

# Pilbara Meta Maya Group of Companies

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## *Municipal Services* Capability Statement

# Strength in Unity





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# ABOUT PMMRAC

Pilbara Meta Maya Regional Aboriginal Corporation (PMMRAC) is a 100% Aboriginal-owned, not-for-profit organisation with over 31 years' experience delivering essential and community services to remote Aboriginal communities across Western Australia. Our focus is to provide culturally informed, reliable and sustainable services that improve the liveability, safety and wellbeing.



# OUR MUNICIPAL SERVICES CAPABILITY

PMMRAC delivers core municipal services to ensure communities remain clean, functional and safe. Our Municipal Services team provides:

- Rubbish collection and waste management
- Roads (sealed and unsealed) maintenance
- Airstrip maintenance and grading
- Firebreak construction and maintenance
- Parks, playgrounds and community oval maintenance
- Stormwater drainage management
- Landfill and waste transfer station operations
- Minor civil works (fencing, signage and community infrastructure improvements)

These services are delivered through a combination of regionally based staff and subcontractors, supported by consistent communication, supervision and quality controls.



# INTEGRATED SERVICE MODEL ENHANCING MUNICIPAL SERVICES

PMMRAC's Municipal Services capability is strengthened by our broader operational programs. Our integrated model provides a holistic service ecosystem that reduces duplication, improves coordination and enhances community outcomes.



- Housing Management – Aligns municipal works with tenancy needs and property standards
  - Environmental Health – Supports hygiene, waste reduction, dog control, dust reduction and community education
  - Power Operations (Horizon Power) – Ensures alignment of municipal works with power infrastructure requirements
  - Water & Wastewater Services (Water Corporation) – Enables coordinated infrastructure servicing and environmental compliance
  - Remote Monitoring & Asset Data – Provides early issue identification and supports preventative maintenance
  - Facilities Management – Provides expertise in buildings, infrastructure and grounds maintenance



This integrated approach ensures that municipal works are delivered efficiently, safely and in a manner that supports long-term community wellbeing.

# CENTRAL SERVICES SUPPORTING ALL PMMRAC DIVISIONS



PMMRAC operates under a shared corporate services model, ensuring every service division is supported by strong governance and operational capability. Our Central Services include Human Resources, Finance, Administration, Compliance (WHS, Quality and Environmental) and Executive Leadership.

This centralised model:

- Ensures consistent WHS, quality and environmental standards
- Reduces administrative and financial overheads for individual programs
- Improves workforce capability, retention and local employment pathways
- Enhances value for money for government partners
- Allows multidisciplinary support across all service delivery areas

# OUR APPROACH TO SERVICE DELIVERY

PMMRAC delivers services using a community-centred, safety-first model that embeds cultural understanding and local participation. Our approach includes:

- Aboriginal employment and training embedded within delivery
- Culturally informed engagement with community stakeholders
- ISO-aligned WHS, environmental and quality systems
- Planned and preventative maintenance scheduling
- Continuous improvement and KPI monitoring
- Collaborative communication to support accountability and transparency



# OUR VALUES IN ACTION

PMMRAC's values guide how we work with communities and partners:

**M** - Mob First: Communities and culture guide every decision we make.

**E** - Empowerment: We create pathways for capability, confidence and opportunity.

**T** - Trust/Truth Telling: We communicate openly, honestly and with integrity.

**A** - Authenticity: We engage genuinely, with respect and integrity at the core.

**M** - Meaningful Impact: We focus on work that makes a real difference on the ground.

**A** - Accountability: We own our decisions, behaviour and outcomes.

**Y** - Yarning & Effective Listening: We connect through respectful conversation - listening first, speaking second.

**A** - Adaptability & Agility: We respond quickly and effectively to the needs of our communities.



## Why Choose PMMRAC

- Over 31 years continuous service to remote Aboriginal communities
- Strong existing community relationships and cultural capability
- Local employment, Aboriginal participation and regional presence
- Proven performance in extreme and remote conditions
- Low-risk, ISO-certified provider with strong governance

# PAST PERFORMANCE AND EXPERIENCE

- Delivered municipal and essential services across 25+ remote communities
- Successfully supported remote communities through extreme weather and access challenges
- Positive safety record with proactive hazard management



## Examples:

- At Warralong community, MUNS team revitalised public areas that had fallen into neglect due to staffing shortages and infrequent contracted services, earning strong community appreciation.
- In Mingullatharndo and Warralong communities, we cleared and reinstated overgrown firebreaks.
- At Burringurrah community, we enhanced safety by replacing solar lights batteries on the airstrip and completing landfill and firebreak maintenance.
- At Warralong and Yandeyarra communities, we reconstructed the tip, adding new trenches, which received strong community approval.



# CERTIFICATION & COMPLIANCE

PMMRAC maintains a certified Integrated Management System:

- ISO 9001:2015 – Quality
- ISO 14001:2015 – Environmental
- ISO 45001:2018 – Occupational Health & Safety



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- 31+ years delivering services to remote Aboriginal communities across WA
- Integrated delivery model: Municipal Services; Essential Services; Housing Management; Environmental Health & Facility Management
- 100% Aboriginal-owned and community led
- Not-for-profit organisation with proven performance across Pilbara, Gascoyne, Murchison & Mid-West regions
- Strong governance supported by Central Services (HR, Finance, Admin, Compliance & Executive)

