



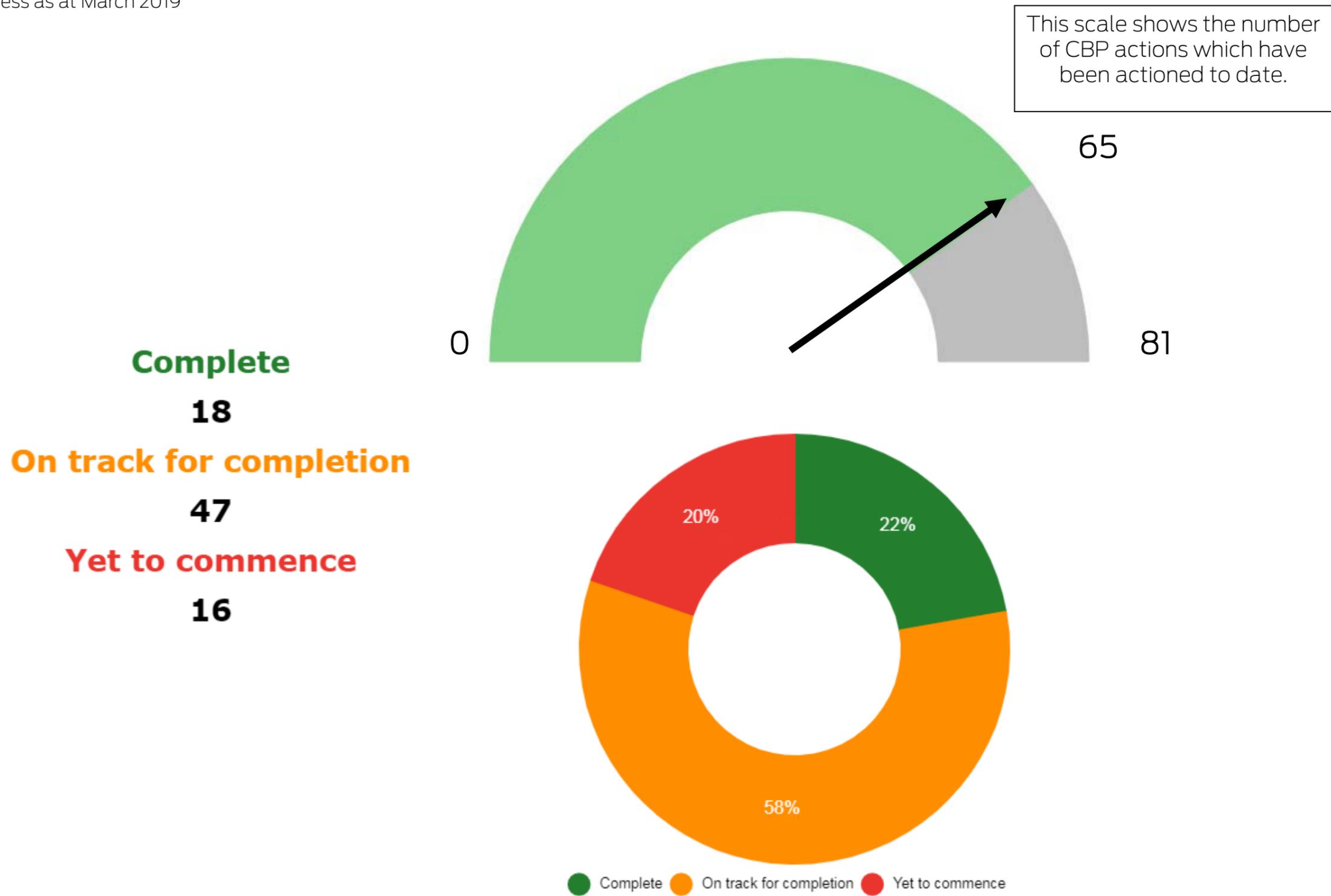
# 2018 – 2022 Corporate Business Plan

## Progress Update

Period:  
As at March 2019

## Progress overview

Progress as at March 2019



## OUR COMMUNITY

Key	
Yet to commence	
On track for completion	
Complete	

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

SCP Outcome	Our Strategic Response		Actions		Lead Business Unit	Comments	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 being held in March 2019 for the community to attend.	
	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	Environmental Health to meet with WACHS to discuss health services and initiatives for achievement in the coming year and undertake community education regarding the initiatives.	
	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	Many programs have been held to date, including: <ul style="list-style-type: none"> <li>• South Side Sk8</li> <li>• Lounge Activation – Young Leaders</li> <li>• Halloween Disco</li> </ul> The following are yet to take place this year: <ul style="list-style-type: none"> <li>• Holiday Program/ Events</li> <li>• Fighting Fit – Boxing Program</li> <li>• Youth Week</li> <li>• School Holiday Pool Party</li> <li>• Basketball Development Clinics</li> <li>• SLAM</li> </ul>	
	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	The following key events support the delivery of sport and recreation services: <ul style="list-style-type: none"> <li>• Family fun day at the SHAC</li> <li>• Ballet</li> <li>• Mentoring for sports groups</li> <li>• Have a try night</li> <li>• Development workshops (x3)</li> </ul>	
	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	Draft Community Safety Plan near completion.	
			1.a.5.2	Develop, implement and review strategies and programs to enhance the town's visual amenity and safety	Parks and Gardens	Draft POS Strategy was presented to Council on 6 March 2019. The document will be finalised and the released for public consultation. Will be completed in 2018 – 2019.	
			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 is due to be held on 29 March 2019, which provides the opportunity for young people to try out various sports available in the community.	
	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 to be 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.
1.b.1.2				Provide free public Wi-Fi at identified Town locations	ICT	Free public Wi-Fi has been activated at the following locations: <ul style="list-style-type: none"> <li>• FMG rest stop</li> <li>• Port Hedland Information Bay</li> <li>• 6 Mile</li> <li>• JD Hardie Youth Zone</li> <li>• Port Hedland International Airport</li> </ul>	

SCP Outcome	Our Strategic Response		Actions	Lead Business Unit	Comments	Status	
An inclusive and involved community	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
	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, with the next meetings due in March and June 2019. Events include Strong Leaders forums & NAIDOC week.	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
	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
			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
			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
			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
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	
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 currently being developed and implemented. Procurement process being finalised.	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	Events program being developed and will be actioned following the implementation of the Cultural and Arts Strategy.	Red
			1.c.2.2	Develop, implement and review a strategy for the preservation of historical records held by the Town	Facilities	Development of a Historical Records Strategy underway.	Yellow
	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.	Green
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 currently created for all Town events.	Yellow	
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	Addressed during contract review for sports facilities. To be actioned for other facilities.	Yellow
	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.	Red
	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	Inspections of the Town's facilities have been undertaken as part of the seasonal handover. Winter season inspections to be undertaken on 1 April 2019.	Yellow
1.d.3.2			Develop, implement and review a range of programs to enhance, activate and encourage usage of the Town's infrastructure	Facilities / Waste Operations	Activity Programming Calendar currently in development. Road sweeping schedule for Suburbs of Port Hedland, Cooke Point, Pretty Pool, Wedgefield, Kingsford Smith Business Park and South Hedland developed at the end of August 2018. Implementation has concluded.	Yellow	

SCP Outcome	Our Strategic Response		Actions		Lead Business Unit	Comments	Status
Well utilised and valued community facilities and services	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	Minimum stock levels are maintained and a register is kept to record stock / issue of items, with specialist items ordered as required. New fleet vehicles have been ordered and will start being delivered in April 2019. All fleet will be received by June 2019.	Yellow
			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	Comprehensive inspection of all residential, commercial and leased facilities to be undertaken by April 2019. All identified high risks are addressed immediately.	Yellow
	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	Facilities	Development of a promotional plan yet to be undertaken.	Red

## OUR ECONOMY

We build prosperity for all – enabling sustained economic growth.

SCP Outcome	Our Strategic Response		Actions		Lead Business Unit	Comments	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.	Green
	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 underway.	Yellow
	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.	Yellow
	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	Currently in progress. Meeting to be arranged with the Department of Education.	Yellow
			2.a.4.2	Develop, implement and review a strategy for the delivery of Library Services	Facilities	Library Services Strategy currently being developed in content of the Arts and Culture Strategy.	Yellow
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	Information session was held 05/09/2018 with local suppliers. The session was an overview of how to respond to tenders and quotes. It focussed on the compliance and qualitative criteria, and explained how the Town assesses Value for Money." On 28 November 2018, an information session was held in relation to the RFT for the ATSI Panel, and a training session for how to respond the to tender was scheduled for 7 December 2018. Programme for 2019 yet to be developed.	Yellow
	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.	Red

	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.	
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SCP Outcome	Our Strategic Response		Actions		Lead Business Unit	Comments	Status
An enabling, attractive business environment	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 March 2019.	
			2.b.4.2	Develop, implement and review new technology and system improvements	ICT	Server infrastructure refresh underway, with Tender being released in March 2019. Award of RFQ for a streamlined agenda and minutes system completed.	
	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 will partner with PHCCI to deliver four business breakfast events and sponsor the Business Awards and Economic Conference.	
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	The Town is to discuss opportunities for business diversity with local stakeholders. The Town's Planning team have attended a minimum of 75% of all Pilbara Tourism Alliance meetings.	
	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	The Town's procurement team regularly email and contact new contractors to town to encourage them to register for Vendorpanel. Other contractors that are not already registered on Vendorpanel are also contacted regularly to register. Liaison with the PHCCI is also undertaken to ensure that new businesses are engaged with the Town's procurement team.	
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 Planning team is to meet key stakeholders to advocate for development and expansion of the port.	
	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	
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.	Yellow
	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.	Yellow
	3.a.3	Natural resource assets are well-managed and enhanced	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.	Green
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	Parks and Pathways strategy under development. To be presented to Council in April 2019.	Yellow
			3.b.1.2	Identify and manage coastal hazards and flood risks	Planning and Building	Coastal Hazard Adaptation Plan in progress. (CHRMAP)	Yellow
			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.	Green
			3.b.1.4	Assess and rationalise the Town's infrastructure and assets	Engineering Services	Asset Management Plan to be developed.	Red
			3.b.1.5	Lobby to improve public transport services and links between Port and South Hedland	Planning and Building	Development of an ELT and Key Stakeholder agreed strategy to improve South – Port transport services and key links to be identified. Parks and Paths Strategy identifies key missing pedestrian path links within Port and South Hedland, including the Port to South link. Once adopted, further investigation and development proposals can be initiated based off the recommendations within the strategy.	Red
	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.	Green
			3.b.2.2	Undertake community cyclone preparation and response	Engineering Services	Pre-Cyclone clean-up completed in October 2018. Response cannot be measured as there have not been any cyclones as yet.	Green
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.	Green	

SCP Outcome	Our Strategic Response		Actions	Lead Business Unit	Comments	Status	
A safe and fit-for-purpose built environment	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 – 2020.	Red
			3.b.3.2	Promote sustainable initiatives which encourage waste avoidance, reduction, recovery and reuse	Waste Operations	Waste education programme for schools to be developed. Waste and Recycling information flyers are in development for distribution to the community.	Yellow
	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 – 2020 as it links to our Asset Management Strategy.	Red
	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 to commence in April 2019.	Yellow
			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.	Green
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.	Green
	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.	Yellow
			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.	Green
	3.c.3	Enhanced engagement with the community on urban renewal and greening initiatives is enhanced	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.	Red

## 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							
A global, national, state and local presence and voice	4.a.1	Town of Port Hedland is represented and advocated for in International, Federal, State and regional forums and policy development	4.a.1.1	Research and develop a coordinated response to town issues in line with Strategic Community Plan	Governance	The Town has provided many coordinated responses in relation to a number of State, Federal and local issues, including submissions for: <ul style="list-style-type: none"> <li>Local Government Act reforms</li> <li>Regional Inequality in Australia</li> <li>Waste Authority Draft Waste Strategy</li> <li>Planning reforms</li> <li>Regional airfares</li> <li>Mining sector support for regional economies</li> <li>Regional telecommunications</li> </ul>	Yellow						
							4.a.2	Town of Port Hedland is marketed and promoted locally, state-wide, nationally and internationally to tourists and investors	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	Proposed to be removed from CBP until the development of the Marina.	Red
							4.a.3	A positive narrative and unique brand is developed and promoted	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

SCP Outcome	Our Strategic Response		Actions		Lead Business Unit	Comments	Status
Transparent and accountable governance and financial sustainability	4.b.1	Sound long-term financial planning is implemented	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.	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
	4.b.2	Transparent and regular financial reporting and communication to the community is undertaken	4.b.2.1	Ensure the Town's finances are managed efficiently and effectively in line with legislated requirements.	Finance	The Town has developed a month-end timetable and implemented appropriate processes ensuring monthly reports provided in a more timely manner. The Town has also developed and implemented a budget model allowing for easier roll-forward of current position.	Yellow
	4.b.3	Transparent and regular governance reporting and communication to the community is undertaken	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: <ul style="list-style-type: none"> <li>• Compliance Audit Return</li> <li>• Mid-Year Budget Review</li> <li>• Annual Report</li> <li>• Waste Local Law</li> </ul>	Yellow
			4.b.3.2	Develop, implement and review a risk management framework	Governance	The development of a Risk Management Plan is currently underway.	Yellow
4.b.4	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	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.	Red	
Effective delivery of services and infrastructure to meet community needs	4.c.1	High quality and responsive customer service is provided.	4.c.1.1	Develop, implement and review a Customer Service Strategy	Marketing, Events and Communications	Strategy currently under development for adoption prior to 30 June 2019.	Yellow
			4.c.1.2	Ensure creation, use, storage, protection and disposition of Town records	Records	Recordkeeping plan has been developed and is currently under review by the State Records Office.	Yellow
	4.c.2	Community members, business and tourists are engaged to provide feedback about local facilities and services	4.c.2.1	Support industry to generate valuable data and feedback from tourists.	Planning and Building	Local Business and Tourism providers to be engaged to establish feedback to inform provision of Short Term RV Campground and development of other tourism initiatives. Proposed to be undertaken in April or May 2019.	Red
	4.c.3	Innovative marketing to attract amenity usage is implemented.	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.	Green
4.c.4	Efficiency strategies across the Town's infrastructure and amenity assets are implemented.	4.c.4.1	Develop, implement and review efficiency strategies across all facilities and infrastructure.	Facilities	Baseline data to be gathered this year with efficiency strategy to be developed in in 2019 – 2020.	Red	