

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	October 2013 – March 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	●	Marketing & Public Affairs: Survey completed in Feb 2014; Data analysis in progress; draft report due mid-March 2014.	
	Communication tools are in place to keep the community informed (E.g. Council website) by June 2013.	Corporate Services	●	Existing Port Hedland site has been migrated with all the content to the development site. Departmental champions are validating their areas within the test site. Anticipated go-live date to be in the third quarter of the financial year.	
	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	●	Broad Car Parking Strategy incorporated in the SHTC Development Plan. Completed.	
Develop an Active Transport (Walking and Cycling) Plan – includes review of Trails Masterplan and Cycling Plan	Cycle Plan is reviewed and modified before being ready for implementation by July 2013.	Community Development	●	This project should be reconsidered as part of corporate business plan review. Potential to push out timeline for delivery of cycle plan to subsequent years.	
	Development of the Trails Masterplan is complete by June 2013.	Community Development	●	Final master plan report has been endorsed by the Council. Funds are being sought to complete the detailed design of one trail from the master plan.	

Town of Port Hedland 2013/14 Annual Corporate Plan

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	October 2013 – March 2014 update
1	Support a high profile event featuring an international drawcard performer	A high profile event featuring drawcard performer has been held annually.	Community Development		Council endorsed presentation of the 2014 event and additional funding has been secured to expand to a 3 day Festival format. Resolution of Council 201314/220
2	Prepare a Masterplan and Strategy for caravan parks and backpacker accommodation	Development of Pretty Pool Caravan Park by June 2015.	Planning and Development		Public Comment period for the Business Plan ended 31 March 2014. A Special Council meeting is proposed for Mid-May to consider public responses.
		Strategies are being implemented by July 2013.	Engineering Services		No budget has been assigned for implementation.
3	Develop airport hotel	Construction of airport hotel has commenced by July 2015.	Office of the CEO		Review undertaken by Director Airport Redevelopment and determined that while the site will reserved for a future hotel operation the project has been deferred due to softening market conditions.
4	Develop Spoil Bank Marina & Precinct –Stage 1 Project	Engineering and place making strategy completed by June 2015	Planning and Development		Place making workshop undertaken during March 2014.
5	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		Council endorsed engagement of preferred contractor (Convic) at OCM 23 October, pending value management of the design and sourcing additional funding. Negotiations are progressing.
6	Multipurpose Recreation Centre – Completion of civil works.	Civil works completed by June 2014.	Engineering Services		Construction of drainage culvert of Hudson way, to divert stormwater from the Recreation Centre site, is complete. The construction of a new access to Hamilton road is complete, with final connection to be undertaken as part of the Hamilton road upgrade project, due early 2014/15.

Town of Port Hedland 2013/14 Annual Corporate Plan

Actions		Tasks	Responsible Directorate	13/14	October 2013 – March 2014 update
7	Undertake the redevelopment of South Hedland Bowling and Tennis Club	Facility is operating and available for use by July 2014.	Engineering Services		<p>The new facility reached lock-up stage in December, with car parking and tennis court resurfacing also complete. Practical completion inspections have commenced, with handover of the facility to the Club expected early April.</p> <p>Work has commenced to subdivide the site to suit the needs of the Club plus accommodate future (separate) development of community facilities.</p>
8	Design and construct South Hedland Integrated Community facilities project	Partial schematic design completed by June 2014	Community Development		Design workshops held and part schematic designs 90% complete. Commissioned development of business case for the project to enable funding approaches. Anticipating report to OCM 28 May for consideration of design and business case.
9	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		Detailed designs and cost estimates revealed that the project has been under-funded, therefore a construction tender could not progress. Funding applications have been submitted and await approval prior to proceeding with project.
10	Prepare Masterplan and redevelop Aquatic Facilities	SHAC redevelopment stage 1B completed (car park and lighting)	Engineering Services		<p>The installation of a shade structure to the Learn To Swim pool and lighting to the entire facility is complete.</p> <p>The funding for the car park construction has been deleted during the budget review process. Funding for this project has been submitted for consideration in the 2014/15 budget.</p>
		Planning for SHAC redevelopment stage 2 commenced by July 2013	Community Development		<p>Concept plans have been incorporated as part of the Integrated Community Facility.</p> <p>There is no commitment to be progress any further with this project.</p>

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	October 2013 – March 2014 update
	Develop Community Infrastructure Development Contributions Policy and Plan.	Development Contributions Policy and Plan has been adopted by June 2014	Planning and Development		Awaiting completion of Open Space Master plan being prepared by Community Development.
	Undertake a Planning Scheme Review	Planning Scheme Review commenced by July 2013.	Planning and Development		Draft Planning Scheme still being prepared by TPG consultants on behalf of the Town.
	Negotiate the development of commercial opportunities	Café business case development by July 2014	Engineering Services		As per previous update. Building Licence application anticipated to be lodged by 21 March 2014.
		Business case to support commercial opportunities in South Hedland Town Centre developed by June 2014	Planning and Development		A Release was issued by Landcorp which garnered much interest. Responses are being evaluated now.
		Develop a business case for McGregor street commercial opportunities	Planning and Development		Manager of Economic Development Services still attempting to negotiation a private treaty with a proponent.
		Develop a business case for Don Rhodes commercial development	Planning and Development		Managers of Economic Development Services still awaiting permission for environmental testing
		Develop a business case for Port Hedland East end land development.	Planning and Development		Landcorp have sought EOI on parts of East End land including: -Athol Street Precinct -Styles Road Precinct Landcorp have also sought funding to undertake concept planning for the Rock of Ages area.

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	October 2013 – March 2014 update
a	Implement the Port Hedland International Airport Land Use Master Plan.	Expansion of TWA facilities is planned by June 2014	Office of the CEO		Ausco proposal to develop a 4.5 hectare TWA has been considered and approved.
		Terminal Buildings Redevelopment stage 1, phase 1 plan developed by July 2014	Office of the CEO		Report completed in Dec 2013 & outcomes presented to Jan 2014 ACM – it being noted that a staged approach was needed due to the size of the capex program.
		International freight and logistics facilities are operational by June 2014.	Office of the CEO		Concept redesign of the freight logistics subdivision completed in Dec 13. Redesign of working drawings to be undertaken by June 2014. Interim international freight operations have been established by Pilbara Air Freight
		Airside infrastructure upgrade is complete by June 2015.	Office of the CEO		Apron expansion works were completed in December 2103. Expected Northern Apron extension works expected to be completed in 2014.
		Development of aeronautical facilities commenced by July 2013	Office of the CEO		Apron expansion works were completed in December 2103. Expected Northern Apron extension works expected to be completed in 2014.
		Ground transport improvement within terminal precinct including parking capacity increase by June 2015	Office of the CEO		Report completed in Dec 2013 & outcomes presented to Jan 2014 ACM – it being noted that a staged approach was needed due to the size of the capex program.
		Develop business case for commercial development at the International Airport			Draft business plan for the freight logistics subdivision completed, and currently reviewing financial returns.

Town of Port Hedland 2013/14 Annual Corporate Plan

Actions		Tasks	Responsible Directorate	13/14	October 2013 – March 2014 update
b	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		Requests sent to Water Corporation for upgrade works for water and sewer connections. Water Corporation is to provide design and scoping documents to facilitate these works. Awarded electrical upgrade works tenders. Stage 1 works completed by fourth quarter of 2013 financial year. Stage 2 & 3 works currently under review.
c	Construct the Wallwork Road & Bridge by June 2015	Construct the Wallwork Road & Bridge by June 2015	Engineering Services		Construction ahead of schedule. Proposed opening of bridge mid-late 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		Detailed design complete. Construction undertaken by MRWA, expecting completion by mid 2014.
d	Implement the McGregor Street and Cooke Point Drive development.	McGregor St Active Open Space Masterplan completed by June 2014.	Community Development		Master plan brief is in draft and is scheduled to be advertised in late March 2014. Consultant to be appointed at May 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

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:

Med

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	October 2013 – March 2014 update
a	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 90% complete; most components implemented, except where constrained due to lack of resources.
b	Represent Port Hedland at a State and Federal level.	Establish "Committee For Port Hedland" by June 2014.	Planning and Development		Project has been put on hold due to lack of resources and prioritisation of projects.
		Port Hedland is engaged on issues, investments and government initiatives.	Planning and Development		Continued to seek initiative in all aspects of investment from both the private and public sectors. Formed partnership with the Australian Property Council.
c	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 Corporate Services		Final draft of Business Continuity Plan and supporting documents. Next phase of project is to appoint a BCM Project Coordinator and conduct a desktop exercise to train key managers and test the plan for reliability and application. The final payroll scoping session is yet to be completed with selected supplier, Civica. Awaiting confirmation on dates for workshop.

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	October 2013 – March 2014 update
b	Participate in department of housing key worker project	Affordable housing accommodation is available to workers by July 2013	Planning and Development		Osprey Key worker Estate is open and running with 293 units of brand new housing.
c	Implement the ToPH staff housing strategy	Undertake various real estate transactions associated with the acquisition and development of Butler Way	Planning and Development		Scheme amendment process has commenced and seeking to finalise process and approval from Minister for Planning.
		Catamore Court is planned and developed by June 2014 as a mix of private market and staff housing	Planning and Development		Civil Infrastructure is complete and last few items are being negotiated with Megara.
		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		Selected Heaton Investments as proponent and are developing business plan for public advertising. Rezoning of property being completed with report to Council by June 2014.

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	October 2013 – March 2014 update
a	Develop and implement the District Passive and Active Open Space Masterplans	Osprey Masterplan developed by June 2014	Community Development		Master plan brief is in draft and is scheduled to be advertised in late March 2014. Consultant to be appointed at May Council meeting.
		Western Edge Masterplan developed by June 2014.	Community Development		Master plan brief is in draft and is scheduled to be advertised in late March 2014. Consultant to be appointed at May Council meeting.
b	Deliver Passive and Active Open Space Strategy	Koombana Park upgraded by June 2014	Engineering Services		Construction tender awarded to Landscaping Pty Ltd on 11 December 2013. Construction has commenced, with completion expected June 2014. Resolution of Council – Endorse construction tender (201314/188).
c	Develop Marie Marland Reserve Masterplan	Masterplan developed by June 2014.	Community Development		Master plan brief is in draft and is scheduled to be advertised in late March 2014. Consultant to be appointed at May Council meeting.
d	Install lighting at Marie Marland Reserve	Installation of lighting by June 2014	Engineering Services		Lighting has been installed and commissioned. Upgrade to power supply is required to operate all electrical infrastructure on the site, contrary to previous technical advice. However the lights are able to be used in isolation. Currently working with Horizon Power regarding upgrade.

Town of Port Hedland 2013/14 Annual Corporate Plan

Actions		Tasks	Responsible Directorate	13/14	October 2013 – March 2014 update
g	Provide adequate housing to attract General Practitioners (GP's) to the region	Stage 2 GP Housing project constructed by June 2014	Community Development		BHPB to construct 3 additional houses. Development agreement signed between ToPH and BHPB. Construction to commence May 2014.
h	Undertake improvement to Old Port Hedland Cemetery	Stage 2 of the Old Port Hedland Cemetery upgrade completed by June 2014.	Engineering Services		Waiting for response on final funding confirmation from Lotterywest and BHPB.
i	Undertake Dune restoration	Dune restoration plans are ready for implementation by July 2014.	Planning and Development		Recent planting day undertaken by Care for Hedland-Greening Aust –volunteers. Power point update was presented to Council in March 2014. A grant application to Dept of Transport is being prepared and matching funding by Council is included in the draft budget.
	Undertake Coastal access improvement	Coastal access strategy developed by June 2014	Engineering Services		The development of a coastal access strategy has not been budgeted in 2013/14. However, the Town is working with PRC to deliver infrastructure to coastal areas and highway rest stops. Shade is being installed at 6 Mile and FMG Rail Lookout.

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	October 2013 – March 2014 update
a	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
b	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		Update on activities was sent out to previous Committee members in March and another update is due in June 2014 as requested by Council.
		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	October 2013 – March 2014 update
a	Develop of a Waste Management strategy.	Approval of Waste Management strategy by March 2014	Engineering Services		Demand analysis, site selection, reuse of existing site and economic analysis reports are complete. The outcomes will be adopted by Council at OCM 26 March 2014. The next phase of the project will focus on detailed site investigation and Closure Plan for the existing site.
c	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		Commenced detailed design and works approval for construction of a system to treat liquid effluent at the landfill.

Town of Port Hedland 2013/14 Annual Corporate Plan

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	October 2013 – March 2014 update
a Implement the Integrated Strategic Planning and Reporting Framework	Endorsement of the Corporate Business Plan by December 2013.	Office of the CEO Corporate Services		The Corporate Business Plan may require further review in conjunction with the LTFP and 2014/15 Budget to ensure it is achievable and financially sustainable.
	10 year Long Term Financial Plan in place by December 2013.	Corporate Services		LTFP currently in draft form. Scheduled to be presented in draft form to Elected Members during April. LTFP to be refined and adopted in line with 2014/15 budget.
	4 year Workforce Plan developed incl. Office Accommodation and Housing Strategy by December 2013.	Office of the CEO Corporate Services		Drafting a revised Town of Port Hedland 4 Year Work Force Plan to be developed in concert with the review of the 4 Year CBP to be included in the 10 Long Term Financial Plan to ensure the Town's long term financial sustainability.
	Implementation of Asset Management Framework and associated plans from July 2013.	Engineering Services		Draft asset management plans for roads and buildings have been prepared. Condition ratings for roads have been received and are being inputted into Roman for assessment. Valuations have commenced on all building assets. Several asset management programs have been reviewed, with final selection pending prior to implementation.
	ICT Plan endorsed by December 2013	Corporate Services		Plan will be reviewed and updated before December 2014.
b Develop and implement a Disaster Recovery Plan and Business Continuity Plan.	Business Continuity Plan developed by June 2014.	Corporate Services		Participated in PRC Project on Business Continuity delivered by Bluezoo. Works commenced with additional team resources required as per 14/15 budget. DELL DR team has been engaged and assessed the Data Centre options for the TOPH Airport. This is a preliminary report with confirmation on various future Airport plans.

Town of Port Hedland 2013/14 Annual Corporate Plan

Actions		Tasks	Responsible Directorate	13/14	October 2013 – March 2014 update
					WALGA +Telstra + NEXTDC have been engaged to assess the Data Centre options for Perth offsite storage
c	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		Wide Area Network review initiated with Comscentre, Telstra and Downer EDI. Proposals ready by September 2014. CIVIC-AIRPORT link upgrade to be completed by July 2014 Voice review initiated with Altitude Networks, Comscentre and Telstra. Proposals ready by September 2014. Microsoft servers migrated to Servers 2012 as per Microsoft Road Map - to be completed by September 2014 Printing audit completed. Retired printers to be upgraded by July 2014.
d	Develop an OSH Framework	OSH Framework complete and in place by June 2014.	Office of the CEO Corporate Services		OH&S external audit completed by LGIS in March 2014 which will form the basis for further review and revisions to existing OH&S Framework. Draft OH&S Policy developed and approved by Executive to be presented to Council at May Council meeting for
e	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 Corporate Services		Revised Elected Members meeting fees in October 2013. Undertook induction of new Elected Members in October 2013. Revised A&F Committee Terms of Reference in November 2013. Submitted the Compliance Audit Return (100% compliance achieved) to the Department of Local Government and Communities in March 2014.
g	Upgrade of the Network communications	Network communications are upgraded by June 2014.	Corporate Services		Wide Area Network review initiated with Comscentre, Telstra and Downer Edi. Proposals ready by July 2014 CIVIC-AIRPORT link upgrade to be completed by June 2014 Voice review initiated with Altitude Networks, Comscentre and Telstra. Proposals ready by September 2014
h	Participate in the Pilbara Local Government Shared Technology Platform	Active participation in the Pilbara Local Government Shared Technology Platform working group.	Corporate Services		Continuing involvement with regional project through meetings and email correspondence. Onsite meeting with City of Geraldton in March 2014 – feedback given to Exec team Onsite meeting with Shire of Roebourne in April 2014. Onsite meeting with Shire of Ashburton in May 2014.

Town of Port Hedland 2013/14 Annual Corporate Plan

Actions		Tasks	Responsible Directorate	13/14	October 2013 – March 2014 update
i	Implement Civic Centre and Office Accommodation Strategy	Stage 1 Implementation of immediate office accommodation requirements November 2014	Engineering Services		Council approved the permanent use of Gratwick Hall for office accommodation 27 November 2013. All airport staff (minus operations) have been relocated into Gratwick Hall. Work is progressing on designs for roof replacement and other immediate works. Council Decision – Permanent use of Gratwick Hall 201314/172
		Planning for Stage 2 feasibility and concept design of long-term civic centre and office accommodation strategy Dec 2013	Engineering Services		Report to Council 27 November 2013 considered medium to long term strategies and draft design. Workshop with Elected Members 23 January 2014 identified process for long term development of the project and recognition of the existing facilities. A Historical Interpretation Plan has commenced. Council Decision – Design development, staging, long term plan, etc 201314/172
k	Undertake a review of Local Laws	Local Laws are updated by June 2015	Office of the CEO		Council resolved to make a Repeal Local Law in January 2014. The Parking Local Law is currently under internal review with a view to present a draft to Council in June 2014. A small working group reviewed the Draft Standing Orders Local Law in March 2014 with a view to present a draft to Council in June 2014.
l	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		Commencement on Chart of Accounts redesign planned to commence in first quarter of 2014/15, ready for a 1 July 2015 implementation
m	Implement an Online Leave Approval system	Online Leave Approvals system is implemented by June 2014	Corporate Services		Project on hold, until higher priority payroll process improvements, including data cleansing, are completed. May form part of proposal from Civica, arising out of PRC payroll review project.
n	Undertake a review of Rating processes	Prepare a Rating Strategy	Corporate Services		Rating strategy currently in formulation, with view to establishing minimum rate yield for ToPH, with stable price path for future years. To be adopted in line with 2014/15 budget.
o	Renegotiate EBA	Town of Port Hedland Enterprise Agreement negotiated and ratified by June 2014	Office of the CEO		Formed Enterprise Bargaining Committee and commenced negotiations with Employee Representatives. Target completion of process and vote by employees by end of May for 1 July 2014 new agreement.




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	October 2013 – March 2014 update
a	Develop a Customer Service Strategy	Customer Service Strategy is developed by June 2014	Office of the CEO		No additional update
		Customer Service Charter is updated by June 2014.	Office of the CEO		Commencement in next quarter.
b	Engage the community in civic governance	Engage the community in Civic Governance	Office of the CEO Corporate Services		Undertook all statutory processes associated with the October 2013 Ordinary LG Elections. Finalised the Town’s Annual Report in January 2014. Developed and circulated rules for Special meeting of Electors in March 2014.

Town of Port Hedland 2013/14 Annual Corporate Plan

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	October 2013 – March 2014 update
a	Establish the organisational culture	Culture Strategy developed by June 2014	Office of the CEO		Implemented stage one strategy with “Our Team Our Way” workshops with all staff. Developed proposal for stage two for consideration of Executive.
b	Establish leading practice organisational capability	Review internal processes and implement improvements	Office of the CEO		Re-structure of Human Resources to “People and Culture” to reflect new direction and focus on culture of the organisation.
		Staff induction program reviewed by June 2014	Office of the CEO		Developed and implemented New Corporate Induction program in March 2014.
		A Knowledge Management Framework is developed by June 2014.	Office of the CEO		Restructured and appointed new Learning and Organisational Development Officer within People and Culture to focus on knowledge framework.
c	Review Record Keeping Plan inclusive of Records Retention and Disposal Project	Review complete by June 2014.	Corporate Services Office of the CEO		Created draft policies and procedures to support the Record Keeping Plan (RKP). Continued review of RKP
		Records Retention and Disposal Project to Complete by June 2014.	Office of the CEO Corporate Services		Continued annual Retention and Disposal process.
		Develop a business plan for an income generating, compliant purpose built records archival facility operational by June 2016.	Office of the CEO Corporate Services		Undertaken in second half of the financial year.
d	Establish Port Hedland branding	Branding Strategy is developed by June 2014.	Office of the CEO		Plan to develop visual brand guidelines by June 2014
e	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.

