

1 – Community				
We are a friendly, exciting city of neighbours that is vibrant and diverse				
1.1 – Unified			Priority:	High
Build a unified and connected community functionally, physically and culturally.				
Outcomes Sought:				
<ul style="list-style-type: none"> 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	Progress Comments
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	●	Aligned the 2013 Community Perception Survey to the strategic areas that provide the framework for the Town's IPRF strategies. Converted the questionnaire to electronic format to enable online data collection. Engaged Australia Post to manage the bulk unaddressed mailout.
	Communication tools are in place to keep the community informed (E.g. Council website) by June 2013.	Corporate Services	●	Worked with Market Creations with regard to design. Anticipated go-live date to be in the second 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	●	Commenced drafting Car Parking methodology in partnership with Landcorp as a prerequisite to the preparation of a strategy.
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	●	Pursuing external funding, including potential developer contributions to progress this project.
	Development of the Trails Masterplan is complete by June 2013.	Community Development	●	Final masterplan approved at the October 2013 Council meeting. Resolution of Council- 201314/053

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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	Progress Comments
1 Support a high profile event featuring an international drawcard performer	A high profile event featuring drawcard performer has been held annually.	Community Development	●	Held the 2013 event successfully with a final report on 2013 event plus consideration of 2014 North West Festival at the December Council meeting.
2 Prepare a Masterplan and Strategy for caravan parks and backpacker accommodation	Development of Pretty Pool Caravan Park by June 2015.	Planning and Development	●	Completion of due diligence for the site. Scheduled presentation to the Council on the development in November prior to advertising of the required Business Plan.
	Strategies are being implemented by July 2013.	Engineering Services	●	Commencement of Strategy to occur in third quarter.
3 Develop airport hotel	Construction of airport hotel has commenced by July 2015.	Office of the CEO	●	Delayed project due to unsuccessful request for proposal process. Strategic review of project to be undertaken by Director Airport Redevelopment.
4 Develop Spoil Bank Marina & Precinct –Stage 1 Project	Engineering and place making strategy completed by June 2015	Planning and Development	●	Processing of Scheme amendment occurring.
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	●	Approved and authorised design and authorised to proceed to tender at the Special Council Meeting on 31 July 2013. Prepared detailed designs and approved Development Application in September 2013. Advertised Construction RFT 13-26 on 14 September. Resolution of Council- 201314/028
6 Multipurpose Recreation Centre – Completion of civil works.	Civil works completed by June 2014.	Engineering Services	●	Completed drainage swale construction and culvert installation. Designed and tendered for construction of culvert crossing on Hudson Way. Awarded contract at September Council meeting. Resolution of Council – Endorsed 201314/103.
7 Undertake the redevelopment of South Hedland Bowling and Tennis Club	Facility is operating and available for use by July 2014.	Engineering Services	●	Completed detailed designs. Approved Development Application in July. Commenced construction on site works on 19 August. Issued Building Permit on September. Poured concrete slab.
8 Design and construct South Hedland integrated Community facilities project	Partial schematic design completed by June 2014	Community Development	●	Awarded tender to Christou Design Group in September. Held workshops with stakeholders on Tuesday 22 October. Presented to Concept Forum on Wednesday, 23 October 2013. Undertaking work to fully scope NGO accommodation needs in Port Hedland. Planned a further meeting in the second quarter with stakeholders associated with Lotteries House. Resolution of Council – Endorsed 201314/107.
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	●	Approved a masterplan for a staged approach to external works at the facility in September. Progressed detailed designs in order to award a

Actions	Tasks	Responsible Directorate	13/14	Progress Comments
				<p>construction tender in December.</p> <p>Resolution of Council – Endorsed (201314/106).</p>
<p>10 Prepare Masterplan and redevelop Aquatic Facilities</p>	<p>SHAC redevelopment stage 1B completed (car park and lighting)</p>	<p>Engineering Services</p>	<p>●</p>	<p>Awarded contract for lighting installation awarded to HPSA, contract for shade installation awarded to West Coast Shade at the Ordinary Council Meeting on 24 July 2013. Completed designs for lighting, shade and car park are complete, with long lead time items procured. Completion of all works due in the 2nd quarter.</p> <p>Resolution of Council – Endorsed lighting (201314/010). Resolution of Council – Endorsed shade (201314/011).</p>
	<p>Planning for SHAC redevelopment stage 2 commenced by July 2013</p>	<p>Community Development</p>	<p>●</p>	<p>Integrated project concept within the design of the Integrated Community Facility Project. Consultation by project architects undertaken with internal and external stakeholders.</p>

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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	Progress Comments
Develop Community Infrastructure Development Contributions Policy and Plan.	Development Contributions Policy and Plan has been adopted by June 2014	Planning and Development		Developed policy in accordance with timeframes.
Undertake a Planning Scheme Review	Planning Scheme Review commenced by July 2013.	Planning and Development		Progressed scheme review in preparedness to present a draft to the December Council meeting.
Negotiate the development of commercial opportunities	Café business case development by July 2014	Engineering Services		Achieved lease agreement to commence 1 March 2013 and planning approval with Dome Coffees Pty Ltd for the refurbishment and renovation of the District Medical Quarters for operation as a café. Anticipated to open for business December 2014.
	Business case to support commercial opportunities in South Hedland Town Centre developed by June 2014	Planning and Development		Reached agreement with Landcorp to release land in the South Hedland Town Centre to facilitate commercial development.
	Develop a business case for McGregor street commercial opportunities	Planning and Development		Issued a Request for Proposal to close at end of September which received no responses. Attempting to negotiate a Private Treaty with commercial operator. Approved acquisition by Department of State Lands pending a review of the final agreement.
	Develop a business case for Don Rhodes commercial development	Planning and Development		Approved acquisition by State Fire and Emergency Services pending environmental testing.
	Develop a business case for Port Hedland East end land development.	Planning and Development		Completing due diligence regarding the lands suitability in relation to the sensitive environmental constraints of a coastal and mangrove area.
	Develop a business case for commercial land development opportunities in South Hedland	Planning and Development		Reached agreement with Landcorp to release land in the South Hedland Town Centre for commercial development.

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	Progress Comments
a Implement the Port Hedland International Airport Land Use Master Plan.	Expansion of TWA facilities is planned by June 2014	Office of the CEO	●	Considering an Ausco proposal to develop a 4.5 hectare TWA.
	Terminal Buildings Redevelopment stage 1, phase 1 plan developed by July 2014	Office of the CEO	●	Developed and workshopped with stakeholders high level concept plans. Finalisation due in December 2013.
	International freight and logistics facilities are operational by June 2014.	Office of the CEO	●	Developed and workshopped with stakeholders high level concept plans. Finalisation due in December 2013.
	Airside infrastructure upgrade is complete by June 2015.	Office of the CEO	●	Completion of apron expansion works due in November 2103. Expected runway overlay to be undertaken in December.
	Development of aeronautical facilities commenced by July 2013	Office of the CEO	●	Completion of apron expansion works due in November 2103. Expected runway overlay to be undertaken in December.
	Ground transport improvement within terminal precinct including parking capacity increase by June 2015	Office of the CEO	●	Developed and workshopped with stakeholders high level concept plans. Finalisation due in December 2013.
	Develop business case for commercial development at the International Airport		●	Prepared draft business plan for the freight logistics subdivision. Currently reviewing financial returns.
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	●	Awarded upgrade works tenders. Scheduled works to be completed by fourth quarter of 2013 financial year.
c Construct the Wallwork Road & Bridge by June 2015	Construct the Wallwork Road & Bridge by June 2015	Engineering Services	●	Construction ahead of schedule. Completion of project expected June 2014.
Construction of proposed links onto Great Northern Highway	Detailed design complete for road connection of Pinga street (Moorambine to new GNH)	Engineering Services	●	Construction of Pinga link included in bypass project by MRWA
d Implement the McGregor Street and Cooke Point Drive development.	McGregor St Active Open Space Masterplan completed by June 2014.	Community Development	●	Confirmed project funding. Currently developing consultant's brief for advertising in late November.
	Planning and de-constraining Phase 1 completed by June 2016.	Planning and Development	●	Undertaken by Landcorp.

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	Progress Comments
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	●	Developed 75% of plan. Implemented some components.
b Represent Port Hedland at a State and Federal level	Establish "Committee For Port Hedland" by June 2014.	Planning and Development	●	Port Hedland business community received presentation of the Committee for Perth by Marion Faulkner.
	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	●	Supported Wifi infrastructure at roadside stops project. Planned Major Project Impact Assessment Project and Business Continuity Plan project to commence next quarter. Moved to final stage Business Plan for Regional Payroll Project. Continued planning for Coastal Access Project.

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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	Progress Comments
b	Participate in department of housing key worker project	Affordable housing accommodation is available to workers by July 2013	Planning and Development	●	Achieved timeframe for current project. Continued to work with the state agencies to bring additional homes on line.
c	Implement the ToPH staff housing strategy	Undertake various real estate transactions associated with the acquisition and development of Butler Way	Planning and Development	●	Prepared scheme amendment to be considered by Council in November.
		Catamore Court is planned and developed by June 2014 as a mix of private market and staff housing	Planning and Development	●	Commenced civil infrastructure and scheduled completion by January. Completion of construction of Town of Port Hedland properties expected in the second quarter of the 2014/2015 financial year.
		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	●	Issued a Request for Proposals which closed in September 2013. Evaluating responses to be considered at November Council Meeting.

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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	Progress Comments
a	Develop and implement the District Passive and Active Open Space Masterplans	Osprey Masterplan developed by June 2014	Community Development		Confirmed project funding. Developing a consultant's brief to be advertised in November.
		Western Edge Masterplan developed by June 2014.	Community Development		Confirmed project funding. Developing a consultant's brief to be advertised in November.
b	Deliver Passive and Active Open Space Strategy	Koombana Park upgraded by June 2014	Engineering Services		Completed detailed designs and internal referrals. Awarded CCTV contract. Advertised Request for Tender 13-28 (for construction).
c	Develop Marie Marland Reserve Masterplan	Masterplan developed by June 2014.	Community Development		Confirmed project funding. Developing a consultant's brief to be advertised in November.
d	Install lighting at Marie Marland Reserve	Installation of lighting by June 2014	Engineering Services		Completed successful review of the power capacity to the sit. Awarded Tender 13-04 for lighting installation at the Ordinary Council Meeting on 25 September. Completion of lighting installation due March 2014. Resolution of Council – Endorsed lighting (201314/102).
g	Provide adequate housing to attract General Practitioners (GP's) to the region	Stage 2 GP Housing project constructed by June 2014	Community Development		Commenced advertising of GP Housing stage 2 business plan. Advertising to close 13 November and reported at the December Council Meeting.
h	Undertake improvement to Old Port Hedland Cemetery	Stage 2 of the Old Port Hedland Cemetery upgrade completed by June 2014.	Engineering Services		Endorsed Master Plan at September SCM. Sourcing funding to complete construction phase. Expecting response from funding bodies in February 2014.
i	Undertake Dune restoration	Dune restoration plans are ready for implementation by July 2014.	Planning and Development		Completed Restoration Plan. Partial completion of works. Funding gap impacting on remainder of works.
	Undertake Coastal access improvement	Coastal access strategy developed by June 2014	Engineering Services		Completed Entry to Port Hedland Information Bay/Rest Area (from Broome) and DeGrey Rest Area. Decided 2013/2014 Financial Year sites as 6 Mile and FMG Rail Lookout – TOPH, West Peawah Rest Stop – Shire of Roeborne). Approved infrastructure for construction works.

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	Progress Comments
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	●	Completion of UWA Pilbara Feasibility study approaching. Consideration of information by Council expected in December.
	Lobby for increased number of apprenticeships available.	Community Development	●	Construction well underway of Trade Training Centre on HSHS site.
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	●	Disbanded Committee on a temporary basis. Continuation of normal day to day CSCP functions.
	Support programs targeted at the reduction of litter in the community	Community Development	●	Continuation of programs.

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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	Progress Comments
a	Develop of a Waste Management strategy.	Approval of Waste Management strategy by March 2014	Engineering Services	●	Completed first stage of the waste management strategy – reporting on demand. Identified future relocation of the landfill. Commenced work on identifying and assessing potential landfill development sites.
c	Deliver water and wastewater supply and management strategies.	Water Management Strategies (DWMS & LWMS) completed by June 2014.	Engineering Services	●	
		Planning for treated water supply for construction usage completed June 2014	Engineering Services	●	Commenced scoping work for the installation of a construction waste water treatment plant at the Landfill.

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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	Progress Comments	
a	Implement the Integrated Strategic Planning and Reporting Framework	Endorsement of the Corporate Business Plan by December 2013.	Office of the CEO	●	Reviewed the Town of Port Hedland Four Year Corporate Business Plan to ensure long term financial sustainability and based on gap analysis conducted by the Department of Local Government. Finalised Long Term Financial Plan required to populate updated capital expenditure data. Endorsed the 2013-2104 Annual Corporate Plan at the August OCM.
		10 year Long Term Financial Plan in place by December 2013.	Corporate Services	●	Developed draft LTFF. Refinement required to be undertaken by appointed Financial Analyst.
		4 year Workforce Plan developed incl. Office Accommodation and Housing Strategy by December 2013.	Office of the CEO	●	Revised the 2013-2014 year of the Town of Port Hedland 4 Year Workforce Plan. Endorsed by the Council as part of the Annual Budget. 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. Modifying the Housing Strategy actions from the strategy to align with the CBP.
		Implementation of Asset Management Framework and associated plans from July 2013.	Engineering Services	●	Identification occurring by Asset Management team of road ownership. Cleansing of data in register with regards to asset class of roads and buildings occurring. Seeking quotations to undertake road condition ratings.
		ICT Plan endorsed by December 2013	Corporate Services	●	Completed
b	Develop and implement a Disaster Recovery Plan and Business Continuity Plan.	Business Continuity Plan developed by June 2014.	Corporate Services	●	Commencing of works in the following quarter aligned to additional team resources.
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	●	Completed Network Upgrade, Installation of Windows 7 and Office 2010. Completed update of Intranet. Actioning of External website upgrades occurring and final release expected next quarter.
d	Develop an OSH Framework	OSH Framework complete and in place by June 2014.	Office of the CEO	●	Completed OHS Framework. Implementation commenced.
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	●	Completed and adopted Periodic Review at July Council Meeting. Revised Governance Framework, Regional Price Preference Policy and adopted Caretakers Policy at August Council Meeting. Updated owner/occupiers roll and commenced Election Marketing campaign in August 2013. Held Candidate Info Session in September.



Planning



Business As Usual



Delivery

Actions		Tasks	Responsible Directorate	13/14	Progress Comments
g	Upgrade of the Network communications	Network communications are upgraded by June 2014.	Corporate Services		Currently being designed in concert with Comcentre and Telstra.
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 meeting and email correspondence.
i	Implement Civic Centre and Office Accommodation Strategy	Stage 1 Implementation of immediate office accommodation requirements November 2014	Engineering Services		Commenced internal consultation to determine office requirements in conjunction with a review of the workforce plan. Prepared and reviewed initial concept designs.
		Planning for Stage 2 feasibility and concept design of long-term civic centre and office accommodation strategy Dec 2013	Engineering Services		Prepared in conjunction with the long term civic centre and office accommodation strategy. Presented initial ideas to Executive Group and Elected Members. Scheduled a workshop for early November.
k	Undertake a review of Local Laws	Local Laws are updated by June 2015	Office of the CEO		Completed and adopted periodic review of all ToPH Local Laws. Issued in September, a Request for Quotation for consultant to undertake second stage of Local Laws.
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		Pending recruitment of Financial Analyst and completion of the Long Term Financial Plan. Commencement of work in 4 th quarter of 2013/14
m	Implement an Online Leave Approval system	Online Leave Approvals system is implemented by June 2014	Corporate Services		Pending recruitment of Senior Finance Officer. Commencement of work in 2 nd quarter of 2013/14
n	Undertake a review of Rating processes	Prepare a Rating Strategy	Corporate Services		Commencement of work in the 3 rd quarter of 2013/14
o	Renegotiate EBA	Town of Port Hedland Enterprise Agreement negotiated and ratified by June 2014	Office of the CEO		Reviewed and updated Enterprise Bargaining Communication Plan. Commenced planning process with lead negotiator. Held staff information sessions.

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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	Progress Comments
a	Develop a Customer Service Strategy	Customer Service Strategy is developed by June 2014	Office of the CEO		Commenced review of current strategy.
		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		Engaged WA Electoral Commission to undertake Council Elections. Held Candidate Information Sessions to align with nomination period of candidates.

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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	Progress Comments
a Establish the organisational culture	Culture Strategy developed by June 2014	Office of the CEO		Established a 'stage one' organisational culture roadmap draft which was discussed and endorsed by the Executive team.
b Establish leading practice organisational capability	Review internal processes and implement improvements	Office of the CEO		Commenced the research phase of establishing a process improvement framework. The ABEF has been purchased and is being analysed for potential application.
	Staff induction program reviewed by June 2014	Office of the CEO		Commencement of review in the third quarter.
	A Knowledge Management Framework is developed by June 2014.	Office of the CEO		Held preliminary internal discussions to support the development of the Framework.
c Review Record Keeping Plan inclusive of Records Retention and Disposal Project	Review complete by June 2014.	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		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		Undertaken in second half of the financial year.
d Establish Port Hedland branding	Branding Strategy is developed by June 2014.	Office of the CEO		Delayed due to financial constraints.
e Develop and implement the Service Management Software helpdesk to automate support services	Service management software introduced by June 2014	Corporate Services		Currently under investigation with a number of vendors and trial of review before selection of application shortlist.