



Business Improvement Plan (BIP)

Quarterly Better Practice Review as at 30 August 2017

Project Category	Sub Category	Source Document	Date of Source Document	Outcome	Officers Status Update	Code	Action	Priority	Directorate Responsibility	Assigned to	Business Unit	Due Date	Completed Date	% Complete
33	Risk Management Framework	Better Practice Review	22/06/16	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 an internal secondment which is still current.	0.0	Implement Functionality	High	Chief Executive Officer	Director Corporate Services	Corporate Strategy	30/09/17		80%
49	Occupational Health and Safety	Better Practice Review	22/06/16	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	0.0	Consolidate	Medium	Director Community and Development Services	Manager Human Resources	Occupational Health and Safety	31/12/17		50%
56	Sundry	Better Practice Review	22/06/16	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)	0.0	Improve	High	Director Community and Development Services	Manager Development Services	Development Services	30/09/17		5%
57	Sundry	Better Practice Review	22/06/16	Review the community safety and development information on the Town's website, ensuring that current initiatives are promoted through this and other online platforms.	Significant website review underway with initial content to be updated by September 2016. Initial content updated, and re-design currently being negotiated.	0.0	Have consulted all key staff on update; meeting with Market Creations to determine work plan and timeframe	High	Director Corporate Services	Coordinator Communications	Communications	30/09/17		25%
65	Policies	Better Practice Review	22/06/16	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.	4.1	Review Policies/ IOP's	Medium	Director Corporate Services	Policy Officer	Policy	31/12/17		50%
103	Sundry	Better Practice Review	22/06/16	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.	0.0	Review Inventory	High	Director Community and Development Services	Manager Development Services	Development Services	30/09/17		95%
106	Strategic Community Plan	Better Practice Review	22/06/16	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. row 21 below is a duplication of this row.	Project plan for SCP review being prepared. Expected review from Oct 2017 – March 2018	5.0	Review Plan	High	Director Corporate Services	Manager Strategic Development	Corporate Strategy	31/03/18		5%
107	Strategic Community Plan	Better Practice Review	22/06/16	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.	0.0	Implement Measure/ Report	High	Director Corporate Services	Manager Strategic Development	Corporate Strategy	31/03/18		5%
108	Strategic Community Plan	Better Practice Review	22/06/16	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.	5.1	Review Plan	High	Director Corporate Services	Manager Strategic Development	Corporate Strategy	31/03/18		5%
109	Strategic Community Plan	Better Practice Review	22/06/16	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	5.2	Review Plan	High	Director Corporate Services	Manager Strategic Development	Corporate Strategy	31/03/18		5%
115	Workforce Plan	Better Practice Review	22/06/16	Ensure key workforce and human resource policies and procedures are current and reviewed within the scheduled timeframes.	Reviewed on ongoing basis	0.0	Update Policy/ Procedure	Medium	Director Corporate Services	Manager Human Resources	Human Resources	Ongoing		90%
116	Workforce Plan	Better Practice Review	22/06/16	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.	0.0	Finalise Plan	Medium	Director Corporate Services	Manager Human Resources	Human Resources	30/06/18		10%
120	Strategic Community Plan	Better Practice Review	22/06/16	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	0.0	Develop Strategy/ Plan	Medium	Director Community and Development Services	Manager Development Services	Development Services	30/06/18		5%
121	Strategic Community Plan	Better Practice Review	22/06/16	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	0.0	Develop Plan	High	Director Community and Development Services	Manager Development Services	Development Services	30/06/18		5%
155	Policies	Better Practice Review	22/06/16	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	4.0	Review Policy		Director Corporate Services	Policy Officer	Policy	30/06/17	31/05/17	100%
156	Policies	Better Practice Review	22/06/16	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.	0.0	Develop Manual		Director Corporate Services	Policy Officer	Policy	30/06/17	31/05/17	100%
159	Policies	Better Practice Review	22/06/16	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.	0.0	Develop Policy/ Procedure		Director Corporate Services	Governance Officer	Governance	31/12/16	04/04/17	100%
178	Risk Management Framework	Better Practice Review	22/06/16	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	0.0	Develop Checklist		Director Corporate Services	Coordinator Governance	Governance	30/06/17	23/06/17	100%
187	Sundry	Better Practice Review	22/06/16	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	3.0	Review Process/ Charter		Director Corporate Services	Governance Officer	Communications	30/04/17	31/05/17	100%

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188	Sundry	Better Practice Review	22/06/16	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.	1.0	Review/ Sign-off code of Conduct		Director Corporate Services	Manager Human Resources	Human Resources	07/09/16	30/11/16	100%
189	Sundry	Better Practice Review	22/06/16	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.	0.0	Develop Policy/ Procedure		Director Corporate Services	Coordinator Governance	Corporate Strategy	01/05/16	31/05/16	100%
190	Sundry	Better Practice Review	22/06/16	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	0.0	Undertake Survey		Director Corporate Services	Manager Human Resources	Human Resources	01/12/17		100%
192	Sundry	Better Practice Review	22/06/16	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	2.0	Consider Re-appointment		Director Corporate Services	Manager Financial Services	Financial Services	31/12/16	31/12/16	100%
193	Sundry	Better Practice Review	22/06/16	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	0.0	Review Policy		Director Corporate Services	Coordinator Financial Operations	Corporate Strategy	31/07/16	31/07/16	100%
194	Sundry	Better Practice Review	22/06/16	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	0.0	Review Website		Director Corporate Services	Administration Officer Governance	Governance	30/11/16	30/11/16	100%
195	Sundry	Better Practice Review	22/06/16	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	0.0	Review Process		Director Corporate Services	Coordinator Governance	Corporate Strategy	01/05/16	31/05/16	100%
196	Sundry	Better Practice Review	22/06/16	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.	0.0	Review Laws		Director Corporate Services	Coordinator Governance	Governance	27/10/16	30/11/16	100%
197	Sundry	Better Practice Review	22/06/16	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	0.0	To Report		Director Corporate Services		Corporate Strategy	01/06/16	30/06/16	100%
198	Sundry	Better Practice Review	22/06/16	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	0.0	Ensure Comparison		Director Corporate Services	Manager Financial Services	Financial Services	01/11/16	28/10/16	100%
199	Sundry	Better Practice Review	22/06/16	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	0.0	Improve		Director Corporate Services	Manager Financial Services	Financial Services	01/11/16	28/10/16	100%
200	Sundry	Better Practice Review	22/06/16	Continue to develop and finalise the Internal Operating Procedure for Recruitment, Selection and Appointment of staff.	Recruitment & selection IOP finalised and approved by ELT	0.0	Develop Procedure		Director Corporate Services	Manager Human Resources	Human resources	01/07/16	16/09/16	100%