



Business Improvement Plan (BIP)

Better Practice Review

Sub Category	Source Document	Outcome	Officers Status Update	Action	Priority	Directorate Responsibility	Assigned to	Due Date	Completed Date	% Complete	
33	Risk Management Framework	Better Practice Review	Implement an internal audit functionality (OHS officer, risk mgt officer, EOQ for finance)	Internal audit function endorsed by the Audit, Risk and Governance Committee at its March 2016 meeting. Position descriptions are being developed and should be advertised by the end of November 2016. Risk and Internal Audit Officer appointed in February 2017. The role has not been carried out in its entirety due to and internal secondment which is still current. 24/11/2007 Manager Governance - Risk management and internal audit functions are covered by the Governance team. A formal framework has yet to be established. It is expected this will be build upon during the 17/18 financial year and presented to the Audit Committee accordingly.	Implement Functionality	High	Chief Executive Officer	Director Corporate and Performance	30/06/18		20%
49	Occupational Health and Safety	Better Practice Review	Consolidate all the information relating to OSH and ensure that it is easily accessible to all staff.	Initial information uploaded to intranet. Intensive staff training undertaken May 2016. New OH&S suite of policies in progress. WHS & HR Support Officer commenced in June 2017, and is assisting the Senior WHS Advisor - this position has now been made fully WHS Officer as at November 2017. 24/11/17 - WHS Representatives have been elected. The WHS Representatives have attended the required training and are commencing their legislative required duties.	Consolidate	Medium	Director Development Sustainability and Lifestyle	Manager Human Resources	30/06/18		60%
56	Sundry	Better Practice Review	Continue to improve the town's processes, procedures and documentation in respect to the DA process, to provide members of the public with high quality information and a high level of customer service.	Reviewed, documented, dedicated resource appointed to implement process improvement of public planning and building submissions for approval. (Development Assessment Process) 29/11/2017 - Development and building process and templates will be reviewed in early 2018.	Improve	High	Director Development, Sustainability and Lifestyle	Principal Town Planner	31/05/18		5%
57	Sundry	Better Practice Review	Review the community safety and development information on the Town's website, ensuring that current initiatives are promoted through this and other online platforms.	24/11/2017 - Currently under review, with information to be uploaded by 30 June 2018	Update information for 2018.	Medium	Director Corporate and Performance	Community Safety Advisor	30/06/18		45%
65	Policies	Better Practice Review	Undertake a holistic review of current policies and IOPs, removing or revising those which are no longer current and develop new policies/procedures where there is an identified gap, for inclusion in the manual.	The restructure has identified a policy officer which will take over this responsibility. The Governance Officer has been reviewing all policies until this position is filled. The governance team continually works with individual business units to ensure that all Town policies are relevant and up to date. Any current policies that are identified as needing to be updated or rescinded, and any new policies that require implementing are presented to Council for consideration on a regular basis. 25/11/2018 - The Governance team will create a policy and IOP plan which will identify which Policies and IOP's needs reviewing and will be done in accordance to priority.	Review Policies/ IOP's	Medium	Director Corporate and Performance	Governance Officer	30/06/18		60%
103	Sundry	Better Practice Review	Update and review the heritage inventory in line with requirements of the Heritage of WA Act 1990.	Draft provided to Historical Society for review. Amendments requested. Ongoing meetings continue with Historical Society to work through the document. Review completed May 16, Engagement and Consultation regarding inventory ended Dec 16, Submission report for New heritage Inventory 2017 in process of draft, Submission date to Council estimated as 22/3/17, adoption of inventory expected at the July 2017 OCM. Council adopted its new heritage inventory list at its July 2017 OCM as per officer's recommendation. The document is currently being finalised following Council adoption. 29/11/17 - An updated version of Town of Port Hedland Municipal Heritage Inventory 2017 was adopted by Council at 23 August 2017 OCM.	Review Inventory	High	Director Development, Sustainability and Lifestyle	Principal Town Planner	31/05/18		95%
106	Strategic Community Plan	Better Practice Review	Continue working towards the full review of the plan in line with legislative requirements and best practice recommendations as outlined in the Act, associated regulations, IPR Guidelines and IPR Advisory Standard.	Project plan for SCP review being prepared. Expected review from Oct 2017 – March 2018 25/11/17 Manager Governance - Consultants appointed to undertake community consultation, the 'Live It Tell It' program has commenced with a number of community consultation sessions having been undertaken across the town boundaries from 30 October 2017 to 4 December 2017. It is envisaged that a draft Strategic Community Plan will be ready in early 2018.	Review Plan	High	Director Development, Sustainability and Lifestyle	Senior Partnerships and Engagement Officer	31/03/18		50%
107	Strategic Community Plan	Better Practice Review	Establish a system/s to measure, and report on, the Town's performance, and progress, in respect to achieving its strategic objectives (and by extension, the community's priorities) as outlined by the Strategic Community Plan's success indicators.	Community survey to be undertaken based on SCP indicators. 25/11/2017 Manager Governance - The Corporate Planner will take care of the implementation of this system upon commencement with the Town in early 2018.	Implement Measure/ Report	High	Director Development, Sustainability and Lifestyle	Corporate Planner	31/03/18		5%
108	Strategic Community Plan	Better Practice Review	Continue working towards the full review of the plan in line with legislative requirements and best practice recommendations as outlined in the Act, associated regulations, IPR Guidelines and IPR Advisory Standard.	Council endorsed updated CBP at March OCM. Full review to be conducted in line with SCP review. 25/11/2017 Manager Governance - The Corporate Planner will take care of the implementation of this system upon commencement with the Town in early 2018.	Review Plan	High	Director Development, Sustainability and Lifestyle	Corporate Planner	31/03/18		5%

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109	Strategic Community Plan	Better Practice Review	When undertaking the next annual review of the plan, ensure the review results in the development of an evolving and rolling four-year plan, with the current financial year as the base year and one which is clearly linked to the current year's annual budget.	Council endorsed updated CBP at March OCM. Full review to be conducted in line with SCP review. 25/11/2017 Manager Governance - The Corporate Planner will take care of the implementation of this system upon commencement with the Town in early 2018.	Review Plan	High	Director Corporate and Performance	Corporate Planner	31/03/18		5%
115	Workforce Plan	Better Practice Review	Ensure key workforce and human resource policies and procedures are current and reviewed within the scheduled timeframes.	Reviewed on ongoing basis. 25/11/2018 Manager Governance - The Corporate Planner will work with the Manager Human Resources to develop a workforce plan following the Council's adoption of the new Strategic Community Plan.	Update Policy/ Procedure	Medium	Director Corporate and Performance	Manager Human Resources	30/04/18		90%
116	Workforce Plan	Better Practice Review	Continue working towards finalising the Workforce Plan and ensure that the final plan aligns and integrates with the Town's other Plan for the Future documents, i.e. Strategic Community Plan and Corporate Business Plan	Review pending organisation realignment and finalization of Capital Works plan. 25/11/2018 Manager Governance - The Corporate Planner will work with the Manager Human Resources to develop a workforce plan following the Council's adoption of the new Strategic Community Plan.	Finalise Plan	Medium	Director Corporate and Performance	Manager Human Resources	30/06/18		10%
120	Strategic Community Plan	Better Practice Review	Continue working towards developing a Tourism Strategy/Plan to assist in supporting the local tourism industry.	Structure of tourism action group being reviewed with outcomes to influence tourism plan 29/11/2017 - Town staff are working with the Tourism industry to enhance the tourism product and provide for effective visitor information services.	Develop Strategy/ Plan	Medium	Director Development, Sustainability and Lifestyle	Principal Town Planner	30/06/18		5%
121	Strategic Community Plan	Better Practice Review	Continue working towards developing an economic development plan to support the local economy.	Plan being drafted to capture existing Town of Port Hedland projects plus PDC initiatives identified in Regional Blueprint 29/11/2017 - Town staff are fostering economic development by creating a conducive regulatory and planning environment, prioritising projects in partnerships with other parties and engaging with prospective investors to attract jobs and assets into the Town.	Develop Plan	High	Director Community and Development Services	Principal Town Planner	30/06/18		5%
155	Policies	Better Practice Review	Continue to regularly review policies and at the next review, ensure consistency in the format of all the Town's policies.	Policies reviewed on monthly basis. A Policy template has been developed to ensure future policies are consistent. The restructure has identified a policy officer which will take over this responsibility. Policies currently managed by Governance. Uniformity obtained. Will be an ongoing process	Review Policy		Director Corporate Services	Policy Officer	30/06/17	31/05/17	100%
156	Policies	Better Practice Review	Finalise development of a procedures manual to differentiate Council policies from administrative policies or procedures.	Significant review to consider strategic vs operational policies. Draft IOP Manual has been created containing organisation wide IOPs. The restructure has identified a policy officer which will take over this responsibility. IOP and Policies for council separated.	Develop Manual		Director Corporate Services	Policy Officer	30/06/17	31/05/17	100%
159	Policies	Better Practice Review	Develop a policy and/or procedure to provide a framework in respect to elected members access to information.	A Elected Member Enquires IOP has been developed to enable EMs to ask questions which are streamlined through the EA to the CEO and the Mayor.	Develop Policy/ Procedure		Director Corporate Services	Governance Officer	31/12/16	04/04/17	100%
178	Risk Management Framework	Better Practice Review	Develop legislative compliance checklist/calendar	21/06/2017 - Legislative Compliance Calendar has been developed by the Administration Officer Governance. Yet to be presented to the Director for endorsement TW	Develop Checklist		Director Corporate Services	Coordinator Governance	30/06/17	23/06/17	100%
187	Sundry	Better Practice Review	Review and update the Town's customer service charter and complaints handling processes	Customer service charter endorsed by ELT. Complaints handling process has been undertaken by the Governance Officer and has been rolled out across the organisation. Complete	Review Process/ Charter		Director Corporate Services	Governance Officer	30/04/17	31/05/17	100%
188	Sundry	Better Practice Review	Finalise the review and preparation of a single Code of Conduct and upon completion, require all elected members, committee members and staff to sign off on the code, acknowledging they have read, understood, and agree to abide by it.	The Code of Conduct was adopted by Council at the Ordinary Council Meeting on Wednesday 28 October 2016. The Code of Conduct was rolled out to all staff on Thursday 29 October 2016. Elected Members and Committee Members have been given a copy of the Code of Conduct to sign and return.	Review/ Sign-off code of Conduct		Director Corporate Services	Manager Human Resources	07/09/16	30/11/16	100%
189	Sundry	Better Practice Review	Develop a policy and/or procedure to guide and formalise practices in respect to interactions between elected members and staff.	Complete - IOP distributed to all staff and Elected Members on 16 May 2016.	Develop Policy/ Procedure		Director Corporate Services	Coordinator Governance	01/05/16	31/05/16	100%
190	Sundry	Better Practice Review	As per the draft Workforce Plan, the Town should aim to undertake an employee engagement survey every 18-24 months.	Full organisational survey completed 2016	Undertake Survey		Director Corporate Services	Manager Human Resources	01/12/16	01/12/16	100%
192	Sundry	Better Practice Review	Ensure that an auditor is appointed in compliance with legislative requirements.	Item to be presented to future OCM to confirm audit appointment process. This also identified by Audit, Risk and Governance on 8/3/16, see below Outcome; 1.6 Consider	Consider Re-appointment		Director Corporate Services	Manager Financial Services	31/12/16	31/12/16	100%
193	Sundry	Better Practice Review	Review, and update where required, the Procurement Policy 2/007 and Tendering Policy 2/011, in line with recent changes to the Local Government (Functions and General) Regulations.	Policies were adopted at the July 2016 OCM	Review Policy		Director Corporate Services	Coordinator Financial Operations	31/07/16	31/07/16	100%
194	Sundry	Better Practice Review	Review and update website with notes from briefing sessions.	Format under review. Attendance Register including any Declarations of Interest has added to the Towns Website. http://www.porthedland.wa.gov.au/our-town/council-meetings/concept-forum-register.aspx	Review Website		Director Corporate Services	Administration Officer Governance	30/11/16	30/11/16	100%
195	Sundry	Better Practice Review	Undertake a review of the processes around the conduct of Council meetings, including the application of Standing Orders, the order of business policy, and relevant legislation, to ensure the efficient and effective use of elected member and administrative time.	Complete - endorsed at May 2016 OCM	Review Process		Director Corporate Services	Coordinator Governance	01/05/16	31/05/16	100%
196	Sundry	Better Practice Review	Continue reviewing (and update or repeal, where required) local laws in line with the requirements of the Local Government Act 1995.	The Animals, Environment and Nuisance Local Law and the Health Local Law were gazetted on 13 October 2016 and are currently in effect. These were the last of the local laws included in the review.	Review Laws		Director Corporate Services	Coordinator Governance	27/10/16	30/11/16	100%
197	Sundry	Better Practice Review	To ensure elected members make decisions of a strategic nature and are aware of the strategic implications, and reasons for their decisions the Town should consider more clearly outlining these within reports to Council (e.g. separate these from other general statutory and policy implications).	Complete - New agenda item template implemented since June OCM	To Report		Director Corporate Services		01/06/16	30/06/16	100%

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198	Sundry	Better Practice Review	In future annual reports, ensure two-year comparative data is provided for both the Asset Renewal Funding and Asset Consumption ratios.	Done as part of the Annual Financial Report 2015/16, part of the template going forward	Ensure Comparison		Director Corporate Services	Manager Financial Services	01/11/16	28/10/16	100%
199	Sundry	Better Practice Review	In accordance with the 2014/15 Audit Management Report continue to address identified improvements to internal controls.	Finalised in line with closing management letter and this business improvement plan	Improve		Director Corporate Services	Manager Financial Services	01/11/16	28/10/16	100%
200	Sundry	Better Practice Review	Continue to develop and finalise the Internal Operating Procedure for Recruitment, Selection and Appointment of staff.	Recruitment & selection IOP finalised and approved by ELT	Develop Procedure		Director Corporate Services	Manager Human Resources	01/07/16	16/09/16	100%