



2018 – 2022 Corporate Business Plan

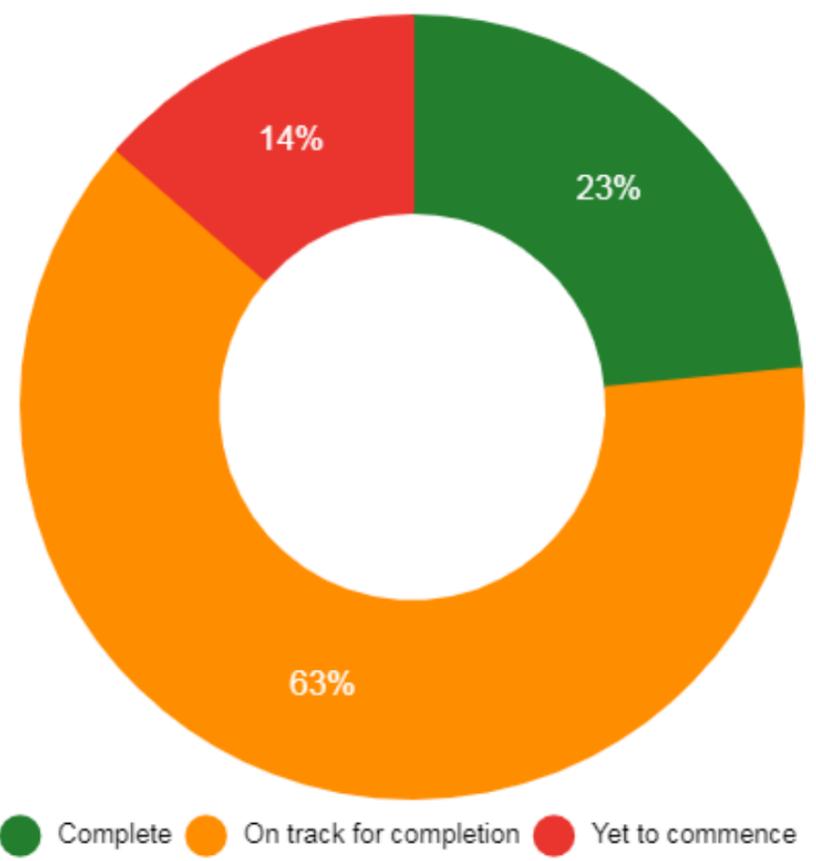
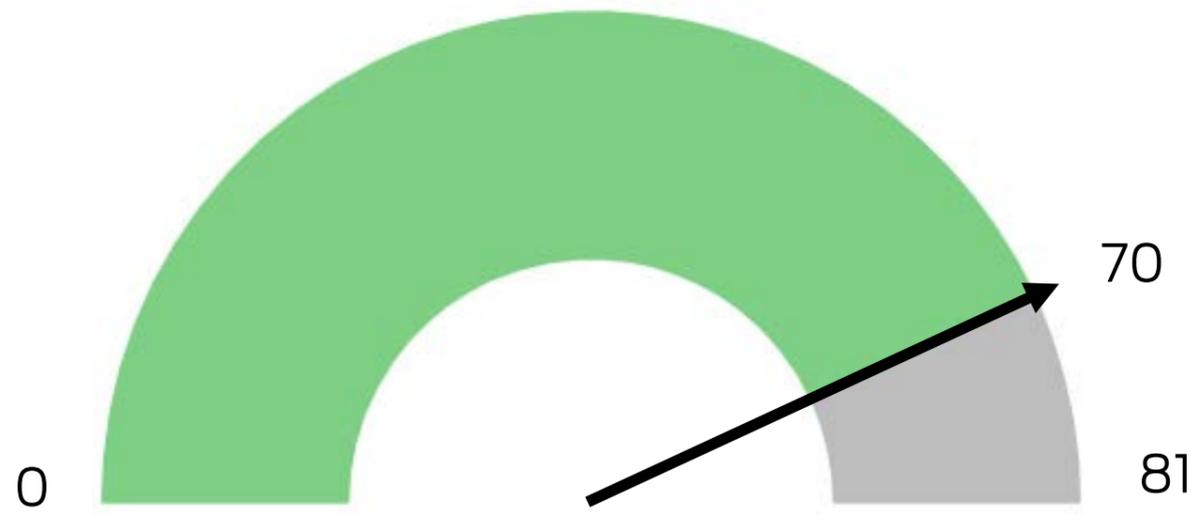
Progress Update #2

Period:
As at June 2019

Progress overview

Progress as at June 2019

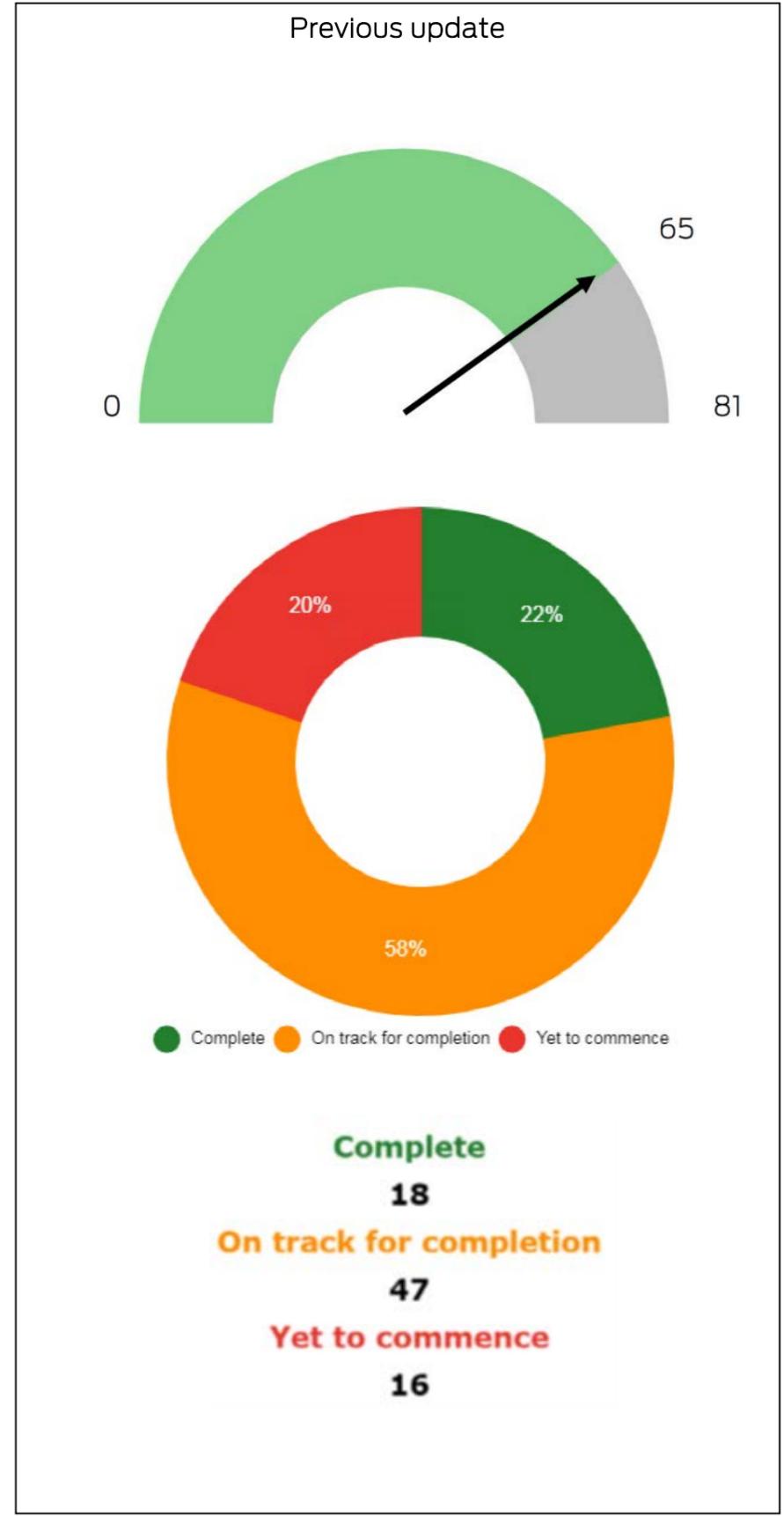
This scale shows the number of CBP actions which have been actioned to date.



Complete
19

On track for completion
51

Yet to commence
11



OUR COMMUNITY

We honour our people and our cultural heritage – ensuring wellbeing, diversity, creativity and a strong civic dialogue.

| Key | |
|-------------------------|--|
| Yet to commence | |
| On track for completion | |
| Complete | |

| SCP Outcome | Our Strategic Response | Actions | Lead Business Unit | Comments | Status at last update | Current Status |
|----------------------------------|---|---|-----------------------------|--|-----------------------|----------------|
| A hardy, healthy and safe people | 1.a.1 <i>Stakeholders are engaged to develop a whole of town approach to increase accessibility to quality health and wellbeing services</i> | 1.a.1.1 Develop, implement and review a community engagement program to interact with stakeholders on a regular basis. | Partnerships and Engagement | Community Engagement Program under development | | |
| | | 1.a.1.2 Develop, implement, review and promote a community grants and donations program. | Partnerships and Engagement | Revised Grants policy was adopted in October 2018. Promotion plan underway with Grant Information Sessions held on 7 and 19 March 2019 | | |
| | 1.a.2 <i>Community needs and gaps in health provision are identified and delivered</i> | 1.a.2.1 Coordinate and advocate for improved community health services and facilities. | Environmental Health | The Environmental Health Team have been in contact with Department of Health staff regarding the establishment of annual meeting to discuss community health priorities and town advocacy. Framework for meeting being formalized. Process currently underway | | |
| | 1.a.3 <i>Youth services and facilities are implemented with regular input from youth and providers</i> | 1.a.3.1 Coordinate and provide a range of youth activities in partnership with key stakeholders | Facilities | <p>Many programs have been held to date, including:</p> <ul style="list-style-type: none"> • South Side Sk8 • Lounge Activation – Young Leaders • Halloween Disco <p>The following are yet to take place this year:</p> <ul style="list-style-type: none"> • Holiday Program/ Events • Fighting Fit – Boxing Program • Youth Week • School Holiday Pool Party • Basketball Development Clinics • SLAM | | |
| | 1.a.4 <i>Partnerships with stakeholders to deliver sport and recreation are enhanced</i> | 1.a.4.1 Support stakeholders to deliver sport and recreation services | Recreation and Community | <p>Stakeholders collaborated with and supported to deliver Sport and Rec Services:</p> <ul style="list-style-type: none"> • Unit 2 Boxing and Northwest Muay Thai – Sparring and development Nights • Wirraka Maya Aboriginal Health Service – Slam and Transition to Adulthood, BoxFit • Pilbara headspace – Hedland Young Leaders – Youth Week Activities • HYSAG – Hedland Youth Stakeholders Action Group – Holiday Programs - Sk8 | | |
| | 1.a.5 <i>Agencies and the community are fully engaged to reduce anti-social behaviours and improve community safety</i> | 1.a.5.1 Develop, implement and review a Community Safety Plan. | Community Safety | Document has been produced in plain text format for review by community safety governance group. On track for amended deadline of presenting to Council in July 2019. | | |
| | | 1.a.5.2 Develop, implement and review strategies and programs to enhance the town's visual amenity and safety | Parks and Gardens | Item is scheduled to go to council for adoption of Parks & paths strategy for July OCM | | |
| | | 1.a.5.3 Actively engage in initiatives that support road safety | Engineering Services | 100% of black spot funded road projects have been completed on time and on budget. | | |
| | 1.a.6 <i>Town-wide health, safety, recreation and sporting activities and services are promoted</i> | 1.a.6.1 Promote awareness of town-wide health, recreation, sporting and safety services and initiatives | Recreation and Community | Have a Try Night, originally scheduled for 29 March 2019 was cancelled due to the impact of Tropical Cyclone Veronica . | | |

| SCP Outcome | Our Strategic Response | Actions | Lead Business Unit | Comments | Status at last update | Current Status | | |
|---|--|---|---|--|---|---|--------|--------|
| An inclusive and involved community | 1.b.1 <i>Newcomers to Port Hedland are provided with inductions, information and opportunities to engage and get involved</i> | 1.b.1.1 | Support initiatives with stakeholders to welcome newcomers to town | Partnerships and Engagement | Welcome to Hedland held in May 2019. The Event is designed to introduce new residents in town to the vibrant selection of community organisations in Hedland, providing many avenues for involvement and inclusion. Successful event largely supported by community and organisations | Yellow | Green | |
| | | 1.b.1.2 | Provide free public Wi-Fi at identified Town locations | ICT | Free public WiFi has been activated at the following locations: <ul style="list-style-type: none"> Port Hedland Information Bay JD Hardie Youth Zone Port Hedland International Airport Port and South Hedland Libraries | Green | Green | |
| | 1.b.2 | <i>A residential workforce is promoted to industry as the preferred option</i> | 1.b.2.1 | Engage with key stakeholders to promote a residential first approach for workforce accommodation | Partnerships and Engagement | Consultation with key stakeholders underway. MOU with PPA drafted. | Yellow | Yellow |
| | 1.b.3 <i>Forums and activities to give a voice to youth, people with a disability, ageing, Aboriginal and Torres Strait Islander, and Culturally and Linguistically Diverse people are recognized and supported</i> | 1.b.3.1 | Provide meaningful opportunities for Aboriginal and Torres Strait Islander people to engage with the Town | Partnerships and Engagement / Human Resources | The Town has held a minimum of 4 Aboriginal and Torres Strait Islander forums this financial year. Events include Strong Leaders forums & NAIDOC week. Next forum scheduled for June/ July 2019. | Yellow | Yellow | |
| | | 1.b.3.2 | Provide meaningful opportunities to celebrate and recognise our Culturally and Linguistically Diverse communities | Partnerships and Engagement | Will be incorporated into the Cultural and Arts Strategy, which is currently under development. | Yellow | Yellow | |
| | 1.b.4 <i>Regular opportunities for the broad community to have input into the Town of Port Hedland plans and programs are provided for transparency, accountability and two-way interaction</i> | 1.b.4.1 | Develop, implement and review a community engagement Policy and associated Strategy | Partnerships and Engagement | Community Engagement policy and associated strategy are currently being investigated and researched. | Yellow | Yellow | |
| | | 1.b.4.2 | Inform the community on Town projects, operations, services and events | Marketing, Events and Communications | Achieved via an increased community satisfaction and awareness as identified in the annual Community Perception Survey. All of the Town's Media Releases are sent to approximately 700 subscribers, including community groups, journalists and residents. | Green | Green | |
| | | 1.b.4.3 | Implement, monitor and review the Disability Access and Inclusion Plan | Partnerships and Engagement | The DAIP is currently being monitored. All actions on track. | Yellow | Yellow | |
| | | 1.b.4.4 | Implement, monitor and review the Reconciliation Action Plan | Partnerships and Engagement | Awaiting ATSI Panel to proceed with several RAP activities. | Red | Red | |
| | 1.b.5 | <i>Opportunities to get involved and results of engagement are regularly promoted</i> | 1.b.5.1 | Develop, implement and review opportunities to share engagement feedback with key stakeholders | Partnerships and Engagement | Results from the Annual Community Perceptions Survey have been shared with the community and key stakeholders | Green | Green |
| | A unique, vibrant and diverse community lifestyle | 1.c.1 <i>The community, industry, arts and cultural organisations are engaged to identify, plan and coordinate events and activities</i> | 1.c.1.1 | Develop, implement and review a Cultural and Arts Strategy | Marketing, Events and Communications | Cultural Arts Strategy to be developed and implemented. Draft strategy will go to the June OCM for approval | Yellow | Yellow |
| 1.c.2 <i>Events and activities to celebrate the Town's cultural heritage, arts and Pilbara lifestyle are consistently programmed and delivered</i> | | 1.c.2.1 | Provide a year round events program aligned with the Cultural and Arts Strategy | Marketing, Events and Communications | Current Events Program is in place and reflects community feedback. An updated Events program will be implemented following the implementation of the Arts and Culture Strategy, which is currently under development. | Red | Yellow | |
| | | 1.c.2.2 | Develop, implement and review a strategy for the preservation of historical records held by the Town | Recreation and Community | Development of a Historical Records Strategy underway. | Yellow | Yellow | |

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|--|--|--|--|---|---|---|----------------|
| A unique, vibrant and diverse community lifestyle | 1.c.3 | <i>Partnerships with industry and government to support events and activities are enhanced</i> | 1.c.3.1 | Develop, implement and review a sponsorship, partnerships and engagement program for events and activities | Partnerships and Engagement | Sponsorship prospectus, guidelines and tracking tools created and implemented by the Engagement team | |
| | 1.c.4 | <i>The Town's program of events and activities is promoted locally, regionally and nationally</i> | 1.c.4.1 | Develop, implement and review an integrated promotional and communications strategy for community wide events | Marketing, Events and Communications | Communication plans are developed for all ToPH programs and events. Community events are also promoted through the Whats On Guide and website Events Calendar. | |
| Well utilised and valued community facilities and services | 1.d.1 | <i>The present and future facilities and requirements of the Town are planned for and developed in-line with relevant facility standards and community needs</i> | 1.d.1.1 | Develop, implement and review a facilities management plan and purpose statement for all community facilities including infrastructure standards, levels of service and management models | Facilities | Port Hedland Leisure Business plan underway, to be completed by 30 June 2019 | |
| | 1.d.2 | <i>Facilities and community infrastructure is revitalized across the Town</i> | 1.d.2.1 | Develop, implement and review an asset management renewal program to ensure long-term sustainability of the Town's assets | Engineering Services | Development of the Asset Management Plan yet to commence. Currently developing LTFP / renewal plans for key assets. Asset management strategy currently being completed by project team | |
| | 1.d.3 | <i>Facilities and community infrastructure are well maintained, managed and fit to purpose to provide a range of lifestyle opportunities</i> | 1.d.3.1 | Support the provision of cultural, sporting and recreational facilities which are fit for purpose | Facilities / Recreation and Community | Engaging heavily with clubs and organisations, and across ToPH to resolve identified issues. Planning commenced for improved strategic approached moving forward. | |
| | | | 1.d.3.2 | Develop, implement and review a range of programs to enhance, activate and encourage usage of the Town's infrastructure | Recreation and Community | South side sk8 activates the South Hedland Sk8 precinct weekly in term 2 and 3 Holiday programs include Marquee Park, Aquatic Centres and the Town Square Sk8 and Slam activation at Welcome to Hedland | |
| | 1.d.3 | <i>Facilities and community infrastructure are well maintained, managed and fit to purpose to provide a range of lifestyle opportunities</i> | 1.d.3.3 | Ensure that the Town's stores and fleet services provide adequate support to meet the Town's infrastructure requirement | Depot Operations | 12 of the new fleet have arrived, with another 3 to be delivered this week. 6 of the replaced vehicles have been auctioned and sold. the remaining vehicles will be auctioned the last weekend in June. | |
| | | | 1.d.3.4 | Ensure that the Town's commercial, community and residential properties are fit for purpose, compliant and maintained to the appropriate standards | Property Management | All inspections have been undertaken providing suitable review of assets for preventative maintenance plan and 5-10 year capital works plan | |
| 1.d.4 | <i>Community services and facilities are well promoted</i> | 1.d.4.1 | Develop, implement and review a marketing and promotional plan for community facilities and services | Recreation and Community | Development of a promotional plan yet to be undertaken. | | |

OUR ECONOMY

We build prosperity for all – enabling sustained economic growth.

| SCP Outcome | Our Strategic Response | | Actions | | Lead Business Unit | Comments | Status at last update | Current Status |
|--|---|---|--|--|---|---|-----------------------|----------------|
| Enhanced participation in the workforce | 2.a.1 | <i>Local training providers, business, industry, services, agencies, social sector and infrastructure providers are fully engaged and coordinated in the development of training and employment opportunities</i> | 2.a.1.1 | Advocate for skills and career pathways within our community | Human Resources | The Town has provided a number of traineeships and workplace experience placements. The Town's HR team have been meeting frequently with a number of key stakeholders to establish working relationships. The Town's HR team attended the local career expo to represent the Town of Port Hedland. HR will continue to liaise and meet with local providers and attend career expo nights to strengthen these working relationships | | |
| | 2.a.2 | <i>Partnerships with private enterprises and government to fund projects and create jobs are pursued</i> | 2.a.2.1 | Develop Master Plans and business cases for future project implementation, in line with the Town's strategic direction and needs | Facilities | Development of master plans for 3 key projects remain on track for endorsement by the end of August 2019 | | |
| | 2.a.3 | <i>Innovation is encouraged to enhance the diversity of employment opportunities</i> | 2.a.3.1 | Explore options for a "smart town" strategy with key stakeholders | ICT | Smart City Strategy was presented to Elected Members at Confidential Briefing Sessions on 11/7/2018, 05/09/2018 and 05/12/2018. Council decision made in September 2018 to award the development of the Smart City Strategy to Ernst and Young. Consultation ongoing. | | |
| | 2.a.4 | <i>Broader education and training offerings are encouraged</i> | 2.a.4.1 | Increase educational offerings by lobbying for secondary, Tertiary and higher learning facilities and services through facilitation with key stakeholders. | Planning and Building | The Town's CEO and Mayor have held meetings with Education Minister and Regional Director for Education to advocate for funding allocation to South Hedland Senior High School, expansion of Pundulmurra campus and discuss Pilbara Universities Centre. Funding has been committed to South Hedland Senior High School for maintenance upgrades. | | |
| | | | 2.a.4.2 | Develop, implement and review a strategy for the delivery of Library Services | Recreation and Community | Arts and Culture Survey is currently open for comment until 27 May 2019. Library services strategy will be developed based on results of survey | | |
| An enabling, attractive business environment | 2.b.1 | <i>Forums are regularly provided to support businesses, including Aboriginal and disability enterprises, in engaging with the community and stakeholders</i> | 2.b.1.1 | Provide local procurement forums, support and training | Governance | Latest 'Supplier Information Session' held 19 March 2019 where 5 contractors were invited and 3 attended. Next session is planned for 19 June, with 7 contractors invited. | | |
| | 2.b.2 | <i>The Town's economic development is supported through engagement with key economic groups</i> | 2.b.2.1 | Develop, implement and review partnerships with key stakeholders to promote economic growth and diversification | Partnerships and Engagement | Yet to be actioned. Community partnerships to take precedence. | | |
| | 2.b.3 | <i>Red tape for business is minimised through review and reform of relevant policies and by-laws</i> | 2.b.3.1 | Regularly review policies and local laws to minimise red tape within statutory frameworks | Governance | A detailed policy review schedule has been developed for the 2019 calendar year and is currently being implemented. | | |
| | 2.b.4 | <i>Business approval processes are transparent and pathways streamlined</i> | 2.b.4.1 | Develop, implement and review an ICT and IS strategy | ICT | Planning to commence in September 2019 after the appointment of contractor for IT Managed Services. | | |
| | | | 2.b.4.2 | Develop, implement and review new technology and system improvements | ICT | Server infrastructure refresh has commenced with completion expected in July 2019. | | |
| 2.b.5 | <i>Business opportunities and major projects are promoted online and at relevant national and international forums and events</i> | 2.b.5.1 | Work with stakeholders to enhance the reputation of the town | Marketing, Events and Communications | Official sponsorship of the PHCCI and the Developing Northern Australia Conference was approved by Council for the 2019 calendar year. The Town is partnering with PHCCI to deliver four business breakfast events and sponsor the Business Awards and Economic Conference. | | | |

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|--|------------------------|---|---------|---|-----------------------------|---|----------------|
| A thriving, resilient, sustainable and diverse economy | 2.c.1 | <i>Business and government agencies and other relevant stakeholders are engaged to: # Identify strategic employment and economic development priorities; # Assess and address market failures affecting the cost of living; # Assess and address cost of doing business challenges.</i> | 2.c.1.1 | Work with key stakeholders to develop, implement and review strategies to stimulate and diversify the local economy and address business challenges | Planning and Building | Discussions held with Web Business Hub to discuss business support and PHCCI meetings attended monthly by Manager Marketing, Communications and Events to discuss partnership and sponsorship programs. Tender is currently being evaluated to prepare an Economic Development and Diversification Strategy as part of the local planning strategy review project over the next 18 months | |
| | 2.c.2 | <i>Opportunities for social enterprise, innovators, and small and medium sized businesses are identified, and strategies to attract and support are them implemented</i> | 2.c.2.1 | Provide information to the business community to support decision making | Planning and Building | An information sheet has been developed by the Town's Planning team to explain the Home Business approval process, reducing red tape. | |
| | 2.c.3 | <i>Local procurement is prioritised and promoted across industry and agencies</i> | 2.c.3.1 | Promote Town of Port Hedland procurement opportunities | Governance | In the coming months, the Town will be meeting with the Business Development Advisor at C-Res to discuss their engagement program to boost opportunities with local suppliers. | |
| The development and expansion of key industries | 2.d.1 | <i>Investment in key infrastructure development such as the port and logistics is pursued.</i> | 2.d.1.1 | Lobby State and Federal Government to invest in port infrastructure | Planning and Building | The Town's CEO and Mayor have held regular meetings with Port Hedland Industries Council, the CEO of Pilbara Ports Authority and Minister for Ports to advocate for investment in port infrastructure. State Government 2019-20 budget has allocated \$12.2m to berth 3 deck replacement and ports improvement program. | |
| | 2.d.2 | <i>The development of industry specific value chains are encouraged and supported.</i> | 2.d.2.1 | Advocate and encourage key stakeholders to have locally based supply chains and service providers. | Partnerships and Engagement | Strategy to be created to increase the number of locally based supply chains and service providers based in Port Hedland. | |

OUR BUILT AND NATURAL ENVIRONMENT

We treasure and protect our natural environment and provide sustainable and resilient infrastructure and built form.

| SCP Outcome | Our Strategic Response | | Actions | | Lead Business Unit | Comments | Status at last update | Current Status |
|--|------------------------|--|---------|--|-----------------------|--|-----------------------|----------------|
| A healthy natural environment | 3.a.1 | <i>Traditional owners, key stakeholders, and the community are informed and actively involved in the protection and enhancement of the natural environment</i> | 3.a.1.1 | Develop, implement, monitor and promote strategies to protect and enhance Port Hedland's natural environment | Environmental Health | Development of a strategy to undertake a response to environmental harm and identify opportunities to protect/enhance the natural environment is currently underway. South Hedland Landfill Master Plan adopted, in which community consultation was undertaken and considered prior to adoption. Communications plan currently in development in conjunction with key interested parties. Delay due to TC Veronica and recovery work. | | |
| | 3.a.2 | <i>Biodiversity is understood by the community and protected</i> | 3.a.2.1 | Provide community education on the importance of biodiversity | Environmental Health | Development of an educational and communication program to provide information to the community regarding the importance of biodiversity is underway. Communications plan currently in development in conjunction with key interested parties. Delay due to TC Veronica and recovery work." | | |
| | 3.a.3 | <i>Natural resource assets are well-managed and enhanced</i> | 3.a.3.1 | Undertake fire mitigation activities and provide an active response to reduce the impacts of bushfires | Community Safety | The Town undertakes monthly assessments of fuel loading throughout the district and includes a risk assessment of priority sites. | | |
| A safe and fit-for-purpose built environment | 3.b.1 | <i>The present and future needs for serviced land and infrastructure provision are identified, planned and developed</i> | 3.b.1.1 | Develop, implement and review a Parks and Path strategy | Planning and Building | Final Parks and Paths Strategy is being finalised and will be presented to 26 June 2019 OCM | | |
| | | | 3.b.1.2 | Identify and manage coastal hazards and flood risks | Planning and Building | Port Hedland Townsite CHRMAP finalised and approved by Council on 30 April 2019. Action plan is being prioritised including applications for grant funding. Grant application made with the State Government to prepare Port Hedland Coastal Reserves Management Plan. | | |
| | | | 3.b.1.3 | Advocate to and support State Government initiatives to resolve land use conflicts | Planning and Building | Following the State Government's decision on the West End in response to the Dust Taskforce Management Report, the Town has initiated the procurement process to begin review of the Port City Growth Plan and Local Planning Scheme No. 5. Following review, the Town will seek to update the planning Scheme and Strategy to be consistent with State Government initiatives in relation to the West End and general land use conflicts within the Towns LGA. A Project Planner position has been established to ensure consistency and collaboration with the State Government on planning and land use matters such as the West End. | | |
| | | | 3.b.1.4 | Assess and rationalise the Town's infrastructure and assets | Engineering Services | Asset Management Plan to be developed. | | |
| | | | 3.b.1.5 | Lobby to improve public transport services and links between Port and South Hedland | Planning and Building | The focus has been on transport connectivity including footpaths in the Parks and Paths Strategy, including active transport links between Port and South Hedland. Feedback provided to PTA on bus timetable changes in 2018. | | |

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|--|---|--|---|---|--|---|--|--|
| A safe and fit-for-purpose built environment | 3.b.2 | <i>Emergencies such as cyclones are prepared for, educated about, responded to and recovered from in partnership with key agencies</i> | 3.b.2.1 | Implement, monitor and review the ToPH Local Emergency Management Arrangements to enable the community to both prepare for and recover from emergencies | Community Safety | Annual review of Local Emergency Management Arrangements undertaken and actions completed. | | |
| | | | 3.b.2.2 | Undertake community cyclone preparation and response | Engineering Services | Cyclone Recovery is still in progress as a result of TC Veronica insurance claims & disaster recovery funds are still in application process whilst a majority of the towns infrastructure is back to full capacity of operation | | |
| | | | 3.b.2.3 | Undertake regular reviews of Town facilities to ensure that they are safe for public and staff | Workplace Health and Safety | Audit of the Town's facilities was undertaken in August 2018 with the Town's insurers LGIS present. | | |
| | 3.b.3 | <i>Sustainable energy, waste and water management practices are provided and promoted</i> | 3.b.3.1 | Develop, implement and review a sustainability plan for the Town's infrastructure | Engineering Services | To be developed following the adoption of the Parks and Pathways Strategy. Will be a project for 2019/20. Development & implementation of annual renewal programs inline with the Town's LTFP based upon age condition & compliance | | |
| | | | 3.b.3.2 | Promote sustainable initiatives which encourage waste avoidance, reduction, recovery and reuse | Waste Operations | Waste Education Officer position description sent to Human Resources for review and advertising. Once position is filled programs and initiative to be developed and rolled out through school groups. | | |
| | 3.b.4 | <i>Innovation and resilience of the built form are encouraged, assessed and implemented</i> | 3.b.4.1 | Develop, implement and review a strategy which creates opportunities for the Town's built infrastructure to incorporate innovation and robust designs for alternative future usages | Project Design and Delivery | Strategy to be developed. Will be a project for 2019/20 as it links to our Asset Management Strategy. | | |
| | 3.b.5 | <i>The protection and valuing of amenities and urban space is enhanced through community engagement.</i> | 3.b.5.1 | Monitor and report on noise, dust and air quality impacts | Environmental Health | In progress. Reports to Elected Members at Confidential Briefing Sessions were to commence in April 2019, but have been delayed due to TC Veronica. Proposed to be presented in May to Council at confidential briefing. | | |
| | | | 3.b.5.2 | Appropriate community engagement is undertaken for strategic planning and land use decisions. | Planning and Building | On all occasions the Planning team have ensured statutory consultation obligations are met for statutory planning decisions. | | |
| | An accessible and sustainable urban environment | 3.c.1 | <i>Urban and spatial planning is implemented to enhance human interaction with nature and industry</i> | 3.c.1.1 | Liaise with industry, developers, business and community to provide advice on planning, building and land matters | Planning and Building | On all occasions the planning team have processed all planning, building and lands matters 100% within statutory timeframes. | |
| | | 3.c.2 | <i>The community is surrounded by and has access to attractive natural habitats, built form, parks and amenities.</i> | 3.c.2.1 | Continue to maintain roads, footpaths, cycleway, beach access, carparks, verges, shade structures, drains, and signage | Engineering Services | The Town's Engineering team respond to customer service requests in accordance with the Town's Customer Service Charter and scheduled maintenance is undertaken in line with approved budget program. Additionally implement renewal programs as per the Town's LTFP based upon age, condition & compliance. | |
| 3.c.2.2 | | | | Develop, implement and review an education program relating to the safe and appropriate use of off-road vehicles | Community Safety | Off-road vehicle education program developed and information is available to the public, including at local petrol stations. | | |
| 3.c.3 | | <i>Enhanced engagement with the community on urban renewal and greening initiatives is enhanced</i> | 3.c.3.1 | Develop, implement and review public open space in line with the Parks and Paths Strategy | Parks and Gardens | Cannot be developed until after the adoption of the Parks and Pathways Strategy. | | |

OUR LEADERSHIP

We are united in our actions to connect, listen, support and advocate thereby leveraging the potential of our people, places and resources.

| SCP Outcome | Our Strategic Response | Actions | Lead Business Unit | Comments | Status at last update | Current Status | | |
|---|------------------------|--|--------------------|--|--------------------------------------|---|--------|--------|
| A global, national, state and local presence and voice | 4.a.1 | <i>Town of Port Hedland is represented and advocated for in International, Federal, State and regional forums and policy development</i> | 4.a.1.1 | Research and develop a coordinated response to town issues in line with Strategic Community Plan | Governance | <p>The Town has provided many coordinated responses in relation to a number of State, Federal and local issues, including submissions for:</p> <p>Q1</p> <ul style="list-style-type: none"> • Planning reforms • Mining sector support for regional economies • Regional telecommunications • Local Government Act reforms <p>Q2</p> <ul style="list-style-type: none"> • Homelessness strategy • Reponse on Updating the 2009 National Waste Strategy • Waste Authority Draft Waste Strategy • Parliamentary inquiry into short-stay accommodation • Container Deposit Scheme • Regional airfares <p>Q3</p> <ul style="list-style-type: none"> • Controlling the spread of cane toads • Review of salary bands and Elected Member allowance • Review of Aboriginal Heritage Act - Phase 2 • Regional Inequality in Australia • Planning guidelines for bushfire prone areas • Shared Path and Cycling Guidelines | Yellow | Yellow |
| | 4.a.2 | <i>Town of Port Hedland is marketed and promoted locally, state-wide, nationally and internationally to tourists and investors</i> | 4.a.2.1 | Develop implement and review an integrated marketing and branding strategy with key stakeholders, to ensure consistent marketing of Port Hedland | Marketing, Events and Communications | This has not been budgeted for in the 2018/19 budget. Work will be scoped in 2019/20 | Red | Red |
| | 4.a.3 | <i>A positive narrative and unique brand is developed and promoted</i> | 4.a.3.1 | Work with stakeholder to enhance the reputation of the town in line with our Vision Statement | Marketing, Events and Communications | Stakeholders and media outlets engaged via Media release subscriptions. | Yellow | Yellow |
| Transparent and accountable governance and financial sustainability | 4.b.1 | <i>Sound long-term financial planning is implemented</i> | 4.b.1.1 | Develop, implement and review the Town's Long-Term Financial Plan | Finance | Development of the Long Term Financial Plan currently underway and planned to be presented to June OCM. | Yellow | Yellow |
| | | | 4.b.1.2 | Develop, implement and review strategic partnerships to support funding of key town projects and infrastructure | Partnerships and Engagement | Partnerships with multiple key stakeholders currently being arranged in view of securing funding opportunities | Yellow | Yellow |
| | 4.b.2 | <i>Transparent and regular financial reporting and communication to the community is undertaken</i> | 4.b.2.1 | Ensure the Town's finances are managed efficiently and effectively in line with legislated requirements. | Finance | The Town continues to improve processes and meet required deadline. The Town has developed an end of financial year checklist and timetable and implemented appropriate processes to ensure compliance deadlines are met and works with auditors are efficient. | Yellow | Yellow |

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|---|---|---|---|--|---|---|--|--|
| Transparent and accountable governance and financial sustainability | 4.b.3 <i>Transparent and regular governance reporting and communication to the community is undertaken</i> | 4.b.3.1 | Ensure governance information provided to the community is in line with legislated requirements | Governance | The following governance information has been presented to the community in line with legislative requirements of the Local Government Act 1995: Q1 Waste Local Law Q2 • Corporate Business Plan • Chief Executive Officer Performance Review Q3 • 2018/19 Mid-Year Budget Review • Annual Report • 2018/19 Budget Review for the period ended 31 March 2019 • Conduct of the 2019 Local Government Ordinary Elections • Compliance Audit Return • Annual Review of the Town of Port Hedland Delegation Register • Salaries and Allowances Tribunal Determination of Elected Members Fees and Allowances for 2019/20 | | | |
| | | 4.b.3.2 | Develop, implement and review a risk management framework | Governance | A draft risk management framework has been developed and quotes from risk training providers have been sought. Due to other impending operational priorities the Executive Leadership Team has determined to schedule the roll out of the risk framework and training to all staff in Q1 FY19/20 | | | |
| | 4.b.4 | <i>Constructive forums are provided for discussion and the representation of the diversity of views and needs that impact on the Town's developments, programs and policies</i> | 4.b.4.1 | Develop, implement and review programs in line with the Community Engagement Policy and Strategy | Partnerships and Engagement | Development of the Community Engagement Policy is still underway. Programs will be determined following adoption of the policy. | | |
| Effective delivery of services and infrastructure to meet community needs | 4.c.1 <i>High quality and responsive customer service is provided.</i> | 4.c.1.1 | Develop, implement and review a Customer Service Strategy | Marketing, Events and Communications | Engagement plan currently being scoped. Due to be rolled out in Q1 of 19/20. | | | |
| | | 4.c.1.2 | Ensure creation, use, storage, protection and disposition of Town records | Records | Record Keeping Plan submitted to the State Records Office on the 18th of March, review of the Plan by the State Records Commission will not occur until August 2019 | | | |
| | 4.c.2 | <i>Community members, business and tourists are engaged to provide feedback about local facilities and services</i> | 4.c.2.1 | Support industry to generate valuable data and feedback from tourists. | Planning and Building | Visitor Centre obtained data from the RV Campground in 2018. The Town is seeking to engage caretaker for the 2019 season to collect qualitative and quantitative data. Visitor Centre contract currently being finalised with Marketing Team to secure a new visitor services operator. | | |
| | 4.c.3 | <i>Innovative marketing to attract amenity usage is implemented.</i> | 4.c.3.1 | Implement the marketing and promotional plan for the Town's community facilities and services | Marketing, Events and Communications | Promotional plans for the JD Hardie Youth Zone, Town of Port Hedland Library and Matt Dann Theatre and Cinema are produced for each event they hold. | | |
| 4.c.4 | <i>Efficiency strategies across the Town's infrastructure and amenity assets are implemented.</i> | 4.c.4.1 | Develop, implement and review efficiency strategies across all facilities and infrastructure. | Facilities | Data gathering currently underway since the Town has been operating the Port Hedland Leisure facilities | | | |