



# Business Improvement Plan (BIP)

Better Practice Review Quarterly Update as at 5 August 2016

Date of Report	Source Report	Recommendation	Updates	Priority	Directorate	Expected Completion Date	% Complete
1							
2	22/06/16	Better Practice Review					
3	22/06/16	Better Practice Review	Finalise the review and preparation of a single Code of Conduct and upon completion, require all elected members, committee members and staff to sign off on the code, acknowledging they have read, understood, and agree to abide by it.		Corporate Services	31/08/16	50%
4	22/06/16	Better Practice Review	Develop a policy Govand/or procedure to guide and formalise practices in respect to interactions between elected members and staff.	Complete – IOP distributed to all staff and Elected Members on 16 May 2016.	Corporate Services	01/05/16	100%
5	22/06/16	Better Practice Review	Develop a policy and/or procedure to provide a framework in respect to elected members access to information.	Existing process in place (EM to contact CEO or Director), however needs to be documented.	Corporate Services	31/08/16	20%
6	22/06/16	Better Practice Review	Ensure that an auditor is appointed in compliance with legislative requirements.	Item to be presented to future OCM to confirm audit appointment process.	Corporate Services	30/07/16	50%
7	22/06/16	Better Practice Review	Implement an internal audit functionality (OHS officer, risk mgt officer, EOQ for finance)	Internal audit function endorsed by the Audit, Risk and Governance Committee at its March 2016 meeting. Function to be considered as part of the Town's realignment.	Office of the CEO	31/08/16	40%
8	22/06/16	Better Practice Review	Review and update the Town's customer service charter and complaints handling processes	Customer service charter endorsed by ELT. Complaints handling process being reviewed	Corporate Services	30/07/16	60%
9	22/06/16	Better Practice Review	Review, and update where required, the Procurement Policy 2/007 and Tendering Policy 2/011, in line with recent changes to the Local Government (Functions and General) Regulations.	Policies were adopted at the July 2016 OCM	Corporate Services	31/07/16	100%
10	22/06/16	Better Practice Review	Develop legislative compliance checklist/calendar	Calendar under development	Corporate Services	01/09/16	10%
11	22/06/16	Better Practice Review	Continue to regularly review policies and at the next review, ensure consistency in the format of all the Town's policies.	Policies reviewed on monthly basis	Corporate Services	01/12/16	20%
12	22/06/16	Better Practice Review	Finalise development of a procedures manual to differentiate Council policies from administrative policies or procedures.	Significant review to consider strategic vs operational policies	Corporate Services	01/10/16	0%
13	22/06/16	Better Practice Review	Undertake a holistic review of current policies and IOPs, removing or revising those which are no longer current and develop new policies/procedures where there is an identified gap, for inclusion in the manual.	IOPs under review	Corporate Services	01/12/16	0%
14	22/06/16	Better Practice Review	Review and update website with notes from briefing sessions.	Format under review	Corporate Services	31/10/16	70%
15	22/06/16	Better Practice Review	Undertake a review of the processes around the conduct of Council meetings, including the application of Standing Orders, the order of business policy, and relevant legislation, to ensure the efficient and effective use of elected member and administrative time.	Complete – endorsed at May 2016 OCM	Corporate Services	01/05/16	100%
16	22/06/16	Better Practice Review	Continue to improve the town's processes, procedures and documentation in respect to the DA process, to provide members of the public with high quality information and a high level of customer service.	Reviewed, documented, dedicated resource appointed to implement process improvement	Community and Development Services	01/12/16	
17	22/06/16	Better Practice Review	Continue reviewing (and update or repeal, where required) local laws in line with the requirements of the Local Government Act 1995.	Animals Local Law to be considered at May OCM for public comment. Final adoption was endorsed by Council at July 2016 OCM. To be presented to Department of Health and Gazette.	Corporate Services	01/09/16	70%
18	22/06/16	Better Practice Review	Update and review the heritage inventory in line with requirements of the Heritage of WA Act 1990.	Draft review received. Consider launch for Port Hedland 120th Birthday celebrations (Oct 2016)	Community and Development Services	01/10/16	
19	22/06/16	Better Practice Review	Continue working towards the full review of the plan in line with legislative requirements and best practice recommendations as outlined in the Act, associated regulations, IPR Guidelines and IPR Advisory Standard.	Project plan for SCP review being prepared. Expected review from Oct 2016 – March 2017	Corporate Services	01/03/17	0%
20	22/06/16	Better Practice Review	Establish a system/s to measure, and report on, the Town's performance, and progress, in respect to achieving its strategic objectives (and by extension, the community's priorities) as outlined by the Strategic Community Plan's success indicators.	Community survey to be undertaken based on SCP indicators	Corporate Services	01/09/16	0%
21	22/06/16	Better Practice Review	Continue working towards the full review of the plan in line with legislative requirements and best practice recommendations as outlined in the Act, associated regulations, IPR Guidelines and IPR Advisory Standard.	Council endorsed updated CBP at March OCM. Full review to be conducted in line with SCP review	Corporate Services	31/03/17	0%
22	22/06/16	Better Practice Review	When undertaking the next annual review of the plan, ensure the review results in the development of an evolving and rolling four-year plan, with the current financial year as the base year and one which is clearly linked to the current year's annual budget.	Council endorsed updated CBP at March OCM. Full review to be conducted in line with SCP review	Corporate Services	31/03/17	0%
23	22/06/16	Better Practice Review	To ensure elected members make decisions of a strategic nature and are aware of the strategic implications, and reasons for their decisions the Town should consider more clearly outlining these within reports to Council (e.g. separate these from other general statutory and policy implications).	Complete – New agenda item template implemented since June OCM	Corporate Services	01/06/16	100%
24	22/06/16	Better Practice Review	In future annual reports, ensure two-year comparative data is provided for both the Asset Renewal Funding and Asset Consumption ratios.	To be actioned as part of Annual Report	Corporate Services	01/10/16	0%
25	22/06/16	Better Practice Review	In accordance with the 2014/15 Audit Management Report continue to address identified improvements to internal controls.	Finalised in line with closing management letter	Corporate Services	01/09/16	0%

	Date of Report	Source Report	Recommendation	Updates	Priority	Directorate	Expected Completion Date	% Complete
26	22/06/16	Better Practice Review	Continue to develop and finalise the Internal Operating Procedure for Recruitment, Selection and Appointment of staff.	IOPs under development		Corporate Services	01/07/16	0%
27	22/06/16	Better Practice Review	Ensure key workforce and human resource policies and procedures are current and reviewed within the scheduled timeframes.	Reviewed on ongoing basis		Corporate Services	Ongoing	0%
28	22/06/16	Better Practice Review	Continue working towards finalising the Workforce Plan and ensure that the final plan aligns and integrates with the Town's other Plan for the Future documents, i.e. Strategic Community Plan and Corporate Business Plan	Review pending organisation realignment		Corporate Services	01/12/16	0%
29	22/06/16	Better Practice Review	As per the draft Workforce Plan, the Town should aim to undertake an employee engagement survey every 18-24 months.	Initial health check survey conducted May 2016, full survey to be conducted in October 2016.		Corporate Services	01/10/16	20%
30	22/06/16	Better Practice Review	Consolidate all the information relating to OSH and ensure that it is easily accessible to all staff.	Initial information uploaded to intranet. Intensive staff training undertaken May 2016		Works and Services	01/07/16	0%
31	22/06/16	Better Practice Review	Continue working towards developing a Tourism Strategy/Plan to assist in supporting the local tourism industry.	Structure of tourism action group being reviewed with outcomes to influence tourism plan		Community and Development Services	01/12/16	0%
32	22/06/16	Better Practice Review	Continue working towards developing an economic development plan to support the local economy.	Plan being drafted to capture existing Town of Port Hedland projects plus PDC initiatives identified in Regional Blueprint		Community and Development Services	01/12/16	0%
33	22/06/16	Better Practice Review	Review the community safety and development information on the Town's website, ensuring that current initiatives are promoted through this and other online platforms.	Significant website review underway with initial content to be updated by September 2016		Corporate Services	31/09/16	0%