







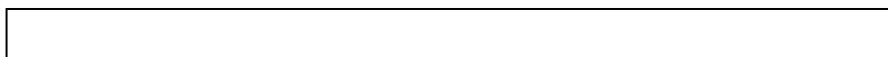
1 – Community
 We are a friendly, exciting city of neighbours that is vibrant and diverse

1.1 – Unified
 Build a unified and connected community functionally, physically and culturally.

Priority: High

- Outcomes Sought:**
- Port Hedland is recognised as a safe and integrated city with a large proportion of the population living in South Hedland and the remaining living in Port Hedland and its surrounding communities.
 - All members of our community feel they are adequately informed about, and involved with, the provision of Council/Town services and facilities.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Engage the community by obtaining feedback in relation to ToPH's future and keep the community informed about ToPH's services and facilities	There is increased positive community feedback received through the annual community survey.	Corporate Services		Community Perceptions Survey complete and highlighted facilities and services that are performing well and areas that require improvement. Significant number (641) of responses received. Overall performance rating was rated average to poor (a decline from good to average in previous years). Rating of Town liveability increased.
	Communication tools are in place to keep the community informed (E.g. Council website) by June 2013.	Corporate Services		New website scheduled to go live by 31 July 2014. Other key communication channels include weekly e-newsletter, community notices on topical issues, daily Facebook posts, bi-monthly community conversations, weekly radio segments, weekly column in local newspaper.
	Public safety signboards are installed.	Planning and Development		Completed.
Develop and implement a South Hedland Car Parking Strategy	Strategy is developed and ready for implementation by July 2017.	Planning and Development		Completed.
Develop an Active Transport (Walking and Cycling) Plan – includes review of Trails Master plan and Cycling Plan	Cycle Plan is reviewed and modified before being ready for implementation by July 2013.	Community Development		Project review as part of the Corporate Business Plan remains a priority.
	Development of the Trails Master plan is complete by June 2013.	Community Development		External funds for the development of a detailed concept plan for one of the three stages of the Master Plan is being sought.



Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

1 – Community

We are a friendly, exciting city of neighbours that is vibrant and diverse

1.2 – Vibrant




Become recognised as a vibrant destination by local residents as well as national and international tourists.

Priority:








High

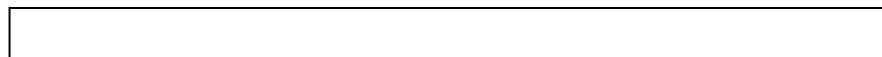
Outcomes Sought:

- Provide a wide variety of recreational and entertainment activities for residents and visitors to Port Hedland that are equal to those found in a metropolitan city.
- Increase attendance at Council events and festivals.
- Strong sense of ownership, pride and spirit amongst the community.
- Visitors are attracted to the region.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Support a high profile event featuring an international drawcard performer	A high profile event featuring drawcard performer has been held annually.	Community Development		North West Festival (three day event) scheduled for 23 August 2014. Launches held for sponsors (Perth) line up (Port Hedland) and community engagement (Port Hedland) with Elected Members and stakeholders.
Prepare a Master plan and Strategy for caravan parks and backpacker accommodation	Development of Pretty Pool Caravan Park by June 2015.	Planning and Development		Council resolved not to proceed with the Business Plan.
	Strategies are being implemented by July 2013.	Engineering Services		Officers are working with Tourism WA on a feasibility study for the development of the Pretty Pool site. and will look to incorporate the AEC Caravan and Backpacker feasibility report from July 2012.
Develop airport hotel	Construction of airport hotel has commenced by July 2015.	Office of the CEO		Project still on hold based on current market conditions and increased hotel vacancy levels. Recommended to continue to monitor the market and hotel vacancy levels.
Develop Spoil Bank Marina & Precinct – Stage 1 Project	Engineering and place making strategy completed by June 2015	Planning and Development		Community and stakeholders workshop arranged for mid-July, and funds allocated to further investigate the possibility of an alternative location being Cooke Point.

Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Design and construct Youth Skate Park in South Hedland Town Centre	Construction of the Youth Skate Park in South Hedland CBD commenced by June 2014.	Engineering Services		Negotiations continue to progress to proposed outcome by early July 2014, as all contract costs have risen since tender expiry. Further funding has been provided by BHPB to original tender amount shortfall.
Multipurpose Recreation Centre – Completion of civil works.	Civil works completed by June 2014.	Engineering Services		Finalising review of Hamilton Road design for dual lanes anticipated start date early August 2014.
Undertake the redevelopment of South Hedland Bowling and Tennis Club	Facility is operating and available for use by July 2014.	Engineering Services		Club has taken possession of the site and finalising the move at same time as vacating original club house. Official opening 6 July 2014.
Design and construct South Hedland Integrated Community facilities project	Partial schematic design completed by June 2014	Community Development		Draft Business Plan issued for community comment and Council to be briefed in July.
Undertake improvements to JD Hardie Centre to increase safety and quality of the facilities	Improved quality of courts, car park, CCTV and landscaping by June 2015.	Engineering Services		Funding still to be sought to deliver this project
Prepare Master plan and redevelop Aquatic Facilities	SHAC redevelopment stage 1B completed (car park and lighting)	Engineering Services		Stage 1B of SHAC redevelopment was completed in February 2014, however the car parking component has been deferred until inclusion in the 2014/15 budget.
	Planning for SHAC redevelopment stage 2 commenced by July 2013	Community Development		Concept plans have been prepared for stage two of the project. Detailed concept designs were not part of the scope for the Integrated Community Facility Tender. Commitment of external funds will be required in order for the project to proceed any further.



Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

2 – Economic

Our economy is resilient and provides choice and opportunities

2.1 – Diverse Economy

Build a diversified economy that facilitates commercial, industry and town growth.








Priority:

High


Outcomes Sought:

- Provide a wide range of local employment and investment opportunities.
- Families are able to grow and prosper in the community and do not need to move away from Port Hedland.
- There are an increased number of businesses established.

Create strong links between education, training and employment that support Port Hedland's economic growth and development.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Develop Community Infrastructure Development Contributions Policy and Plan.	Development Contributions Policy and Plan has been adopted by June 2014	Planning and Development		Open Space Master plan pending which will inform policy.
Undertake a Planning Scheme Review	Planning Scheme Review commenced by July 2013.	Planning and Development		Definitions and land use table drafts complete currently working on objectives, anticipated to provide Council with a formal update in August
Negotiate the development of commercial opportunities	Café business case development by July 2014	Engineering Services		Development approvals complete. Lease agreement finalised. Anticipated to be opened by December 2014.
	Business case to support commercial opportunities in South Hedland Town Centre developed by June 2014	Planning and Development		Landcorp are in the process of entering into contracts with various proponents.
	Develop a business case for McGregor street commercial opportunities	Planning and Development		Negotiations with a proponent are underway.
	Develop a business case for Don Rhodes commercial development	Planning and Development		Pending environmental testing.
	Develop a business case for Port Hedland East end land development.	Planning and Development		Landcorp are continuing discussions with preferred proponents for both Athol Street and Styles Road.

Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

	Develop a business case for commercial land development opportunities in South Hedland	Planning and Development		Landcorp are continuing discussion with preferred proponents.
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Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

2 – Economic

Our economy is resilient and provides choice and opportunities

2.2 – Gateway City & An Attractive Destination

Develop Port Hedland as a domestic and international gateway into and out of Western Australia and a major distribution and transport hub in the Pilbara.

Priority:










High

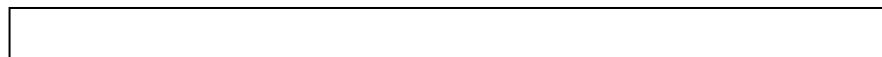
Outcomes Sought:

- Wide variety of transportation goods and services available.
- Increased tourist visitation.
- Increased number of transportation businesses located within the city.
- Port Hedland's sea, air and road transport infrastructure are developed as the main access hub for the Pilbara.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Implement the Port Hedland International Airport Land Use Master Plan.	Expansion of TWA facilities is planned by June 2014	Office of the CEO	●	Expansion of TWA facilities within Precinct 2 has been delayed due to lack of availability of services to the site. A total of five TWA sites have been provided within Precinct 3 of airport land as part of the subdivision completed by BHP Billiton.
	Terminal Buildings Redevelopment stage 1, phase 1 plan developed by July 2014	Office of the CEO	●	Terminal redevelopment strategy/staged approach and overarching airport redevelopment strategy approved at the June OCM. This includes an interim terminal precinct improvement strategy designed to cater for the current passenger numbers and expected growth until the new terminal project can be delivered, which has been programed for delivery by end 2018. Works on the interim improvement strategy have commenced & are scheduled to be completed in 2014.
	International freight and logistics facilities are operational by June 2014.	Office of the CEO	●	Quotations for the redesign of the freight logistics subdivision working drawings to be finalised by end July 2014, and the redesign drawing to be completed together with West Australian Planning Commission approvals by end 2014. A tender for the logistics subdivision will then be undertaken at the beginning of 2015 with construction to be scheduled for completion by end 2015.

Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
	Airside infrastructure upgrade is complete by June 2015.	Office of the CEO		Apron expansion works completed and northern apron works remain scheduled for end 2014.
	Development of aeronautical facilities commenced by July 2013	Office of the CEO		Apron expansion works completed and northern apron works remain scheduled for end 2014.
	Ground transport improvement within terminal precinct including parking capacity increase by June 2015	Office of the CEO		Interim improvement strategy developed and minor works together with landscaping works and improved bus parking arrangements commenced. Further staged improvement works will be scheduled to coincide with delivery of freight logistics subdivision and new terminal projects.
	Develop business case for commercial development at the International Airport			Standalone costings completed for airport to establish operational financial performance and further financial modelling to be undertaken by end 2014.
Undertake the replacement and upgrades of airport service (power, water, sewer, drainage)	Airport services upgrade is undertaken in accordance with the 5 Year Airport Upgrade Plan and is complete by June 2015.	Engineering Services		Scoping report to be developed by end 2014 in partnership with Water Corporation. Stage 2 & 3 electrical ring main works approved and works program currently being scheduled.
Construct the Wallwork Road & Bridge by June 2015	Construct the Wallwork Road & Bridge by June 2015	Engineering Services		Wallwork Road bridge has been completed and opened in May 2014.
Construction of proposed links onto Great Northern Highway	Detailed design complete for road connection of Pinga street (Moorambine to new GNH)	Engineering Services		Connection of Pinga Street to the new Great Northern Highway bypass road is complete, opened in June 2014.
Implement the McGregor Street and Cooke Point Drive development.	McGregor St Active Open Space Masterplan completed by June 2014.	Community Development		Master Plan project commenced as of June 2014. Final report document will be presented to the March 2015 Council meeting.
	Planning and de-constraining Phase 1 completed by June 2016.	Planning and Development		Landcorp still continue to undertake de-constraining analysis. The land is identified as future stage of overall East End Precinct.



Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

2 – Economic

Our economy is resilient and provides choice and opportunities

2.3 – Nationally Recognised





Port Hedland is recognised as an economic force of Australia and has a powerful voice with Federal and State governments for the development of the town.

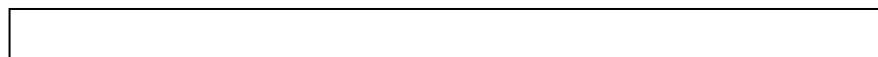
Priority:

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Outcomes Sought:

- Increase the amount of State and Federal Funds awarded to Port Hedland to support growth in the town.
- Become an influential partner with Federal and State governments.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Prepare and implement a Marketing Plan that places an emphasis on brand awareness and promotion of the Town's unique history	Plan has been developed by June 2014	Office of the CEO		Marketing plan to be reviewed as part of 2014/15 business planning process
Represent Port Hedland at a State and Federal level.	Establish "Committee For Port Hedland" by June 2014.	Planning and Development		Project on hold.
	Port Hedland is engaged on issues, investments and government initiatives.	Planning and Development		Economic Development team continues to promote and attract investment opportunities in the Town.
Liaise and provide input into the Pilbara Regional Council.	Town of Port Hedland is engaged by the Pilbara Regional Council on topics that impact the Town.	Office of the CEO		Attended Pilbara Kimberley Forum, attend monthly PRC meetings.



3 – Environment

A city in which we live in balance with our unique surrounds

3.1 – Housing

Develop a safe, modern and attractive city with adequate supply of residential and commercial land that meets the requirements of the community.

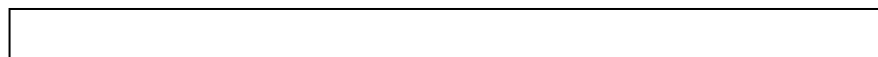
Priority:

High

Outcomes Sought:

- Address housing shortage & affordability.
- Attract and retain new residents to increase the population to 50,000 by 2025.
- Increase residential home ownership.
- Increase/expansion in commercial businesses.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Participate in department of housing key worker project	Affordable housing accommodation is available to workers by July 2013	Planning and Development	●	Osprey Key Worker village is operating.
Implement the ToPH staff housing strategy	Undertake various real estate transactions associated with the acquisition and development of Butler Way	Planning and Development	●	Awaiting finalisation of Scheme Amendment prior to progressing with an RFP.
	Catamore Court is planned and developed by June 2014 as a mix of private market and staff housing	Planning and Development	●	Subdivision complete. Awaiting titles to be issued. Megara still selling lots off plan.
	Land around JD Hardie is planned to be developed by January 2015 as a mix of private market and staff housing (8 units)	Planning and Development	●	Rezoning of the land is still being processed.



3 – Environment

A city in which we live in balance with our unique surrounds

3.2 – Community Facilities








Create a vibrant and diverse place to live that connects its people and provides for their needs.

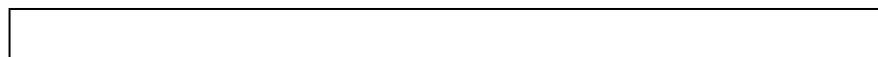
Priority:

High



Outcomes Sought:

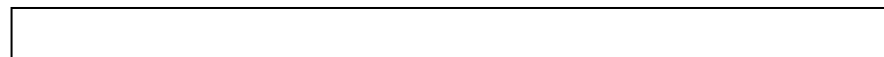
- Generations of residents chose to live and remain in the Port Hedland community.
- The community's health and well-being are adequately provided for.
- Connected communities bring neighbours together.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Develop and implement the District Passive and Active Open Space Masterplans	Osprey Masterplan developed by June 2014	Community Development		Master Plan project commenced as of June 2014. Final report document will be presented to the March 2015 Council meeting.
	Western Edge Masterplan developed by June 2014.	Community Development		Master Plan project commenced as of June 2014. Final report document will be presented to the March 2015 Council meeting.
Deliver Passive and Active Open Space Strategy	Koombana Park upgraded by June 2014	Engineering Services		Koombana Park now completed and open to public.
Develop Marie Marland Reserve Masterplan	Masterplan developed by June 2014.	Community Development		Master Plan project commenced as of June 2014. Final report document will be presented to the March 2015 Council meeting.
Install lighting at Marie Marland Reserve	Installation of lighting by June 2014	Engineering Services		Finalising power upgrade to site to be completed mid July 2014.
Provide adequate housing to attract General Practitioners (GP's) to the region	Stage 2 GP Housing project constructed by June 2014	Community Development		Due for completion November 2014. EOI process in September 2014 – interest from GP Practice seeking 2 houses.
Undertake improvement to Old Port Hedland Cemetery	Stage 2 of the Old Port Hedland Cemetery upgrade completed by June 2014.	Engineering Services		All funding approved. Council report for 23 July meeting on proposed construction.



Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Undertake Dune restoration	Dune restoration plans are ready for implementation by July 2014.	Planning and Development		Applied for Dept of Transport grant to undertake further works. Notification due end of July.
Undertake Coastal access improvement	Coastal access strategy developed by June 2014	Engineering Services		Council endorsed the Wayfinding Strategy in March 2013. To date the West End has had 11 signs installed.



Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

3 – Environment

A city in which we live in balance with our unique surrounds

3.3 – Education

Education and training choices support employment in the region and provide individuals and families with a variety of options.

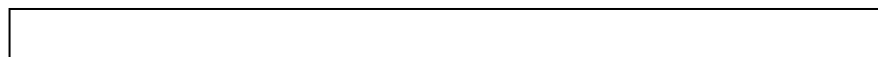
Priority:

Med

Outcome Sought:

- Increased tertiary education opportunities are available for residents.
- Skilled resources are available locally and reduce the need for FIFO workforce.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Collaborate with the Government, industry and community partners to attract secondary and tertiary education options to the Pilbara region	Lobby for increased secondary and tertiary options available.	Community Development	●	UWA Pilbara background research complete. Waiting for public release of study
	Lobby for increased number of apprenticeships available.	Community Development	●	Construction of Trade Training Centre nearing completion. ToPH to be invited to sit on organising committee
Undertake community education and information sessions to support a clean and safe community	Report on the outcomes of the community safety and crime prevention plan	Planning and Development	●	The June 14 update has been sent out to the former members of the CSCP Committee.
	Support programs targeted at the reduction of litter in the community	Community Development	●	Continuation of programs.



3 – Environment

A city in which we live in balance with our unique surrounds

3.4 – Environment




In balance with the unique natural elements of our surroundings, environment and cultural heritage.

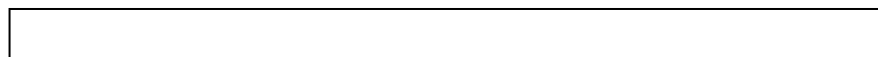
Priority:

High

Outcome Sought:

- Natural resources are used sustainably.
- Reduction in dust and noise pollution levels.
- Quality-of-life improved for residents

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Develop of a Waste Management strategy.	Approval of Waste Management strategy by March 2014	Engineering Services		Waste Management strategy has been adopted by Council in March 2014, including the investigation of a new landfill site.
Deliver water and wastewater supply and management strategies.	Water Management Strategies (DWMS & LWMS) completed by June 2014.	Engineering Services		Water management strategies are developed by State and individual developers. These are assessed by Engineering Services for each submission on an ongoing basis (business as usual).
	Planning for treated water supply for construction usage completed June 2014	Engineering Services		WWTP at landfill is no longer required as per Waste Management Strategy. WWTP at airport no longer required due to opportunity to connect to Water Corp main sewer.



Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

4 – Local Leadership

We are leaders in the community, with a structured commitment to transforming Port Hedland

4.1 – Strategic

The Council Administration is governed in an ethically responsible manner that meets all of its legislative and community obligations.

Priority:







High

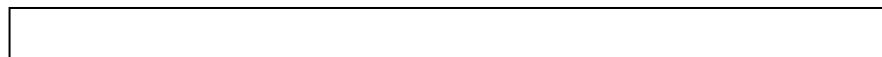
Outcome Sought:

- Responsible management of Council assets, infrastructure, resources and technology.
- Governance processes and associated policies and procedures that are aligned with leading practice and are up to date with legislative requirements.
- Fiscal accountability.








Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Implement the Integrated Strategic Planning and Reporting Framework	Endorsement of the Corporate Business Plan by December 2013.	Office of the CEO	●	A reviewed and comprehensive four year Corporate Business Plan is proposed to be presented to the Council in September 2014. This project will be led by the newly created Corporate Information business unit.
	10 year Long Term Financial Plan in place by December 2013.	Corporate Services	●	LTFP currently in draft form. LTFP has been informally presented to Elected Members and is proposed to be refined and adopted in line with 2014/15 budget at the August 2014 Council meeting.
	4 year Workforce Plan developed incl. Office Accommodation and Housing Strategy by December 2013.	Office of the CEO	●	A revised Town of Port Hedland 4 Year Work Force Plan will be developed alongside the 4 Year CBP to be included in the 10 Long Term Financial Plan to ensure the Town's long term financial sustainability. It is proposed to be presented at the September 2014 Council meeting.
	Implementation of Asset Management Framework and associated plans from July 2013.	Engineering Services	●	Valuations and condition ratings have been received for all building assets. Revised organisational structure has been decided upon for commencement 1 July 2014 to give focus on embedding asset management principles throughout the organisation.
	ICT Plan endorsed by December 2013	Corporate Services	●	ICT Plan to be aligned with the 14/15 budget allocation

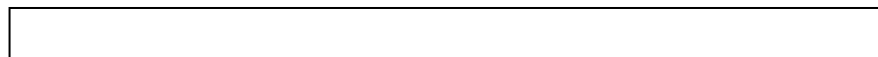
Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Develop and implement a Disaster Recovery Plan and Business Continuity Plan.	Business Continuity Plan developed by June 2014.	Corporate Services		Business Continuity Plan Completed. Desktop emergency activity to “test” the system in 2014/2015 to be conducted. Upgrading IT room to allow standby power. Generator connection during cyclones – standby tests to be completed in the first quarter of 14/15.
Delivery of the ICT Strategy Implementation plan	Recommendations from Stages 1 + 2 implemented by June 2014: <ul style="list-style-type: none"> • Network upgrade • Windows 7/Office 2010 migration • Intranet upgrade • External website upgrade 	Corporate Services		New tier 1 storage purchased – to be fully implemented by end of July 2014. New backup storage purchased – to be fully implemented by end of July 2014.
Develop an OSH Framework	OSH Framework complete and in place by June 2014.	Office of the CEO		OH&S external audit completed by LGIS in March 2014. Rectification Action Plan being developed to roll-out improvements across organisation for 2014-2015. Draft OH&S Policy developed and approved by Executive to be presented to Council at August Council meeting for endorsement
Implement the recommendations of the Bluezoo LG Governance Framework	ToPH is compliant with Principles 1 ‘The Council’, 2 ‘Management and Oversight’, 3 ‘Ethics and Integrity’, 6 ‘Operations’ by June 2015	Office of the CEO		Adopted Elected Members Entitlements policy at the 25 June Council meeting. Delegation Register reviewed at the same meeting. The Town has also engaged in a study conducted by GHD consulting and funded by the PRC to analyse the viability of implementing a number of model local laws and local planning policies across Pilbara Local Governments. The PRC will be communicating the next steps in this project in the first quarter of 2014/15.
Upgrade of the Network communications	Network communications are upgraded by June 2014.	Corporate Services		Completed all sites review process with Telstra and Comcentre – meeting with WALGA on way forward. Civic Airport link 80% completed – awaiting site certificates.
Participate in the Pilbara Local Government Shared Technology Platform	Active participation in the Pilbara Local Government Shared Technology Platform working group.	Corporate Services		Regional managers meetings: Visited Shire of Broome, City of Karratha and City of Geraldton. Yet to visit: Shire of East Pilbara, Shire of Ashburton and City of Kalgoorlie



Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Implement Civic Centre and Office Accommodation Strategy	Stage 1 Implementation of immediate office accommodation requirements November 2014	Engineering Services		Staff from airport have now moved into Gratwick Hall. Gratwick Hall has been approved for permanent office accommodation (conditional). Planning for medium term refurbishments are going. RFT for roof replacement and other refurbishments will be advertised July 2014.
	Planning for Stage 2 feasibility and concept design of long-term civic centre and office accommodation strategy Dec 2013	Engineering Services		Design for long term strategy being considered in conjunction with refurbishment design and provision for new community hall. Consultancy work currently underway for historical and cultural interpretive plan to be incorporated into current building and future works.
Undertake a review of Local Laws	Local Laws are updated by June 2015	Office of the CEO		A draft Standing Orders Local Law was adopted by Council at the 25 June Ordinary meeting pending a 6 week public consultation period. The draft of the parking local law is being further investigated by the consultant assisting the Town with the review following a teleconference with relevant ToPH officers. In April, workshops between the consultant and the Town were held to discuss the Airport and the Recreation & Aquatic Centres local laws. These are currently being redrafted and will be presented to the Council in the 1 st quarter of 2014/15.
Undertake a review of the ToPH Chart of Accounts	ToPH Chart of Accounts are simplified and updated to suit the organisation's requirements by June 2015.	Corporate Services		14/15 Budget will be uploaded the week commencing 30/06/2014. Income/Expenditure Codes currently under review.
Implement an Online Leave Approval system	Online Leave Approvals system is implemented by June 2014	Corporate Services		Project on hold. Audit of Leave Accruals is deemed to be a higher priority.
Undertake a review of Rating processes	Prepare a Rating Strategy	Corporate Services		Draft Rating Strategy has been prepared and was submitted to the Department in support of the Town's application for differential rates. To be presented to July OCM.
Renegotiate EBA	Town of Port Hedland Enterprise Agreement negotiated and ratified by June 2014	Office of the CEO		Negotiations due for completion end of July with vote in August. Agreed to back-pay to 1 July if completed by end of August.



Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

4 – Local Leadership

We are leaders in the community, with a structured commitment to transforming Port Hedland

4.2 – Community Focused




Focused on strengthening Port Hedland’s community, providing growth opportunities, and diversifying the local economy, Town of Port Hedland are local leaders in the community.

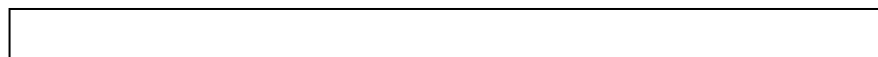
Priority:

Medium

Outcome Sought:

- Bringing transformation to the Pilbara.
- Effective, open communication and engagement takes place with the community.
- Council is a proactive advocate for community needs and aspirations.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Develop a Customer Service Strategy	Customer Service Strategy is developed by June 2014	Office of the CEO		Ongoing development, the newly created Corporate Information team anticipate to finalise this project by end September 2014.
	Customer Service Charter is updated by June 2014.	Office of the CEO		Ongoing development, the newly created Corporate Information team anticipate to finalise this project by end September 2014.
Engage the community in civic governance	Engage the community in Civic Governance	Office of the CEO		Following Cr Van Vugt’s resignation in May 2014 the statutory process to request the WA Electoral Commissioner to allow this vacancy to remain unfilled until the October 2015 ordinary elections was initiated. The Electoral Commissioner gave his approval in June 2014. The Council will be required to consider finalising this decision at its July ordinary meeting.



Town of Port Hedland 2013/14 Annual Corporate Plan – April to June (quarter 4) update

4 – Local Leadership

We are leaders in the community, with a structured commitment to transforming Port Hedland

4.3 – Capable

The Town of Port Hedland provides committed strategic planning and leadership and high quality customer service.

Priority:



Medium

Outcome Sought:

- The Council Administration is adequately resourced, skilled and supported.
- Council is able to attract and retain an effective workforce.

Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
Establish the organisational culture	Culture Strategy developed by June 2014	Office of the CEO		Completed "Our Team Our Way" sessions. Workshopped results with Executive and have agreed values. Commencing values / behaviours workshops with staff to finalise agreed values and behaviours by September 2014.
Establish leading practice organisational capability	Review internal processes and implement improvements	Office of the CEO		Re-structure complete with moving one HR Advisor to Learning and Organisational Development Officer, appointment of Administration / Housing Officer.
	Staff induction program reviewed by June 2014	Office of the CEO		Complete. Receiving positive feedback from new staff and existing staff who have attended.
	A Knowledge Management Framework is developed by June 2014.	Office of the CEO		Need further work based on limits of existing IT support and proper systems in place.
Review Record Keeping Plan inclusive of Records Retention and Disposal Project	Review complete by June 2014.	Office of the CEO		The State Records Department approved the Town's Record Keeping Plan in April 2014. A project to ensure that all staff are aware of relevant policies and procedures will be rolled out by the newly created Corporate Information business unit in 2014/15.
	Records Retention and Disposal Project to Complete by June 2014.	Office of the CEO		Continued annual Retention and Disposal process.
	Develop a business plan for an income generating, compliant purpose built	Office of the CEO		In June 2014 the Records team was incorporated in the newly created Corporate Information business unit. This new team will be

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Actions	Tasks	Responsible Directorate	13/14	April to June 2014 Update
	records archival facility operational by June 2016.			investigating the viability of building a purpose built records archival facility during the 2014/15 FY.
Establish Port Hedland branding	Branding Strategy is developed by June 2014.	Office of the CEO		To be reviewed as part of the marketing plan development for 2014/15
Develop and implement the Service Management Software helpdesk to automate support services	Service management software introduced by June 2014	Corporate Services		Helpdesk software automation to be implemented at the beginning of the 14/15 financial year.

