

**DETAIL**

The Integrated Planning and Reporting (IPR) provides local governments a framework for establishing local priorities and linking these to operational functions as detailed in Strategic Community Plans and Corporate Business Plans. The IPR Framework requires that regular monitoring and reporting of these plans are undertaken. The Town of Port Hedland’s IPRF recommends implementing quarterly reports to inform the Council of the Town’s performance against the community outcomes, enabling the Town to respond to changing priorities.

The Town of Port Hedland’s CBP 2023-27 was adopted by Council on 30th August 2023. It outlines the organization's services, service levels, any planned changes and major projects to achieve the deliverables listed in the Strategic Community Plan (SCP) 2022-2032 and is reviewed annually in line with the development of each year’s annual budget.

The Town reports on a quarterly basis to the Council on the performance against all the services, major projects and capital works listed in the Corporate Business Plan. The report provides information on the achievements and performance against the CBP actions and indicates whether the project or program is on track. The quarterly report ensures that the Council and the community are aware of the Town’s progress against the CBP’s Actions and that services are being delivered. It is an effective means to update the Council and the community on progress against agreed priority actions.

The 2023/24 Q3 Report was presented to Council at the 24 April 2024 OCM. This (Q4) report outlines the progress made against the service levels outlined in the CBP for the period April to June 2024.

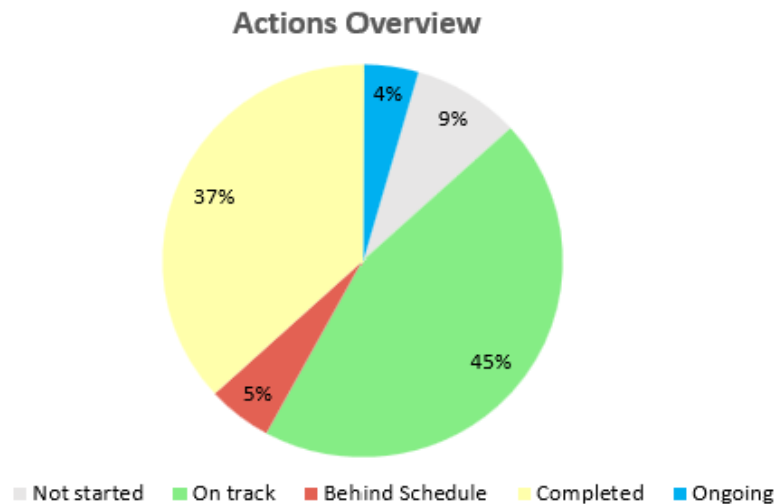
The report identifies the key actions, the status of each action, the percent complete along with commentary on the progress where applicable. The majority of the services are being progressed and are on track. However, some of the actions have yet to start or behind schedule and delays have been explained. Comments have been provided for such actions including details of their expected start dates.

Summary:

The report is grouped under each Directorate and provides a narrative update against each respective CBP action. The table and chart below provide a summary of the overall progress of the 114 actions reported against. Each action is allocated a traffic light status in accordance with the table below.

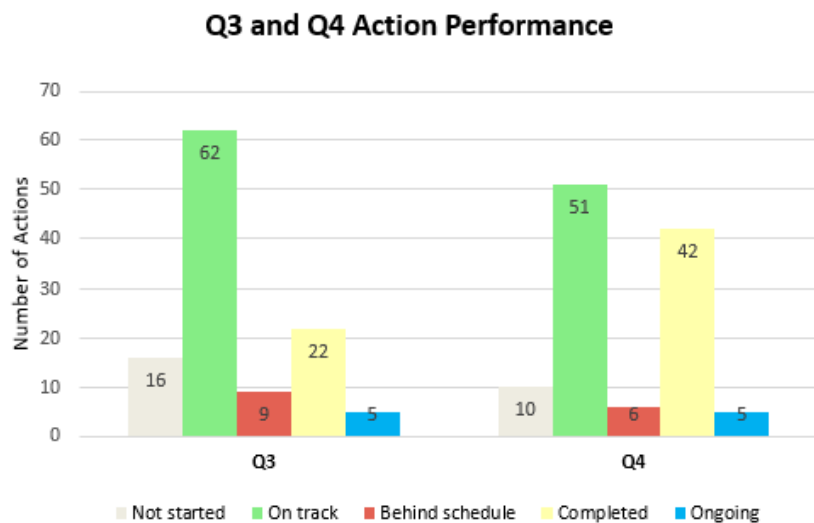
Action Progress Status	Description	Number	%ge
Not started	This initiative/project is scheduled to start at a later time in the course of the Corporate Business Plan	10	9
On track	This initiative/project is in progress and expected to be completed in the scheduled time	51	45
Behind schedule	This initiative/project has not started at the scheduled time or is in progress but not expected to be completed in the scheduled time. Please see the "comment" column for an explanation and management response	6	5
Completed	This initiative/project was completed during the last quarter	42	37
Ongoing	This initiative/project is in progress and expected to continue for some time in the future	5	4
Total		<b>114</b>	<b>100</b>





**Q3 to Q4 Progress update:**

The chart below shows the actions overview of the progress made from Q3 to Q4:



Of the 114 CBP actions, 93 actions are both on track and completed, 6 actions are behind schedule and 10 actions have not started in Q4 as compared to 84 actions on track and completed, 9 behind schedule and 16 not started. There were 5 ongoing actions in both Q3 and Q4. This indicates a progression in the right direction towards achieving the deliverables listed in the SCP.

**Q4 Highlights:**

Highlights of the period April to June include the progression of many important projects such as review of important informing plans and the early stages of important community projects including:

- Key worker housing – RFP evaluation process was concluded. Anticipated outcomes of this evaluation will be presented to the Council for endorsement during the July/August session.
- ERP – Budget module, Integrated Workplace Health and Safety system and Leisure Management system were completed and are in production.
- Community Safety – Ongoing engagement to create awareness of community safety initiatives.
- JD Hardie Youth Hub Stage 4 – Schematic concept design has been successfully completed.

**Issues:**

The following CBP actions have not progressed in Q4:

- Marina Community Building schematic concept design by June 2024 – This action is marked as complete in the report, however, the schematic concept design was presented to Council for endorsement at the May 2024 OCM, but the motion lapsed.
- Building community recycling centre by June 2025 – Tender was presented to Council at the May 2024 OCM and was not awarded. Council decision CM202324/272.
- Adopt Ngalikuru Kuma-Marri Plan 2023-2027 (Hedland Aboriginal & Torres Strait Islander Partnership Plan) by March 2024 – The plan was presented to Council at the June 2024 OCM but was not adopted. Council decision CM202324/295.

**LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of low significance, because:

- Exception - The proposal or decision is not of a nature or significance that requires engagement.

**CONSULTATION***Internal*

- ELT
- SLT
- Senior Officers

*External Agencies*

Nil

*Community*

Nil

**LEGISLATION AND POLICY CONSIDERATIONS**

Section 5.56 of Local Government Act 1995 outlines the requirement for Local Governments to plan for the future. The adoption, implementation and reporting of strategic community and CBP facilitate this requirement.

**FINANCIAL AND RESOURCE IMPLICATIONS**

As per 2023-2024 Annual Budget

**STRATEGIC SUSTAINABILITY IMPLICATIONS**

**Strategic Community Plan**

The following section of the Town’s *Strategic Community Plan 2022-2032* is applicable in the consideration of this item:

Our Leadership:

4.2.3 Transparent and regular governance reporting and communication to the community is undertaken.

There are no significant identifiable environmental, social or economic impacts relating to this item.

**Access and Inclusion**

The following outcomes of the Town’s *Access and Inclusion Plan 2023-2026* apply in relation to this item:

- Outcome 3 – Accessible Information
- Outcome 4 – Quality of Service

**Corporate Business Plan**

The following service of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Corporate Services:

Strategic and Corporate Planning - Planning for the future (Integrated Planning and Reporting): community vision, clear strategic direction and financial sustainability.

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Strategic
<b>Risk Category</b>	Compliance Reputational
<b>Cause</b>	Not reporting to Council.
<b>Effect (Consequence)</b>	Not delivering on the Council and community expectation to be informed of the Town’s performance against the Corporate Business Plan.

	Non-compliance with the IPR (Integrated Planning and Reporting) requirement to have a system of monitoring and reporting performance of the Town’s Strategic Community Plan and the Corporate Business Plan.
<b>Risk Treatment</b>	Progress report on the Town’s CBP performance is provided to Council
<p>There is a Strategic, risk associated with this item caused by non-compliance with statutory requirement and the potential for the Town to be unable to meet community expectations, leading to perception that the Town has not performed as expected by the community.</p> <p>The risk rating is considered to be Low (4) which is determined by a likelihood of Unlikely (2) and a consequence of Minor (2).</p> <p>This risk will be eliminated by receiving and noting the progress report.</p>	

**OPTIONS**

- Option 1 – Adopt officer’s recommendation
- Option 2 – Amend officer’s recommendation
- Option 3 – Do not adopt officer’s recommendation

**CONCLUSION**

This report is provided to inform Council of the progress the Town has made in regard to the adopted Corporate Business Plan 2023-2027. The Corporate Business Plan outlines the organisation’s services, service levels and major projects to achieve its deliverables in the Strategic Community Plan. The report identifies the status of each action along with commentary on the progress where applicable for the period April to June 2024.

**ATTACHMENTS**

1. To PH CBP Quarterly Report\_ 2023-24 Q 4 [**12.1.6.1** - 29 pages]

**12.2 Community Services**

Nil

**12.3 Regulatory Services**

<b>12.3.1</b>	<b>Port Hedland Visitor Centre - Tender Award and Interior Fit Out</b>
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**Author:** Senior Economic Development Officer  
**Authorising Officer:** Manager Planning & Economic Development  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION 1**

**That Council:**

- 1. Endorse the recommendation of the evaluation panel and award the Tender RFT2324-31 Provide Operational Services for Port Hedland Visitor Centre to the Preferred Tenderer for a contract term of two (2) years to the value of \$XXXX (excluding GST), with three (3) x 12-month optional extensions (maximum contract value \$XXXX, excluding GST); and**
- 2. Authorise the CEO or his delegate the authority to negotiate the management agreement, including lease, based on the draft agreement as attached as Attachment 4).**

***SIMPLE MAJORITY VOTE REQUIRED***

**OFFICER’S RECOMMENDATION 2**

**That Council endorse the inclusion of funds in the 2024-2025 budget to address identified building maintenance matters, as detailed in Attachment 5.**

***ABSOLUTE MAJORITY VOTE REQUIRED***

**OFFICER’S RECOMMENDATION 3**

**That Council:**

- 1. Endorse the draft design concepts developed by Creative Spaces for the enhancement of the interior of the Port Hedland Visitor Centre; and**
- 2. Endorse the inclusion of funds in the 2024-2025 budget to undertake the interior fit out works, as detailed in Attachment 6.**

***ABSOLUTE MAJORITY VOTE REQUIRED***

## PURPOSE

The purpose of this report is for Council to consider the following:

- the evaluation panel's recommendation to award Tender RFT2324-31 Provide Operational Services for Port Hedland Visitor Centre to the preferred tenderer;
- the maintenance works recommended to be undertaken at the current Port Hedland Visitor Centre site (Building Maintenance works); and
- the concept designs and associated costings to undertake renovations to the interior of the Port Hedland Visitor Centre (Interior fit out works).

## DETAIL

### Request for Tender

The Town released a Request for Tender on 22 May 2024 requesting proposals from suitably qualified and experienced individuals / companies / not for profit / community groups to manage the Port Hedland Visitor Centre at 13 Wedge Street, Port Hedland.

The current management of the Port Hedland Visitor Centre is provided by Port Hedland Peace Memorial Seafarers Centre Incorporated with the management contract commencing on 1 July 2019. The contract was originally due to expire on 30 June 2024, however, was varied by mutual agreement between the Town and the Port Hedland Peace Memorial Seafarers Centre Incorporated to expire on 31 October 2024, based on recommendations of an independent review procured by the Town in 2023 (attached as Attachment 9).

The RFT outlined provision of services to be provided by the Visitor Centre. These services included:

#### Visitor servicing

- A friendly and professional face-to-face welcome to all visitors to the Centre.
- Distribute high-quality, current and relevant information for free to Port Hedland residents and visitors with insights into the region, such as information about accommodation, tours, local attractions, events, retail outlets, tourism experiences, local services and amenities available, road conditions, transport options and local stories through appropriate channels.
- Personalised information provided face-to-face, and via email, phone and social media.
- A comprehensive range of local, regional and state-wide brochures, maps and directional information both in hard copy and available electronically.
- Work collaboratively with other visitor services across the Pilbara and adjoining regions to coordinate the provision of complementary visitor services.

#### Port Hedland information

- Maintain the currency of information on [visitporthedland.com.au](http://visitporthedland.com.au) (or equivalent website) in accordance with guidelines provided by the Town.
- Assist in the creation, maintenance and review of digital and physical visitor information by the principal.

- Assist in the creation and maintenance of a resident welcome pack containing information to assist new residents settle into life in Port Hedland and distribute these welcome packs through appropriate channels, including real estate agencies and major landlords.
- Assist in the creation and maintenance of an online FIFO 'welcome pack' containing information about Port Hedland.

#### Data collection

- Collect data on visitor numbers, demographics and services provided.
- Collect feedback on the services provided by the Visitor Centre and the tourist experience in Port Hedland.

#### Merchandise

- Make available of local and regionally made souvenirs, merchandise, gifts, and other goods for sale that represent the Port Hedland and broader Pilbara.

#### Industry connections

- Maintain working relationships with industry stakeholders such as relevant visitor information centres, visitor economy businesses, and industry stakeholders.

#### Minimum hours of operation

- Maintain the following hours of operation:
  - 1 May to 30 September
    - Monday to Friday from 9am-4pm
    - Weekends and public holidays from 10am-2pm.
  - 1 October – 30 April
    - Monday to Sunday, including public holidays from 10am-2pm (excluding summer closure period)
    - Summer closure period – mid-December to mid-January (28 days)

#### Staffing and resourcing

- The Contractor is required to employ an appropriate number of staff experienced in local knowledge, visitor servicing, tourism or other relevant service delivery area to ensure adequate provision of the above-mentioned services.
- The Contractor is required to create and maintain appropriate documentation/materials to train and maintain staff knowledge. These materials are to be shared with the principal upon request.

The full tender documentation is attached as Attachment 1.

The Tender was released on Vendorpanel and was advertised in both the West Australian and North West Telegraph on 22 May with a closing date of 19 June 2024.

There were two (2) submissions received against the below contractors:

1. Sue Hodges Productions Pty Ltd
2. Port Hedland Peace Memorial Seafarers' Centre Incorporated



The tender submissions were evaluated by a panel of four (4) Town employees, including two (2) members of the executive leadership team (ELT), whose main objectives were to:

1. Make a recommendation to Council;
2. Ensure the tender submissions were assessed fairly in accordance with the predetermined weighting schedule;
3. Ensure adherence to Local Government policies and recommendations; and
4. Ensure that the requirements specified in the Request are evaluated in a way that can be measured and documented.

The Procurement Team facilitated the evaluation meeting held Wednesday 26 June 2024 and a subsequent evaluation meeting held of Wednesday 3 July 2024.

The submissions were assessed against the qualitative criteria as listed in the below table:

Qualitative Criteria	Weighting
<p><b>Business Concept</b></p> <p>Tenderer to provide a detailed description of how they will provide the service:</p> <ul style="list-style-type: none"> <li>• Considering the specification, outline your vision for the Port Hedland Visitor Centre.</li> <li>• Describe the range of services and experiences available through your proposal.</li> <li>• Outline proposed hours of operation.</li> <li>• Describe your special value proposition.</li> <li>• Outline how, through operating the Port Hedland Visitor Centre, you would support other local businesses and how you would contribute to the overall tourism ecosystem in Port Hedland.</li> </ul>	40%
<p><b>Business Plan and Financial Capacity</b></p> <p>Tenderer is to:</p> <ul style="list-style-type: none"> <li>• demonstrate that they have the capability and expertise to effectively create, provide services and manage the Port Hedland Visitor Centre in according to the Specification.</li> <li>• provide a lean business plan for their proposal.</li> </ul>	30%
<p><b>Relevant experiences, qualifications, accreditation, key personnel</b></p> <p>Tenderer is to:</p> <ul style="list-style-type: none"> <li>• provide details of organisational capacity and key personnel.</li> <li>• demonstrate their qualifications and experience in delivering the visitor services.</li> <li>• provide a proposed business structure.</li> </ul>	30%

<ul style="list-style-type: none"> <li>• provide any additional information such as licenses, awards, recognitions, memberships and accreditations.</li> <li>• demonstrate their knowledge of the Local Content including Port Hedland and Pilbara region.</li> </ul>	
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The preferred proponent’s tender submission is attached as Attachment 2.

The multi-party evaluation report is attached as Attachment 3.

**Interior fit out**

At the 29 November 2023 Ordinary Council Meeting, Council requested the Administration investigate the cost of undertaking works to modernise the interior of the Port Hedland Visitor Centre, per the recommendations of the Port Hedland Visitor Centre and Visitor Servicing Review.

Design firm Creative Spaces were engaged by the Town to develop design concepts and associated detailed cost estimates.

To assist with the development of the concept design, the Town undertook multiple engagements with the current management of the Port Hedland Visitor Centre:

- to communicate the intention of the project;
- to gather insights on what upgrades/additions the Town could consider in order to enhance the visitor experience at the centre; and
- to receive feedback on the practicality and economic viability of the proposed changes to the layout and interior design of the centre.

The outcome of these engagements has resulted in the design concepts, attached as Attachment 7.

The design aims to address feedback such as poor acoustics and poor lighting, while providing a contemporary space that is reflective of Port Hedland. The colour palette and suggested finishes take inspiration from local industry, allowing the Visitor Centre to better reflect the character of Port Hedland.

Throughout the design project it became apparent that outstanding issues with the building require addressing. It should be noted that no substantial works to the building had occurred for at least the past decade.

The following building works are recommended to be undertaken to maintain the building:

- Mechanical ventilation system for ablutions
- New kitchenette and additional power outlets
- New roof access panel in storage area
- Cyclonic screens
- Lighting in ablutions.

The recommendations are based on feedback provided by the Port Hedland Visitor Centre, a building condition report prepared in 2021, and recent onsite inspections of the premises.

Further details regarding the recommended Building Maintenance works are attached as Attachment 5.

The Building Condition Report (2021) is attached as Attachment 8.

## **LEVEL OF SIGNIFICANCE**

### **Request for Tender**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of medium significance, because:

- Significant - The matter will have implications for the present and future social, economic, environmental, and cultural well-being of Port Hedland.

### **Interior fit out**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of low significance, because:

- N/A

## **CONSULTATION**

### **Request for Tender**

#### *Internal*

- Confidential Briefing with Elected Members – 10 July 2024
- Evaluation Panel consisted of:
  - A/Director Regulatory Services
  - A/Director Community Services
  - A/Manager Planning and Economic Development
  - Senior Economic Development Officer
- Procurement and compliance evaluation undertaken by:
  - Senior Procurement and Contracting Advisor
  - Procurement Officer

#### *External Agencies*

- Nil – external agencies were provided the opportunity to contribute insights and feedback to the Visitor Centre review conducted in 2023.

#### *Community*

- Nil

### **Interior fit out**

#### *Internal*

- Confidential Briefing with Elected Members – 10 July 2024
- A/Director Regulatory Services
- A/Manager Planning and Economic Development
- Senior Project Officer

- Coordinator Property Management

#### *External Agencies*

- Creative Spaces (design consultant)
- Port Hedland Visitor Centre

#### *Community*

- Nil – community members were provided the opportunity to contribute insights and feedback to the Visitor Centre review conducted in 2023.

## **LEGISLATION AND POLICY CONSIDERATIONS**

### **Request for Tender**

Section 3.57 of the Local Government Act 1995, and division 2 of the Local Government (Functions and General) Regulations 1996 apply in relation to the invitation of tenders.

The evaluation report and corresponding details relating to the respondents offers are deemed confidential pursuant to section 5.23 (c) and (e) of the Local Government Act 1995.

The following Town policies were considered in relation to the tender:

1. 2/007 'Purchasing'
2. 2/016 'Regional Price Preference'

### **Interior fit out**

Nil

## **FINANCIAL AND RESOURCE IMPLICATIONS**

### **Request for Tender**

A breakdown of the approved annual management fee for the Port Hedland Visitor Centre since the contract was awarded in 2019 is included below. Note that the duration of the Third Further Term was varied by mutual agreement between the Town and the Port Hedland Peace Memorial Seafarers Centre Incorporated to extend the duration from 12 months to 16 months, which was endorsed by Council on 29 November 2023.

#### Current Management Fee

<b>Financial Year</b>	<b>Term</b>	<b>Fee (ex. GST)</b>
1 July 2019 – 30 June 2020	Initial Contract Term	\$340,288
1 July 2020 – 30 June 2021		\$341,161
1 July 2021 – 30 June 2022	First Further Term	\$349,642

1 July 2022 – 30 June 2023	Second Further Term	\$368,613
1 July 2023 – 30 June 2024	Third Further Term (as varied)	\$346,250
1 July 2024 – 31 October 2024		\$132,730
TOTAL		\$1,878,684

The maximum cost of the management fees for the original contract term was **\$1,745,954** (excluding GST).

The maximum cost of the management fees for the varied contract term is **\$1,878,684** (excluding GST).

A breakdown of the full Port Hedland Visitor Centre management fee proposed by the preferred tenderer is provided below.

#### Proposed Management Fee

Financial Year	Term	Fee (ex. GST)
1 November 2024 – 30 October 2025	Initial Contract Term	\$478,551
1 November 2025 – 30 October 2026		\$494,629
1 November 2026 – 30 October 2027	First Further Term (optional extension)	\$510,533
1 November 2027 – 30 October 2028	Second Further Term (optional extension)	\$527,314
1 November 2028 – 30 October 2029	Third Further Term (optional extension)	\$545,022
TOTAL		\$2,556,049

The cost of the initial contract term (2 years) is **\$973,180** (excluding GST).

The maximum cost of the contract, should all three 12-month extension be executed by the Town, is **\$2,556,049** (excluding GST).

#### **Interior fit out**

##### Costs incurred

The costs associated with developing the concept designs and associated costings were budgeted as part of the Infrastructure Services operational budget.

##### Building Maintenance works

The total estimated cost for the Building Maintenance works is attached as Attachment 5.

##### Interior fit out works

The total estimated cost for the Interior fit out works is attached as Attachment 6.

## **STRATEGIC SUSTAINABILITY IMPLICATIONS**

### **Strategic Community Plan**

The following section/s of the Town's *Strategic Community Plan 2022-2032* are/is applicable in the consideration of this item:

#### Our Community:

1.2.1 Newcomers to Port Hedland are provided with inductions, information and opportunities to engage and get involved.

#### Our Economy:

2.1.3 Strengthen the levels of collaboration, partnership and active networking between industry and business operators and stakeholders.

2.4.1 Market and promote Hedland for business investment opportunities.

2.4.2 Market and promote Hedland for tourism.

2.4.4 Market and promote the local lifestyle of the Hedland community.

2.5.5 Support tourism infrastructure development.

2.5.6 Support regional growth initiatives.

#### Our Leadership:

4.3.2 Community members, businesses and tourists are engaged to provide feedback about local facilities and services.

### ***Environmental***

There are no significant identifiable environmental impacts relating to this item.

### ***Economic***

According to research conducted on behalf of Tourism Western Australia in 2023 Visitor Information Centres across Western Australia contribute \$203.2 million to the Western Australia economy each year.

Visitor Centres add value to the visitor experience and local economy by encouraging visitors to stay longer in destinations. On average, each time a visitor enters a Visitor Centre in regional Western Australia, \$150 of additional spend is generated.

In 2023, the Port Hedland Visitor Centre was visited by 30,182 people and facilitated 5,507 tour bookings, including 3,253 bookings for the Seafarer's Centre Harbour Tour.

### ***Social***

The Town revised the scope of works to include a greater emphasis on the provision of information and services to Port Hedland residents, with the intention of being able to provide high quality information to new and existing residents. It is understood the Port Hedland Visitor Centre is utilised by local residents seeking assistance with itinerary planning for visiting friends and relatives in addition to new residents seeking local information to assist with their relocation and settlement into the community.

### **Access and Inclusion**

The following outcome/s of the Town's *Access and Inclusion Plan 2023-2026* apply in relation to this item:

- Outcome 2 – Buildings and Facilities

- Outcome 4 – Quality of Service

**Corporate Business Plan**

The following services of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Corporate Services:

Governance and Procurement - Provide high standards of governance and leadership.

Our Regulatory Services:

Business and Economic Development - Lead an integrated and collaborative approach to achieve the community’s vision of ‘building prosperity for all – enabling sustained economic growth’.

**RISK MANAGEMENT CONSIDERATIONS**

**Request for Tender**

<b>Risk Type</b>	Operational
<b>Risk Category</b>	Service Interruption
<b>Cause</b>	Not approving a contractor to deliver Port Hedland Visitor Centre management services.
<b>Effect (Consequence)</b>	Not delivering/interrupted services at the Port Hedland Visitor Centre
<b>Risk Treatment</b>	Adopting the officer’s recommendation.
<p>There is an Operational, risk associated with this item caused by not awarding the tender leading to service disruption risk of not providing visitor services.</p> <p>The risk rating is considered to be Medium (6) which is determined by a likelihood of Unlikely (2) and a consequence of Moderate (3).</p> <p>This risk will be avoided by the adopting the Officer’s recommendation.</p>	

**Interior fit out**

<b>Risk Type</b>	Project
<b>Risk Category</b>	Financial
<b>Cause</b>	Tendered prices do not align with the quantity surveyors report.
<b>Effect (Consequence)</b>	Costs of the works are higher than expected.
<b>Risk Treatment</b>	Acceptance of risk.

There is a financial risk that tendered prices do not align with the quantity surveyors report and the cost of the works are higher than expected. The costs related to the implementation of the concept plan and works necessary to maintain the building are based on the quantity surveyors report and/or recent costs incurred by the Town for similar works. This is the best estimate of the cost of the works prior to going to tender.

The risk rating is considered to be Medium (9) which is determined by a likelihood of Possible (3) and a consequence of Moderate (3).

This risk will be accepted by the adopting the Officer's recommendation.

## OPTIONS

Option 1 – Adopt officer's recommendation

Option 2 – Amend officer's recommendation

Option 3 – Do not adopt officer's recommendation

## CONCLUSION

The evaluation panel recommends awarding RFT2324-31 Provide Operational Services for Port Hedland Visitor Centre to the preferred tenderer due to their relevant experience, high level of understanding and capacity to deliver the services requested.

A modest refurbishment of the Visitor Centre would address known issues with the building and provide a refreshed visitor experience for the next 5-10 years, while issues related to the long-term vision for the Centre are resolved.

## ATTACHMENTS

1. PHVC - Tender - Provide Operational Services for Port Hedland Visitor Centre [12.3.1.1 - 33 pages]
2. CONFIDENTIAL REDACTED - PHVC - Tender - Preferred Tender's Proposal [12.3.1.2 - 101 pages]
3. CONFIDENTIAL REDACTED - PHVC - Tender - Multi-party Evaluation Report [12.3.1.3 - 10 pages]
4. CONFIDENTIAL REDACTED - PHVC - Tender - Port Hedland Visitor Centre Management Agreement Contract (draft) [12.3.1.4 - 32 pages]
5. CONFIDENTIAL REDACTED - PHVC - Interior Fit Out - Building Maintenance Costs [12.3.1.5 - 3 pages]
6. CONFIDENTIAL REDACTED - PHVC - Interior Fit Out - Interior Fit Out Costs [12.3.1.6 - 1 page]
7. CONFIDENTIAL REDACTED - PHVC - Interior Fit Out - Concept Designs [12.3.1.7 - 7 pages]
8. CONFIDENTIAL REDACTED - PHVC - Interior Fit Out - Building Condition Report [12.3.1.8 - 14 pages]
9. CONFIDENTIAL REDACTED - PHVC - Report - Port Hedland Visitor Centre and Visitor Servicing Review [12.3.1.9 - 99 pages]



<b>12.3.2</b>	<b>Initiation of Minor Amendments to Local Planning Policies 02, 03 and 11</b>
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**Author:** Strategic Planner

**Authorising Officer:** Manager Planning & Economic Development

**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council:**

- 1. Adopts the following amended Local Planning Policies (LPP) pursuant to Clause 5 of Schedule 2 of the *Planning and Development (Local Planning Schemes) Regulations 2015* (the Regulations):**
  - a) Amended LPP/02 – Advertising Signs, as set out at Attachment 1;**
  - b) Amended LPP/03 – Shipping/Sea Containers and Transportable Buildings, as set out at Attachment 2; and**
  - c) Amended LPP/11 – Stormwater Management, as set out at Attachment 3; and**
  
- 2. Determines the amended Local Planning Policies referenced to in point 1 are considered a minor amendment pursuant to Clause 5(2) of Schedule 2 of the Regulations.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

For Council to consider adoption of minor amendments to Local Planning Policy 02 – Advertising Signs (LPP/02), Local Planning Policy 03 – Shipping/Sea Containers and Transportable Buildings (LPP/03), and Local Planning Policy 11 – Stormwater Management (LPP/11) under Local Planning Scheme No. 7 (LPS 7).

**DETAIL**

The intention of the Local Planning Policies is to provide guidance to applicants/developers and the community regarding the planning considerations that will form part of the decision-making process, as well as to the local government when exercising discretion under LPS7.

Policies must be consistent with the intent of the relevant LPS7 provisions, including State Planning Policy 7.3 - Residential Design Codes ('R-Codes'), and cannot vary development standards or requirements set out in the LPS7 or impose any mandatory requirements upon development. Policies are to be given due regard in the assessment

of development applications and are listed as a “matter to be considered” when determining a development application under clause 67 of Schedule 2 of the Regulations.

The regular two-year review of LPP/02, LPP/03, and LPP/11 was undertaken to ensure the content and provisions are based on sound planning principles and the provisions of LPS7. The review of policies has resulted in the proposed minor amendments.

A description of the policies being considered is summarised below. The full set of draft policies are attached to this report.

#### AMENDED LPP/02 – Advertising Signs

The purpose of this policy is to provide guidance on signage and instances where development approval is not required. This policy also clarifies what signage is considered suitable for approval to provide certainty to businesses.

Minor changes to the policy are proposed, as follows:

- Advice that signs proposed for sites on or adjacent to state controlled roads will also require approval from Main Roads WA.
- Confirmation that development approval is not required for signs associated with elections, referendums and polls. Advice is included that the signs must be removed within 48 hours after the election, referendum or poll is conducted.

#### AMENDED LPP/03 – Transportable Buildings including Shipping/Sea Containers

The purpose of this policy is to provide guidance on the requirements for transportable buildings. This policy defines acceptable design standards for transportable buildings and shipping/sea containers.

The proposed minor amendments provide greater emphasis on the presentation and appearance of transportable buildings. This is to ensure that they are of an acceptable standard to the locality and streetscape and to provide specific information on the number, use, setback requirements and exterior appearance of the structure.

The items below are a summary of the key amendments made to this policy:

- Advice on the requirements for approval under planning and building legislation;
- Inclusion of a requirement that the design of transportable buildings is to respond to local context in terms of bulk, scale and character;
- Inclusion of design provisions including standards for external appearance to maintain the amenity of the surrounding area; and
- Advice on the maximum number of sea containers permitted within various zones.

## AMENDED LPP/11 – Stormwater Management

The purpose of this policy is to assist developers, engineers, landowners and government to integrate suitable design measures into their own stormwater systems. The correct design and construction of appropriate systems will assist with reducing the damaging effects of heavy rainfall events on private and public property and the public drainage network.

The items below are a summary of the key amendments made to this policy:

- The amended policy provides more emphasis on the current requirement that fines such as crackerdust are not permitted for surface treatments for yards, storage treatments, car parks and driveways.

### Statutory Implications

The *Planning and Development (Local Planning Schemes) Regulations 2015* (the Regulations) provide that policies may be prepared by a local government in respect of any matter relating to planning and development, subject to local planning scheme provisions. Clause 5 of Schedule 2 of the Regulations outlines the procedure for amending local planning policy. Clause 5(2) of Schedule 2 of the Regulations reads:

*"Despite subclause (1), the local government may make an amendment to a local planning policy without advertising the amendment if, in the opinion of the local government, the amendment is a minor amendment."*

The proposed amendments are considered to be minor and do not require advertising as they do not change the intention of the policies, rather provide additional clarity and guidance.

Policies must be consistent with the intent of the relevant Scheme provisions, including State Planning Policy 7.3 - Residential Design Codes ('R-Codes'), and cannot vary development standards as set out in the Local Planning Scheme.

Policies are to be given due regard in the assessment of development applications and are listed as a "matter to be considered" when determining a development application under clause 67 of Schedule 2 of the Regulations. Importantly these policies will facilitate the application and operation of LPS7.

### **LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of medium significance, because the proposed amendment is consistent with the principles of orderly and proper planning and is largely aligned with the general principles and broader vision set under the strategic framework for the area.

### **CONSULTATION**

*Internal*

- Town Planning and Development Services
- Environmental Health Services
- Infrastructure Services (Engineering)

#### *External*

Nil

#### *Community*

Nil

### **LEGISLATION AND POLICY CONSIDERATIONS**

- *Planning and Development Act 2005.*
- *Planning and Development (Local Planning Schemes) Regulations 2015.*
- Town of Port Hedland Local Planning Scheme No. 7.

### **FINANCIAL AND RESOURCE IMPLICATIONS**

Nil

### **STRATEGIC SUSTAINABILITY IMPLICATIONS**

#### **Strategic Community Plan**

The following sections of the Town's Strategic Community Plan 2022-2032 are applicable in the consideration of this item:

#### Our Economy:

2.3.2 Minimise red tape for business through regular review and reform of relevant policies and by-laws.

2.3.4 Ensure business approval processes are transparent, and pathways streamlined.

#### Our Built and Natural Environment:

3.3.1 Urban and spatial planning is implemented to enhance human interaction with nature and industry.

There are no significant identifiable environmental, social or economic impacts relating to this item.

#### **Access and Inclusion**

The following outcome of the Town's *Access and Inclusion Plan 2023-2026* apply in relation to this item:

Nil

**Corporate Business Plan**

The following service of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Regulatory Services:

Planning and Development - Strategic land use planning and regulation to ensure the best development and land use outcomes.

**RISK MANAGEMENT CONSIDERATIONS**

The process for the preparation of the amendment is an administrative matter and as such of low risk. The compliance risk associated with the matter would entail not proceeding with the amendment which potentially could result in the Scheme not being consistent with the current planning legislation.

<b>Risk Type</b>	Strategic
<b>Risk Category</b>	Compliance
<b>Cause</b>	Non adoption of the amendments
<b>Effect (Consequence)</b>	Reduced clarity in development requirements and amenity of the built environment.
<b>Risk Treatment</b>	Adoption of the proposed amendments
<p>There is a Strategic, risk associated with this item caused by non-adoption of the amendments leading to reduced clarity in development requirements and amenity of the built environment.</p> <p>The risk rating is considered to be Medium (8) which is determined by a likelihood of Likely (4) and a consequence of Minor (2).</p> <p>This risk will be treated by the adoption of the proposed amendments.</p>	

**OPTIONS**

- Option 1 – Adopt officer’s recommendation
- Option 2 – Amend officer’s recommendation

Council has the option to determine that the proposed amendments to LPP/02, LPP/03, and LPP/11 are not considered minor in accordance with the Clause 5(2) of Schedule 2 of the Regulations. Should this be the case, Council may determine to advertise the proposed amendments in accordance with Clause 87 of Part 12 of the Regulations.

**That Council:**

- 1. Initiate the amended policies for advertising in accordance with the requirements of Clause 5 of Schedule 2 of the *Planning and***

***Development (Local Planning Schemes) Regulations 2015 (the Regulations)*** comprising the following local planning policies (LPP):

- a) **LPS7 Amended LPP/02 – Advertising Signs, as set out at Attachment 1;**
  - b) **LPS7 Amended LPP/03 – Shipping/Sea Containers and Transportable Buildings, as set out at Attachment 2; and**
  - c) **LPS7 Amended LPP/11 – Stormwater Management, as set out at Attachment 3; and**
2. **Authorise the Chief Executive Officer to advertise Council’s proposal to adopt the amended Local Planning Policies referenced to in point 1 above under the Town of Port Hedland Local Planning Scheme No. 7 in accordance with the specific requirements of Clause 87 of Part 12 the Regulations for the minimum required period of twenty-one (21) days.**
  3. **Note that a further report will be presented to Council at completion of the advertising period for consideration and adoption of the Local Planning Policies referenced to in point 1 above, in accordance with the provisions of Clause 5 of Schedule 2 of the Regulations.**

Option 3 – Do not adopt officer’s recommendation

## **CONCLUSION**

The planning policies have been reviewed to ensure their content and provisions are based on sound planning principles and are consistent with the provisions set out in LPS7 and the Regulations. The review of existing policies has resulted in the proposed minor amendments to LPP/02, LPP/03, and LPP/11.

It is recommended that Council resolve to consider the proposed amendments as minor and adopt the proposed amended policies.

## **ATTACHMENTS**

1. Attachment 1 - Amended LPP 02 - Advertising Signs [**12.3.2.1** - 9 pages]
2. Attachment 2 - Amended LPP 03 - Transportable Buildings including Shipping/Sea Containers [**12.3.2.2** - 10 pages]
3. Attachment 3 - Amended LPP 11 - Stormwater Management [**12.3.2.3** - 31 pages]

<b>12.3.3</b>	<b>Business Plan for Major Land Transaction - Former Yacht Club premises</b>
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**Author:** Senior Economic Development Officer  
**Authorising Officer:** Manager Planning & Economic Development  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council:**

- 1. Endorses the draft Business Plan for a Major Land Transaction for the development and disposal of the former Port Hedland Yacht Club premises and authorises the CEO to make minor amendments that do not substantially alter the intent of the Business Plan prior to advertising.**
- 2. Requests the CEO to commence state-wide and local public notice of the Business Plan for a period not less than six-weeks and requests for all public comments to be collated and the Business Plan be presented back to Council for final adoption.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to consider endorsing the Business Plan for a Major Land Transaction – former Port Hedland Yacht Club premises for public advertising in accordance with section 3.59 of the *Local Government Act 1995*.

**DETAIL**

At the 29 May Ordinary Council Meeting, the Council of the Town of Port Hedland endorsed an allocation of funds to the 2024-2025 Annual Capital Works budget to undertake works to the former Port Hedland Yacht Club premises in order to prepare the venue for disposal via lease.

Prior to these works commencing, the Town of Port Hedland is required to prepare a business plan that meets the requirements specified under section 3.59 of the *Local Government Act 1995*. The business plan is required to include an overall assessment of the major land transaction and is to include details of:

- a. its expected effect on the provision of facilities and services by the local government; and
- b. its expected effect on other persons providing facilities and services in the district; and
- c. its expected financial effect on the local government; and
- d. its expected effect on matters referred to in the local government’s current plan prepared under section 5.56; and

- e. the ability of the local government to manage the undertaking or the performance of the transaction; and
- f. any other matter prescribed for the purposes of this subsection. The business plan presented to Council as Attachment 1 complies with these requirements.

The Town sought legal advice confirming that Town is required to comply with section 3.59 of the *Local Government Act 1995* prior to any works commencing.

#### Public Advertising

If the draft Business Plan is endorsed by Council, the Town is required to make the plan accessible to the public for feedback. The Business Plan will be accessible online through the Town of Port Hedland website and hard copies will be made available at the Town of Port Hedland Administration Office and Town operated libraries for a period of at least (6) six weeks.

#### Consideration of public comment by Council

Following public advertising, The Town will present submissions made by the public to Council for consideration. The feedback will allow Council to consider the feedback before deciding whether to adopt the Business Plan.

### **LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of medium significance, because:

- Significant - The extent to which the decision flows logically and consequently from a significant decision already made or from a decision in the strategic or annual corporate plans.

### **CONSULTATION**

#### *Internal*

- A/Director Regulatory Services
- Manager Planning and Economic Development
- Manager Infrastructure Projects & Assets
- Manager Public Affairs
- Project Manager
- Senior Public Affairs Officer

#### *External Agencies*

- Herbert Smith Freehills – Legal advice

#### *Community*

- Nil



## **LEGISLATION AND POLICY CONSIDERATIONS**

Sections 3.59 of the *Local Government Act 1995* and regulation 8A of the *Local Government (Functions and General) Regulations 1996*.

## **FINANCIAL AND RESOURCE IMPLICATIONS**

### **Advertising expenses**

Advertising expenses are budgeted under the Regulatory Services operational budget.

### **Legal fees**

Expenses related to legal advice are budgeted under the Corporate Services operational budget.

## **STRATEGIC SUSTAINABILITY IMPLICATIONS**

### **Strategic Community Plan**

The following sections of the Town's *Strategic Community Plan 2022-2032* are applicable in the consideration of this item:

#### Our Community:

1.4.1 The present and future facilities and requirements of the town are planned for and developed in-line with relevant facility standards and community needs.

1.4.2 Facilities and community infrastructure are revitalised across the town.

1.4.3 Facilities and community infrastructure are well maintained, managed and fit-for-purpose to provide a range of lifestyle opportunities.

#### Our Economy:

2.2.2 Maintain strong partnerships with the private sector and government to fund projects and pursue job creation.

2.2.3 Encourage innovation and new business creation to enhance the diversity of employment opportunities.

2.3.5 Identify opportunities for new social enterprises, innovators, and small and medium-sized businesses and implement strategies to attract and support them.

2.5.3 Invest and develop key community and recreation infrastructure.

2.5.5 Support tourism infrastructure development.

There are no significant identifiable environmental, social or economic impacts relating to this item.

### **Access and Inclusion**

The following outcomes of the Town's *Access and Inclusion Plan 2023-2026* apply in relation to this item:

- Outcome 2 – Buildings and Facilities
- Outcome 5 – Opportunities for Feedback
- Outcome 6 – Public Consultation

### **Corporate Business Plan**

The following services of the Town's *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Infrastructure Services:

**Projects and Assets** - Effective and efficient project and asset management.  
 Property Management and Maintenance - Ensure facilities are well maintained in line with the Town’s asset management program.

Our Regulatory Services:

Business and Economic Development - Lead an integrated and collaborative approach to achieve the community’s vision of ‘building prosperity for all – enabling sustained economic growth’.

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Operational
<b>Risk Category</b>	Reputational
<b>Cause</b>	Fail to endorse advertising of the Business Plan
<b>Effect (Consequence)</b>	The project will not be able to proceed without complying with the <i>Local Government Act 1995</i> .
<b>Risk Treatment</b>	Adopting the Officer’s recommendation.
<p>There is a reputational risk associated with this item as failure to endorse the Business Plan for public advertising would inhibit progress on the development.</p> <p>The risk rating is considered to be Medium (8) which is determined by a likelihood of Unlikely (2) and a consequence of Major (4).</p> <p>This risk will be avoided by adopting the officer’s recommendation.</p>	

**OPTIONS**

- Option 1 – Adopt officer’s recommendation
- Option 2 – Amend officer’s recommendation
- Option 3 – Do not adopt officer’s recommendation

**CONCLUSION**

This endorsement of the Business Plan for public advertising will allow for the Town to meet its legislative responsibilities in seeking feedback from the community prior to undertaking the major land transaction.

**ATTACHMENTS**

1. Business Plan for Major Land Transaction - Former Yacht Club premises [12.3.3.1 - 14 pages]

**12.4 Infrastructure Services**

<b>12.4.1</b>	<b>Award of RFT 2324-22 Civil Construction Material Suppliers</b>
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**Author:** Senior Project Officer Business  
**Authorising Officer:** Acting Director Infrastructure Services  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council awards the following successful Respondents to the panel RFT2324-22 ‘Pre-Qualified Panel for Civil Material Suppliers’ for an initial period of one (1) year, with two (2) x one (1) year extension options, exercisable at the discretion of the Town of Port Hedland:**

- 1. Hard Rock Quarry Materials**
  - a. XXXXX
  - b. XXXXX
  - c. XXXXX
  
- 2. Sand and Fill Quarry Materials**
  - a. XXXXX
  - b. XXXXX
  - c. XXXXX
  - d. XXXXX

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

This report provides a summarised assessment of the submissions received in response to the Invitation to Apply (Tender) RFT2324-22 “Pre-Qualified Panel for Civil Material Suppliers” (‘Panel’), and for Council to endorse for the evaluation panel’s recommendation of contractors to be appointed to the Panel.

The Town has successfully used several panels in the past. The panels also provide an avenue for local suppliers to work directly with the Town and not have to provide quotes for every transaction. The panels are set up to pre-qualify suppliers who provide hourly rates for their services.

**DETAIL**

*Background*

The Town of Port Hedland (‘Town’) is seeking to appoint a Panel of Civil Material Suppliers who have extensive expertise and skills to assist the Town with various ad-hoc civil works to facilitate the timely delivery of its projects.

In accordance with Regulation 24AC of the *Local Government (Functions and General) Regulations 1996*, a Panel of Pre-qualified Suppliers ("Panel") may be created where the following factors apply:

- A range of similar goods and services are required to be purchased on a continuing and regular basis;
- There are numerous potential suppliers in the local area, that would satisfy the test of 'value for money';
- The purchasing activity under the intended panel is assessed as being of a low to medium risk;
- The panel will streamline and improve procurement processes; and
- The Town of Port Hedland (the Town) has the capability to establish, manage the risks and achieve the benefits expected of the proposed panel.

The Panel will provide cost-effective and specialist civil materials for the effective management of the Town's facilities and assets, consisting of the following categories:

- Hard Rock Quarry Materials
- Sand and Fill Quarry Materials

## **REQUEST FOR TENDER**

### *Engagement of Consultant*

Due to the scale and complexity of this Panel, the Town engaged a consultant "Procurement\_PLUS" to assist with the development, and provide support, in the preparation of the tender request and contract documentation.

Procurement\_PLUS has extensive experience in providing advice and support regarding procurement practices and has previously been engaged by other government agencies from local government to state agencies for assistance with their procurement practices. The benefits to the Town of using Procurement\_PLUS include:

- Minimisation of regulatory and procurement risk.
- Practical procurement expertise and experience from an external source.
- Support to maintain good procurement practices and underlying procurement principles.
- Elimination of perceived bias.
- An affordable solution that delivers value for money.

### *Invitation to Apply*

Tender RFT2324-22 was released via VendorPanel (the Town's e-tendering portal) on 3 April 2024 and was publicly advertised in both the West Australian and the Northwest Telegraph newspapers. The closing date for submissions was 3:00pm WST on 22 May 2024, as required by the *Local Government Act 1995*.

The tender included the option for respondents to apply to up to four categories, which were:

1. Hard Rock Quarry Materials
2. Sand and Fill Quarry Materials
3. Concrete Supply
4. Culverts and Drainage

#### *Addendum Details*

There were no addenda submitted during the tender period.

#### *Tender Closing*

Tender RFT2324-22 closed on 22 May 2024 3:00pm WST, with seven (7) submissions received from the following respondents:

1. B J Young Earthmoving Pty Ltd
2. Brookdale Quarry Supplies
3. Hanson Construction Materials Pty Ltd
4. MJB Industries Pty Ltd
5. North West Quarries Pty Ltd
6. Tyrone Group
7. WA Limestone Contracting Pty Ltd

#### *Tender Evaluation*

The Town has adopted the best value for money approach to the request for this Panel. This means that although price is considered, the responses containing the lowest price will not necessarily be accepted, nor will the lowest offer be ranked the highest on the qualitative criteria.

The evaluation for RFT2324-22 was conducted in accordance with the Town's Procurement Policy, which requires a minimum of three (3) evaluation panel members, two (2) of which must be from the Town's Executive team. In this instance, the panel consisted of:

One (1) Acting Chief Executive Officer

Two (2) Acting Directors

One (1) Manager

One (1) Senior-level Officer

One (1) Advisor-level Officer

In addition to the above, the consultant, Procurement\_PLUS, participated as a non-voting member of the evaluation panel.

As no members of the evaluation panel declared any financial or proximity interests for this tender, they proceeded to evaluate each response individually prior to the evaluation panel consensus meeting.

The qualitative criteria used to evaluate the responses to RFT2324-22 were weighted, as follows:

<b>Qualitative Criteria</b>	<b>%</b>
Relevant Experience	40%
Organisation Capacity to Deliver and Resources	30%
Key Personnel and Skills	20%
Local Content	10%
<b>TOTAL:</b>	<b>100%</b>

The scores for each criterion are multiplied by their respective weight, giving an overall aggregated score. This ensures that the evaluation of each response considers the varying importance of each criterion. The aggregate score of each response is then used as one of the factors in the final assessment of the qualitative criteria and in the overall assessment of value for money.

Of the submissions received, Two (2) responses were deemed non-compliant, and as such were removed from the final assessment. The remaining respondents provided compliant tender responses.

Evaluation panel consensus meeting was facilitated and attended by the Town’s Procurement Team and held on Thursday 20 June 2024. The objectives of the panel consensus meeting were to:

- a) Ensure the tender submissions are assessed fairly in accordance with a predetermined weighting schedule;
- b) Ensure adherence to Local Government policies and legislation;
- c) Ensure that the requirements specific in the request are evaluated in a way that can be measured and documented; and
- d) Make a recommendation to Council.

A summary of the assessment results of each submission received is included in the confidential evaluation report (**Evaluation Report**) attached.

The Town’s Procurement Policy (2/022) requires a minimum of three contractors per category be appointed under a panel in order to be compliant with the policy (refer to section 2 of policy 2/022). This Panel included four (4) categories as part of the tender and assessment process, however, the following two categories either did not have enough contractors submit a response, or, the Evaluation Panel determined there were not three respondents who submitted a compliant response to the tender. As a result, the following two categories will not be awarded under this panel:

- Concrete Supply
- Culverts and Drainage

The Town is seeking to award the following two categories, both of which had a minimum of three compliant tender responses, to form a Panel of Pre-Qualified Contractors for Civil works:

1. Hard Rock Quarry Materials
2. Sand and Fill Quarry Materials

#### *Operation of Panel*

The Town's policy "2/022 Panels of Pre-Qualified Suppliers" governs the use of panel arrangements at the Town.

As stipulated in the Request for Tender, Town staff may either directly engage with, or seek multiple quotes from any of the respective panel suppliers.

The Town will aim to distribute the goods or services required between each Panel Member so that the total value of the services awarded to each supplier is similar at the end of the term of the Panel Agreement. Care will be taken to ensure that no one Contractor is overloaded at any time by keeping accurate records of the timelines of each job.

All purchases made via pre-qualified suppliers are to be made in line with any financial delegation limits imposed under the Town's Delegation Register.

#### *Contract Term*

Each supplier contract established under this panel will be for an initial term of one (1) year, with two (2) options to extend for a further one (1) year term. Extensions will be exercisable at the sole discretion of the Town, by an appropriately delegated officer in line with delegation 1.2.19 Panels of Pre-Qualified Suppliers for Goods and Services function 9.

### **LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', awarding this tender is deemed to be of medium significance, as:

- A decision that will significantly affect the capacity of the Council to carry out any activity identified in the strategic plan.
- A decision that will significantly affect the cost to Council to carry out any activity identified in the strategic plan.
- The matter will have implications for the present and future social, economic, environmental, and cultural well-being of Port Hedland.

## CONSULTATION

### *Internal*

- Infrastructure Operations team
- Infrastructure Projects team
- Infrastructure Engineering and Assets team
- Corporate Procurement team

### *External Agencies*

- Procurement\_PLUS Consultant

### *Community*

- Nil

## LEGISLATION AND POLICY CONSIDERATIONS

Section 3.57 of the *Local Government Act 1995*, and division 2 of the *Local Government (Functions and General) Regulations 1996* apply in relation to the invitation of tenders.

The Evaluation Report and correspondence details relating to the respondents offers are deemed confidential pursuant to section 5.23 (c) and (e) of the *Local Government Act 1995*.

The following Town policies were considered in relation to this Panel:

- 2/007 'Purchasing'
- 2/016 'Regional Price Preference'
- 2/022 'Panels of Pre-Qualified Suppliers'
- 4/009 'Significant Decision Making'

The successful suppliers must also abide by the Town's Code of Conduct while carrying out works for the Town.

## FINANCIAL AND RESOURCE IMPLICATIONS

The appointment of suppliers to this Panel will provide budget predictability through fixed pricing for a minimum term of one (1) year, with the ability to extend each contract for a maximum term of three (3) years.



This approach not only ensures cost savings and value for money, but also facilitates effective allocation of resources for relevant asset management and capital works projects. The Town will benefit from competitive pricing while maintaining quality standards and timely delivery of services, contributing to the economic prosperity and financial sustainability of the respective suppliers.

Funding for proposed works completed under this Panel will be factored within the relevant directorate's approved capital and operational budgets.

## **STRATEGIC SUSTAINABILITY IMPLICATIONS**

### **Strategic Community Plan**

The following sections of the Town's Strategic Community Plan 2022-2032 are applicable in the consideration of this item:

#### Our Economy:

2.3.3 Prioritise, encourage and promote local procurement.

2.3.5 Identify opportunities for new social enterprises, innovators, and small and medium-sized businesses and implement strategies to attract and support them.

2.5.1 Pursue investment in key infrastructure development such as the port, airport, service industry and logistics.

#### Our Built and Natural Environment:

3.1.4 Ensure natural resource assets are well-managed and enhanced.

#### *Environmental*

Nil

#### *Economic*

The appointment and subsequent engagement of local suppliers to the Panel will support economic development within the Town.

#### *Social*

As a number of suppliers are local Aboriginal enterprises, the appointment of those businesses to the Panel will support growth in Aboriginal participation within the Town.

### **Access and Inclusion**

The following outcomes of the Town's Access and Inclusion Plan 2023-2026 apply in relation to this item:

Outcome 2 – Buildings and Facilities

Outcome 4 – Quality of Service

**Corporate Business Plan**

The following services of the Town’s Corporate Business Plan 2023-2027 apply in relation to this item:

*Our Corporate Services*

Governance and Procurement - Provide high standards of governance and leadership.

*Our Infrastructure Services:*

Projects and Assets - Effective and efficient project and asset management

Roads and Footpaths - Provide an effective road network through the construction, maintenance and renewal of sealed and unsealed local roads and associated infrastructure

Drainage - Drainage systems that provide effective disposal of stormwater to protect community and Town assets

Parks and Gardens - Manage parks, ovals and open space (natural reserves)

Maintain tidy and attractive townsites and centres

Verges and Street Trees - Increase the number of trees to provide a softer landscape, assist in dust suppression, cooling of public spaces and better shade to protect pedestrians and drivers

Property Management and Maintenance - Ensure facilities are well maintained in line with the Town’s asset management program

*Our Regulatory Services:*

Business and Economic Development - Lead an integrated and collaborative approach to achieve the community’s vision of ‘building prosperity for all – enabling sustained economic growth’

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Operational
<b>Risk Category</b>	Service Interruption
<b>Cause</b>	Increased internal administration pressure and lengthy timeframes to assess contractor competency and capability
<b>Effect (Consequence)</b>	Will likely cause delays in procuring qualified contractors to provide civil services, resulting in increased prices and delays in operational works and capital projects.
<b>Risk Treatment</b>	Adopting the officer’s recommendation will reduce this risk by allowing the Town to engage pre-qualified contractor’s directly who have already been pre-qualified and assessed as competent and capable of completing a range of works.

There is a current operational risk caused by the requirement to engage contractors at short notice, if required.

The risk rating is considered to be Low (4) which is determined by a likelihood of Likely (4) and a consequence of Minor (2).

This risk will be reduced by adopting the officer's recommendation as the contractors on the Panel have already been assessed for competency and are pre-qualified.

### **OPTIONS**

Option 1 – Adopt officer's recommendation.

Option 2 – Amend officer's recommendation.

Option 3 – Do not adopt officer's recommendation.

### **CONCLUSION**

The Town is seeking to appoint a panel of civil materials suppliers who have extensive expertise and skills to assist the Town with various works to facilitate timely delivery of projects. Responses received for Tender RFT2324-22 have been thoroughly assessed, resulting in a comprehensive evaluation of submissions and the recommendation of contractors for appointment to the pre-qualified panel of civil material suppliers.

Through adherence to procurement policies, thorough evaluation criteria, and consultation with internal and external stakeholders, the Town has maintained transparency, fairness, and accountability throughout the process.

The establishment of this panel contributes toward enhancing the Town's capacity for timely and efficient project delivery, with a diverse range of expertise readily available to support infrastructure and development initiatives, ensuring value for money is achieved.

### **ATTACHMENTS**

1. Evaluation Report Memo - RF T 2324-22 Civil Material Suppliers [**12.4.1.1** - 20 pages]

<b>12.4.2</b>	<b>Award RFT 2324-29 Video Surveillance/Access Control Maintenance &amp; Upgrades (Sole Supplier)</b>
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**Author:** Acting Director infrastructure  
**Authorizing Officer:** Director Infrastructure Services  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council, pursuant to Regulation 18 of the *Local Government (Functions and General) Regulations 1996*, award Tender RFT 2324-29 Video Surveillance/Access Control Maintenance & Upgrades to the Preferred Tenderer for a total value of \$XXXXXX excl. GST, for an initial period of three (3) years, with two (2) extension options of one (1) year each, exercisable at the sole discretion of the Town of Port Hedland.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to consider the award of RFT 2324-29 Video Surveillance / Access Control Maintenance & Upgrades to the preferred tenderer.

**DETAIL**

*Background*

The Town of Port Hedland’s (The Town’s) Video Surveillance network is one of the most complex networks in regional WA due to the large enterprise wireless network. This consists of licensed and unlicensed radio frequencies. The following sites are all connected via direct high bandwidth connectivity ensuring all sites can be monitored anywhere in the Town of Port Hedland.

The following sites are connected to the existing surveillance network:

- South Hedland Landfill
- JD Hardie Youth Centre
- Marquee Park
- Wanangkura Stadium
- South Hedland Aquatic Centre
- South Hedland Skate Park
- Depot Operations Centre
- South Hedland Library
- Gratwick Aquatic Centre
- Civic Centre
- Port Hedland
- South Hedland
- Wedgefield Public Surveillance

- Port Hedland Community Centre; and
- Spoilbank Marina

In 2023, all end-of-life infrastructure was upgraded, Port Hedland, South Hedland, and critical wireless links were replaced. This now means 90% of the Town's Public Surveillance network has a usable life of 5-7 years through to 2030. The Town is now looking to ensure existing assets are effectively maintained and plans to expand its current Video Surveillance network through the community and allow for future upgrades & network expansion covering Town facilities, public open space, and state Automatic Number Plate Recognition (ANPR) projects. Any new projects would be subject to funding and future budget approval.

*Town of Port Hedland Community Safety Plan 2023-2026*

The Town's Community Safety Plan 2023-2026 was unanimously adopted by Council on 13 December 2023 via decision number CM202324/178.

Supporting the plan's community safety priority of 'safer spaces and places', the awarding of this tender directly aligns to strategic objective 1.1 of the Community Safety Plan, which outlines the Town's obligation to provide local CCTV infrastructure, investment and maintenance over the next three years of the strategy.

*Scope of Tender*

The scope of tender RFT2324-29 includes the provision of cost-effective Video Surveillance Maintenance support and upgrade services, for its Video Surveillance network, consisting of:

- 281 x Cameras at 35 individual sites
- 2 x 30m Communication towers
- 30 x 6m Standalone CCTV poles through Port & South Hedland
- 6 x CCTV Workstations
- 52 Wireless Links, 7 Servers, 80 Switches
- 24/7 Network cloud monitoring solution
- 280 Millstone licenses

The overall deliverables for the successful respondent will be:

- Periodic cleaning and re-alignment of CCTV cameras and associated equipment
- Respond to fault reports, detailing action required and estimated timing. Perform required repairs
- Respond to network administration and support requests
- Summary cleaning and maintenance report detailing cameras and equipment worked on, work performed, and issues identified based upon quarterly site visit
- Cleaning and maintenance schedule to track past and planned cleaning and maintenance activity of individual site visits
- Maintain asset register containing all CCTV related equipment including Asset description, Make and model, Serial number, Physical location, GPS co-ordinate, Installation date, Replacement date, Warranty expiry date
- Facilitate renewal of Milestone licensing and support agreements and any new video management software that may be used

- Development of 5-year CCTV Strategy

*Tender Release*

The Town released RFT2324-29 on 1 May 2024 via VendorPanel. The tender was open for a period of 21 days and closed on 22 May 2024. As required by the *Local Government Act 1995* the tender was publicly advertised in the West Australian, and the North West Telegraph.

*Evaluation*

A total of two (2) suppliers submitted a response to tender RFT2324-29:

- Avantgarde Technologies Pty Ltd
- Blue Force Pty Ltd

An evaluation of received responses was undertaken, based upon the following qualitative criteria:

Criteria	(%)
Relevant Experience	30%
Capacity to Deliver & Resources	20%
Key Personnel & Skills	20%
Demonstrated Understanding	30%
	100%

**LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 ‘Significant Decision Making’, this matter is considered to be of medium significance, because of the extent to which the decision flows logically and consequently from a significant decision already made or from a decision in the strategic or annual corporate plans.

**CONSULTATION**

*Internal*

- Manager Waste & Services
- Director Infrastructure Services
- Director Regulatory Services
- Manager Infrastructure Operations

*External Agencies*

- West Australian Police South Hedland Branch (WAPOL)
- WAPOL – ANPR Perth Branch Automatic number plate recognition

*Community*

Significant consultation was undertaken through the delivery of the Town of Port Hedland’s Community Safety Plan 2023-2026.

**LEGISLATION AND POLICY CONSIDERATIONS**

The following Council policies are applicable to this item:

- 2/007 Procurement
- 2/016 Regional Price Preference
- 9/010 Asset Management
- 15/003 Video Surveillance policy

Other considerations include:

- AS/NZS62676:2020 – Police Recommendations for Video Surveillance Systems
- AS/NZS62676:2020 – Video Surveillance for use in security Applications
- Western Australian Closed Circuit Television Guidelines

With regard to the awarding of a tender, section 3.57 of the *Local Government Act 1995*, and Part 4 of the *Local Government (Functions and General) Regulations 1996* applies. As the value of this tender award exceeds the Chief Executive Officer's limit specified under function 9 of delegation 1.2.18 "Tenders for Goods and Services", this item has been presented to Council for award.

### **FINANCIAL AND RESOURCE IMPLICATIONS**

The costs associated with this contract will be factored within the Town's operational budgets between 2024/25 to 2028/29 respectively. Should the Town not exercise the extension options after the initial three (3) year period, the 2027/28 and 2028/29 the contract will be re-tendered.

A full breakdown of annual costs can be found within the attached Confidential Evaluation Report.

### **STRATEGIC SUSTAINABILITY IMPLICATIONS**

#### **Strategic Community Plan**

The following sections of the Town's *Strategic Community Plan 2022-2032* are applicable in the consideration of this item:

##### Our Community:

1.1.5 Agencies and the community are fully engaged reducing anti-social behaviors and improve community safety.

1.1.6 Town-wide health, safety, recreation and sporting activities and services are promoted.

1.4.3 Facilities and community infrastructure are well maintained, managed and fit-for-purpose to provide a range of lifestyle opportunities.

##### Our Leadership:

4.2.1 Sound long-term financial planning is implemented.

4.3.1 High-quality and responsive customer service is provided.

There are no significant identifiable environmental, social, or economic impacts relating to this item.

#### **Access and Inclusion**

The following outcome of the Town's *Access and Inclusion Plan 2023-2026* apply in relation to this item:

Nil

**Corporate Business Plan**

The following services of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Community Services:

Community Safety - Initiatives to reduce the incidence of crime and enhance community safety and lifestyle.

Our Infrastructure Services:

Projects and Assets - Effective and efficient project and asset management.

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Operational
<b>Risk Category</b>	Service Interruption
<b>Cause</b>	Increased internal administration pressure and lengthy timeframes to assess competent contractor to attend to video Surveillance network causing service interruption / downtime
<b>Effect (Consequence)</b>	Will likely cause delays in procuring qualified contractors to provide qualified services, resulting in multiple mobilization, increased prices and delays in operational works and capital projects.
<b>Risk Treatment</b>	Adopting the officer’s recommendation will reduce this risk by allowing the Town award the RFT & schedule in advance Maintenance visits future capital upgrade works to provide network continuity
<p>There is an Operational, risk associated with this item caused by, leading to</p> <p>The risk rating is considered to be Low (4) which is determined by a likelihood of Likely (4) and a consequence of Minor (2). This risk will be reduced by adopting the officer’s recommendation as the contractor has already been assessed for competency and is pre-qualified.</p> <p>This risk will be accepted by the</p>	

**OPTION**

Option 1 – Adopt officer’s recommendation

Option 2 – Amend officer’s recommendation

Option 3 – Do not adopt officer’s recommendation

**CONCLUSION**

The award of tender RFT2324-29 will further support the commitment that Council has already made ensuring current Video Surveillance infrastructure is maintained to



a high standard any new sites integrate with the Towns current network assisting with reduction of antisocial behavior in our Town.

Awarding tender RFT2324-29 is a reaffirmation of Council's dedication to creating safer space and places within our community, as outlined in the Town's Community Safety Plan 2023-2026.

### **ATTACHMENTS**

Evaluation Memo CCTV (**12.4.2.1** – 3 pages)

**12.5 Executive Services**

<b>12.5.1</b>	<b>Capital Grants Application – CSRFF</b>
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**Author:** Senior Public Affairs Officer  
**Authorising Officer:** Chief Executive Officer  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council:**

- 1. Endorses an application to the Community Sporting and Recreation Facilities Fund (CSRFF) for \$2.5 million for Stage 1B of the South Hedland Integrated Sports Hub (pavilion)**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to consider endorsing an external grant funding application to the Community Sporting and Recreation Facilities Fund (CSRFF) to support the delivery of Stage 1B (pavilion) of South Hedland Integrated Sports Hub project.

**DETAIL**

SHISH Stage 1B - pavilion

The South Hedland Integrated Sports Hub (SHISH) is part of the wider Hedland Sports and Arts Precinct development, which is to be completed in stages.

Stage 1B will deliver a large multi-user sports pavilion (950m<sup>2</sup>) featuring clubroom, four changerooms, club storage areas, first aid room, umpires change room, club administration/competition office, large kitchen, public toilets, universal access toilet and changeroom and undercover spectator viewing on both sides and running the full length of the pavilion.

The SHISH Masterplan including the multi-use pavilion was initially endorsed by Council in 2019.

A concept design of the pavilion was endorsed in September 2020.

A modified masterplan for SHISH, incorporating the approved pavilion concept design, and staging plan was later endorsed by Council in September 2022.

Funding opportunities

- Community Sporting and Recreational Facilities Fund

Each year the Community Sporting Recreational Facilities Fund opens applications for its forward-planning grants. This is for projects more than \$500,000 in total value. The maximum grant available is \$2.5m and can be drawn down over three years from the application. Applications for the 2025/26 round close 30 September 2024.

Consultation with the Regional Manager Pilbara, Sport and Recreation – Regional Services (Department of Local Government, Sport and Cultural Industries) indicated the project falls within the guidelines of CSRFF Forward Planning Round.

As the maximum grant available through CSRFF is \$2.5 million, it is recommended seeking the maximum contribution.

### **LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of medium significance, because:

- Significant - The matter will have implications for the present and future social, economic, environmental, and cultural well-being of Port Hedland.

### **CONSULTATION**

#### *Internal*

- Director Infrastructure Services;
- Manager Infrastructure Projects;
- Project Manager;
- Manager Public Affairs

#### *External Agencies*

- Toby Cotterell, Regional Manager Pilbara, Sport and Recreation – Regional Services (Department of Local Government, Sport and Cultural Industries)

### **LEGISLATION AND POLICY CONSIDERATIONS**

Nil

### **FINANCIAL AND RESOURCE IMPLICATIONS**

Progression of the capital projects in the paper require external funding. Therefore, should the Town opt not to make applications it may have implications on the funding available for these capital projects.

### **STRATEGIC SUSTAINABILITY IMPLICATIONS**

#### **Strategic Community Plan**

The following sections of the Town's *Strategic Community Plan 2022-2032* are applicable in the consideration of this item:

#### Our Community:

1.1.1 Stakeholders are engaged to develop a whole-of-town approach to increase access to quality health and wellbeing services.

- 1.1.4 Partnerships with stakeholders to deliver sport and recreation are enhanced.
- 1.1.6 Town-wide health, safety, recreation and sporting activities and services are promoted.
- 1.3.3 Partnerships with industry and government to support events and activities are enhanced.
- 1.4.1 The present and future facilities and requirements of the town are planned for and developed in-line with relevant facility standards and community needs.
- 1.4.2 Facilities and community infrastructure are revitalised across the town.
- 1.4.3 Facilities and community infrastructure are well maintained, managed and fit-for-purpose to provide a range of lifestyle opportunities.
- 1.4.4 Community services and facilities are well promoted.

Our Economy:

- 2.1.1 Lobby State and Federal Governments and private sector for improved infrastructure investment.
- 2.2.2 Maintain strong partnerships with the private sector and government to fund projects and pursue job creation.
- 2.5.3 Invest and develop key community and recreation infrastructure.
- 2.5.5 Support tourism infrastructure development.

Our Built and Natural Environment:

- 3.2.4 Enhance the protection and valuing of amenities and urban space through community engagement.

Our Leadership:

- 4.1.3 A positive town narrative and a unique brand is developed and promoted.

***Environmental***

Nil

***Economic***

As above

***Social***

Nil

**Access and Inclusion**

The following outcomes of the Town's *Access and Inclusion Plan 2023-2026* apply in relation to this item:

- Outcome 2 – Buildings and Facilities
- Outcome 4 – Quality of Service

**Corporate Business Plan**

The following services of the Town's *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Community Services:

Recreation Leisure Facilities and Programs - Provide and promote, with key stakeholders recreation and sporting activities for healthy lifestyles.

Our Infrastructure Services:

**Projects and Assets** - Effective and efficient project and asset management.  
 Property Management and Maintenance - Ensure facilities are well maintained in line with the Town’s asset management program.  
 Public Affairs and Communication - Enhancing and protecting the Town’s reputation  
 Providing advice and support to the Council, Executive Leadership Team and business units.

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Strategic
<b>Risk Category</b>	Financial
<b>Cause</b>	Failure to secure external grant funding
<b>Effect (Consequence)</b>	Financial limitations
<b>Risk Treatment</b>	Apply for external grants
<p>There is a Financial risk associated with this item caused by failure to secure external grant funding, resulting in lack of funding to deliver projects.</p> <p>The risk rating is considered to be Low (4) which is determined by a likelihood of Possible (3) and a consequence of Minor (2).</p> <p>This risk will be mitigated by the Town of Port Hedland submitting applications for external grant funding.</p>	

**OPTIONS**

- Option 1 – Adopt officer’s recommendation
- Option 2 – Amend officer’s recommendation
- Option 3 – Do not adopt officer’s recommendation

**CONCLUSION**

The CSRFF and Lotterywest funding present good opportunities for the Town to secure external grant funding for projects which it has been progressing as priorities. It is recommended applications are made for these funding opportunities to give the Town the best possible chance of securing external grant funding to supplement the budgets already allocated to these projects.

**ATTACHMENTS**

Nil

<b>12.5.2</b>	<b>Government Advocacy Statement</b>
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**Author:** **Manager Public Affairs**  
**Authorising Officer:** **Chief Executive Officer**  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION**

**That Council adopts the Government Advocacy Statement 2024 included as Attachment 1.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to consider the Government Advocacy Statement 2024.

**DETAIL**

Overview

The Town of Port Hedland’s Community Perception Survey 2023 formalised a request from the community for the Town of Port Hedland to dedicate resources to achieving change in a range of social areas.

These areas are largely outside of the scope of responsibility of a Local Government Authority. Therefore, the Town’s ability to make change is limited to advocacy to State and Federal Government.

The Town has been strategically developing its Government relationships over the past two years, focused on gaining support for its South Hedland Service Worker Housing Project and the Hedland Sports and Arts Precinct.

Advice from Government relations experts has demonstrated the importance of being specific, consistent and clear with Government stakeholders when advocating for support or investment.

The Government Advocacy Statement 2024 has been developed as a tool to underpin future Government advocacy. It was developed ahead of the Town’s attendance at the Regions Rising conference in Canberra to provide a platform for conversations with target Federal Government Ministers and stakeholders.

Community Perception Survey 2023

The MARKYT Community Scorecard 2023 was completed over July and August 2023 with more than 1,300 responses.

Analysis of the data concluded the below top four priorities for the Hedland community (in order of importance):

- Community safety and crime prevention
- Health and community services
- Housing
- Family and Children services

All of these four areas received a negative performance rating.

### Government Relations Strategy

The Town has been working with Government Relations specialists GRA Partners since November 2022. To date, the focus for the engagement strategy has been to build relationships and introduce priority capital projects with the ultimate objective of securing financial support.

Broadening advocacy into social areas highlighted by the Hedland community presents some risk to the effectiveness of the above objective, as it dilutes the focus on the Town's current conversations with Government.

To support strategic and effective engagement, GRA Partners has advised that a specific and considered approach be taken to initiating the conversation with Government.

The Government Advocacy Statement 2024 is an outcome of this strategy as it enables the Town to clearly commit to focus areas and formalise the requests it has of both State and Federal Government. It also demonstrates to the Hedland community that it is committed to advocating for change in these areas, and provides specific actions that can be taken to do that.

### Government Advocacy Statement 2024 development

The Government Advocacy Statement 2024 has been developed over a period of months following analysis of the following documents and data:

- Evaluation of the Town of Port Hedland Community Safety Plan (2019-2022)
- Town of Port Hedland Community Safety Plan 2023-2026
- Port and South Hedland Crime Statistics
- ACCC Childcare inquiry – December 2023 final report
- Assessing Childcare Needs in Hedland – Creating Communities (2021)
- Principal's Federation of Western Australia Position Papers
- Facing the Facts – A review of Public Education in Western Australia (State School Teachers' Union of WA)
- Hedland Senior High School – Australian Curriculum, Assessment and Reporting Authority date (My School)
- South Hedland General Practice Services Review (Jan 2024)
- General Practice – Health of the Nation 2023 (RACGP)

- Housing market data
- Submissions to the Inquiry into Housing Affordability and Supply
- Housing Affordability in Western Australia 2023 (Curtin University)
- Inquiry into increasing affordable housing supply: Evidence-based principles and strategies for Australian policy and practice (Australian Housing and Urban Research Institute)
- The Economic Significance of Port Hedland, Acil Allen, 2024.

The insights gathered from the research above were applied to existing opportunities within State and Federal Budgets and initiatives. This ensures requests were tangible, realistic and aligned with existing Government policy and direction.

### Collaboration

The Town of Port Hedland has socialised its draft ideas for the Government Advocacy Statement 2024 with a range of stakeholders to ensure a consistent message is delivered to Government, strengthening the voice from the Pilbara and regional Western Australia.

Officers have met with the Chief Executive Officers of the WALGA Pilbara Country Zone to ensure alignment.

Once endorsed, further work will be undertaken to seek support from the Resources industry, Regional Capitals Alliance of Western Australia and others.

### **LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of medium significance, because:

- Exception - The Council already has a sound understanding of the views and preferences of the people likely to be affected by, or interested in, the proposal or decision.

### **CONSULTATION**

#### *Internal*

- Executive Leadership Team
- Manager Youth and Community Development
- Community Safety Advisor
- Senior Economic Development Officer

#### *External Agencies*

- WALGA Pilbara Country Zone
- WA Police (South Hedland)
- GRA Partners
- Kevin Michel, MP for the Pilbara
- Port Hedland Industries Council
- Hedland Senior High School



*Community*

- See above list of documents and data reviewed

**LEGISLATION AND POLICY CONSIDERATIONS**

Nil

**FINANCIAL AND RESOURCE IMPLICATIONS**

Nil

**STRATEGIC SUSTAINABILITY IMPLICATIONS****Strategic Community Plan**

The following sections of the Town's *Strategic Community Plan 2022-2032* are applicable in the consideration of this item:

Our Community:

1.1.1 Stakeholders are engaged to develop a whole-of-town approach to increase access to quality health and wellbeing services.

1.1.2 Community needs and gaps in health provision are identified and delivered.

1.1.5 Agencies and the community are fully engaged reducing anti-social behaviours and improve community safety.

1.2.2 A residential workforce is promoted to industry as the preferred option.

1.3.3 Partnerships with industry and government to support events and activities are enhanced.

1.4.2 Facilities and community infrastructure are revitalised across the town.

Our Economy:

2.1.1 Lobby State and Federal Governments and private sector for improved infrastructure investment.

2.1.2 Lobby State Government and industry for policy change.

2.5.2 Ensure future supply of housing and serviced land for development.

2.5.3 Invest and develop key community and recreation infrastructure.

Our Leadership:

4.1.1 Town of Port Hedland is represented and is an active contributor in international, national, state and regional forums and policy development.

***Environmental***

There are no significant identifiable environmental, social or economic impacts relating to this item.

***Economic***

There are no significant identifiable environmental, social or economic impacts relating to this item.

***Social***

There are no significant identifiable environmental, social or economic impacts relating to this item.

**Access and Inclusion**

The following outcome of the Town’s *Access and Inclusion Plan 2023-2026* apply in relation to this item:

- Outcome 2 – Buildings and Facilities

**Corporate Business Plan**

The following services of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Community Services:

Youth and Community Development - Provide and/ or advocate for services and activities for youth and the wider community Engagement of the community to achieve sustainable outcomes, equitable decision making, and deepen relationships and trust between organisations and community.

Community Safety - Initiatives to reduce the incidence of crime and enhance community safety and lifestyle.

Our Regulatory Services:

Business and Economic Development - Lead an integrated and collaborative approach to achieve the community’s vision of ‘building prosperity for all – enabling sustained economic growth’.

Housing - Provide for housing availability to meet the needs of the community and industry.

Public Affairs and Communication - Enhancing and protecting the Town’s reputation Providing advice and support to the Council, Executive Leadership Team and business units.

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Strategic
<b>Risk Category</b>	Reputational
<b>Cause</b>	Community dissatisfaction with perceived lack of inaction over liveability issues.
<b>Effect (Consequence)</b>	Loss of confidence in the Town of Port Hedland.
<b>Risk Treatment</b>	Adoption of the Government Advocacy Statement 2024.
There is a Strategic, risk associated with this item community perception that the Town of Port Hedland has a leadership role in lobbying State and Federal Government for improvements to key socials issues including affordable housing, access to healthcare, education and childcare and community safety. This risk can lead to loss of confidence in the Town of Port Hedland.	

The risk rating is considered to be Low (1) which is determined by a likelihood of Possible (3) and a consequence of Minor (2).

This risk will be mitigated by the Town of Port Hedland adopting the Government Advocacy Statement 2024.

### **OPTIONS**

Option 1 – Adopt officer’s recommendation

Option 2 – Amend officer’s recommendation

Option 3 – Do not adopt officer’s recommendation

### **CONCLUSION**

The Hedland community has provided clear feedback that it wants the Town of Port Hedland to advocate on its behalf for change in a range of social areas.

These areas are not typically within the scope of the role of Local Government. Therefore, the best course of action is to advocate to State and Federal Governments that are responsible for delivery in these areas.

The Government Advocacy Statement 2024 is a critical tool to enable very clear, consistent and actionable requests of State and Federal Governments.

### **ATTACHMENTS**

1. Government Advocacy Statement 2024 FINAL [**12.5.2.1** - 7 pages]

<b>12.5.3</b>	<b>Attendance at Conference</b>
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**Author:** Executive Assistant to the CEO & Mayor  
**Authorising Officer:** Chief Executive Officer  
**Disclosure of Interest:** The Author and Authorising Officer declare that they do not have any conflicts of interest in relation to this item.

**OFFICER’S RECOMMENDATION 1**

**That Council:**

- 1. Nominate and approve the following Elected Members to attend the WALGA LG Convention 8 – 10 October 2024 in:**
  - a) XXXXXXXX;
  - b) XXXXXXXX; and
  - c) XXXXXXXX
- 2. Notes that CEO may appoint Officers to attend the WALGA LG Convention 2024 on behalf of the Town of Port Hedland;**
- 3. Notes that Officers are seeking meetings with Government Representatives in Perth during the same week as the WALGA LG Convention; and**
- 4. Notes that a report will be submitted by the Elected Members nominated above on their attendance to the Chief Executive Officer prior to 27 September 2024.**

***SIMPLE MAJORITY VOTE REQUIRED***

**OFFICER’S RECOMMENDATION 2**

**That Council:**

- 1 . Nominate and approve the following Elected Members to attend the National Local Government Housing Summit 2024 15-16 August 2024 in:**
  - a) XXXXXXXX;
  - b) XXXXXXXX; and
  - c) XXXXXXXX
- 2. Notes that CEO may appoint Officers to attend the National Local Government Housing Summit 2024 on behalf of the Town of Port Hedland;**
- 3. Notes that a report will be submitted by the Elected Members nominated above on their attendance to the Chief Executive Officer prior to 27 September 2024.**

***SIMPLE MAJORITY VOTE REQUIRED***

**PURPOSE**

The purpose of this report is for Council to consider *the attendance of the Mayor and relevant Elected Members at the following conference:*

**DETAIL****WALGA LG CONVENTION 2024, 8-10 OCTOBER, PERTH****ABOUT LGG24**

The WALGA Local Government Convention is the landmark event in the Local Government calendar. We bring together Elected Members, suppliers, Council officers and key stakeholders as part of a unique program of professional development, networking and business opportunities. Expect the ultimate program of inspirational and educational speakers, elevated function experiences and opportunities to raise pressing matters affecting your community direct to the source. The convention exhibition is also a unique opportunity for preferred suppliers to meet Council representatives and showcase the latest innovations and technologies across the sector.

**INNOVATION ECOSYSTEM**

Innovation Ecosystem speaks to the ability of WALGA and the sector to foster dynamic change within the fabric of WA through collaboration, promotion and daring to think big. It will evoke new ideas, heightened passion for communities and facilitate connections for ongoing skills and ideas sharing within the Local Government sector. It serves the purpose of highlighting the rich expertise base within WALGA available as a resource to members and the benefits that can be leveraged for all of WA when we work as a collective.

Further information can be found on the below link:

[WALGA Local Government Convention 2024 \(eventsair.com\)](https://www.eventsair.com)

**NATIONAL LOCAL GOVERNMENT HOUSING SUMMIT 2024, 15-16 AUGUST, ADELAIDE.****ABOUT LG Housing Summit 2024**

The Australian Local Government Association is thrilled to bring this landmark event this August in the City of Adelaide. The summit promises a powerhouse gathering of Local Government elected and senior officials.

At the National Local Government Housing Summit, the focus will be squarely on exploring and tackling the housing crisis head-on. Discussions will centre around critical issues such as social and affordable housing, with the aim of forging actionable strategies to support local governments.

15 August 2024

5.30pm - 7.00pm: Local Government Housing Summit reception

Join the Lord Mayor of Adelaide and summit attendees for an opportunity to network

16 August 2024

10am - 4pm: National Housing Summit - August 16

The summit promises a powerhouse gathering of Local Government elected and senior officials.

The National Local Government Housing Summit will include industry leaders, academics, researchers and councils, and focus on the role that local government can play facilitating more affordable housing and helping deliver on Australia's housing targets.

Further information will be provided.

### **LEVEL OF SIGNIFICANCE**

In accordance with Policy 4/009 'Significant Decision Making', this matter is considered to be of low significance, because:

- Exception - The proposal or decision is not of a nature or significance that requires engagement.

### **CONSULTATION**

#### *Internal*

- Consultation with internal or external parties in the preparation of this report has been limited to information gathering > Change text to black

#### *External Agencies*

- Nil

#### *Community*

- Nil

### **LEGISLATION AND POLICY CONSIDERATIONS**

Section 2.3 'Travel' in the Town's policy 4/008 'Elected Members Allowances, Facilities and Expenses' is applicable as it sets out parameters associated with the booking of travel registration fees and accommodation arrangements.

Section 2.2 'Reimbursements' in the Town's policy 4/008 'Elected Members Allowances, Facilities and Expenses' is applicable as it sets out parameters associated with meals and incidentals provided.

### **FINANCIAL AND RESOURCE IMPLICATIONS**

Note that the costs below will be deducted from the 2024/2025 FY budget.

The following table outlines the approximate costs for attending the WALGA LG Convention:

<b>WALGA LG Convention 2024, 8 – 10 OCTOBER, PERTH</b>		
<b>Detail</b>	<b>Approximate Total Cost</b>	<b>Notes</b>
Accommodation Perth	\$650	3x nights
Flights	\$700	
Registration Fee	\$1,295	
Maximum Meals / Incidentals claimable	\$519.15	Based on 3 days away: Breakfast \$32.55 Lunch\$46.00 Dinner \$64.50 Incidentals \$30 <b>Total: \$173.05</b>
<b>Total</b>	<b>\$3,164.15</b>	<b>Total approximate cost per person to attend WALGA LG Convention 2024</b>

The following table outlines the approximate costs for attending the National Local Government Housing Summit:

<b>National Local Government Housing Summit 2024, 15 – 16 AUGUST, ADELAIDE</b>		
<b>Detail</b>	<b>Approximate Total Cost</b>	<b>Notes</b>
Accommodation Perth	\$600	2x nights
Flights	\$1,300	
Registration Fee	\$250	
Maximum Meals / Incidentals claimable	\$519.15	Based on 3 days away: Breakfast \$32.55 Lunch\$46.00 Dinner \$64.50 Incidentals \$30 <b>Total: \$173.05</b>
<b>Total</b>	<b>\$2,669.15</b>	<b>Total approximate cost per person to attend National Local Government Housing Summit 2024</b>

**STRATEGIC SUSTAINABILITY IMPLICATIONS**

**Strategic Community Plan**

The following sections of the Town’s *Strategic Community Plan 2022-2032* are applicable in the consideration of this item:

Our Leadership:

4.1.1 Town of Port Hedland is represented and is an active contributor in international, national, state and regional forums and policy development.

4.1.2 Hedland is positively marketed and promoted locally, state-wide, nationally and internationally to tourists, investors and new residents.

***Environmental***

*Nil*

***Economic***

*Nil*

***Social***

*Nil*

**Access and Inclusion**

The following outcome of the Town’s *Access and Inclusion Plan 2023-2026* apply in relation to this item:

Nil

**Corporate Business Plan**

The following services of the Town’s *Corporate Business Plan 2023-2027* apply in relation to this item:

Our Corporate Services:

Strategic and Corporate Planning - Planning for the future (Integrated Planning and Reporting): community vision, clear strategic direction and financial sustainability.

Our Regulatory Services:

Business and Economic Development - Lead an integrated and collaborative approach to achieve the community’s vision of ‘building prosperity for all – enabling sustained economic growth’.

**RISK MANAGEMENT CONSIDERATIONS**

<b>Risk Type</b>	Operational
<b>Risk Category</b>	Reputational
<b>Cause</b>	Limitation of key partnerships with stakeholders
<b>Effect (Consequence)</b>	Resulting in reputational risk
<b>Risk Treatment</b>	Eliminated risk through the approval and attendance at the relevant conferences.



There is an Operational risk associated with this item caused by a reputational risk associated with this item because this report aims to preserve the positive reputation of Council in the community and with stakeholders, leading to if representatives do not attend, the Town may miss important opportunities to represent Port Hedland at regional and/or State level.

The risk rating is considered to be Low (1) which is determined by a likelihood of Unlikely (2) and a consequence of Minor (2).

This risk will be avoided by the adoption of the officer's recommendation.

## **OPTIONS**

Option 1 – Adopt officer's recommendation

Option 2 – Amend officer's recommendation as below:

### **OFFICER'S RECOMMENDATION 1**

**That Council:**

**1. Nominate and approve the following Elected Members to attend the WALGA LG Convention 8 – 10 October 2024 in:**

- d) XXXXXXXX;**
- e) XXXXXXXX; and**
- f) XXXXXXXX**

**2. Notes that CEO may appoint Officers to attend the WALGA LG Convention 2024 on behalf of the Town of Port Hedland;**

**3. Notes that Officers are seeking meetings with Government Representatives in Perth during the same week as the WALGA LG Convention; and**

**4. Notes that a report will be submitted by the Elected Members nominated above on their attendance to the Chief Executive Officer prior to 27 September 2024.**

**5. Request the CEO arrange a workshop with nominees and the Council prior to the conference to review the program.**

### **OFFICER'S RECOMMENDATION 2**

**That Council:**

**1 . Nominate and approve the following Elected Members to attend the National Local Government Housing Summit 2024 15-16 August 2024 in:**

- a) XXXXXXXX;**
- d) XXXXXXXX; and**
- e) XXXXXXXX**

- 2. Notes that CEO may appoint Officers to attend the National Local Government Housing Summit 2024 on behalf of the Town of Port Hedland;**
- 3. Notes that a report will be submitted by the Elected Members nominated above on their attendance to the Chief Executive Officer prior to 27 September 2024.**
- 4. Request the CEO arrange a workshop with nominees and the Council prior to the conference to review the program.**

Option 3 – Do not adopt officer’s recommendation

### **CONCLUSION**

Attendance at the above conferences will ensure the implementation and maintenance of relationships with other local governments, influential individuals or Departments and other key stakeholders. These relationships will provide the opportunity of future benefit to our community through networking and increased knowledge and advice. It also allows the Town to gain insight into the unique factors affecting regional local governments, business and community sectors to share information and strategy.

### **ATTACHMENTS**

Nil

**13 New Business of an Urgent Nature (Late Items)**

Nil

**14 Motions of Which Previous Notice has been given**

Nil

**15 Matters for Which Meeting May be Closed (Confidential Matters)**

Nil

## **16 Closure**

### **16.1 Date of Next Meeting**

The next Ordinary Meeting of Council will be held on Wednesday, 28 August 2024 commencing at 5:30 pm.

### **16.2 Closure**

There being no further business, the Presiding Member is to declare the meeting closed.