

**Minutes of Audit, Risk and Improvement Committee Meeting held on 20 November  
2019**

*An In-camera session was held prior to the meeting at 5.00pm for the Committee Members to meet with the Internal Auditor followed by the Internal Ombudsman.*

**Meeting commenced at 5.45 pm**

**PRESENT**

| <b>Audit Risk &amp; Improvement Committee Members</b>              |                      |
|--|----------------------|
| Independent Member - Chair   | John Gordon          |
| Independent Member   | Emily Hodgson        |
| Independent Member   | Heather Smith        |
| Councillor   | Clr Louise Steer     |
| Councillor   | Clr Lucille McKenna  |
| <b>Other attendees</b>   |                      |
| Chief Operating Officer, Director Development and Recreation       | Elizabeth Richardson |
| Director City Living   | Erla Ronan           |
| Director Infrastructure  | Cathy Edwards-Davis  |
| Chief Financial Officer  | Daryl Jackson        |
| Group Manager Information and Communications Technology            | Harin Perera         |
| Senior Manager Business Excellence, Risk, WHS and Customer Service | Peter Livanes        |
| Policy and Risk Services Manager                                   | Charmian King        |
| Governance Coordinator - Minute Taker                              | Katherine Paixao     |
| Engagement Manager, EY   | Paulette Pang        |
| Internal Ombudsman   | Suellen Bullock      |
| Project Director   | Ian Hosking          |
| Senior Project Manager Ashfield Aquatic Centre Redevelopment       | Tony Chen            |
| ICT Infrastructure Manager   | Sasha Sutarov        |
| Business Improvement Facilitator                                   | Tanya Jackson        |

**ACKNOWLEDGMENT OF COUNTRY**

The chairperson acknowledged the traditional owners of the Land on which the meeting took place and paid his respects to elders past and present.

**APOLOGIES:** Nil

**DISCLOSURES OF INTERESTS:** Nil

**CONFIRMATION OF MINUTES:**
**(Heather Smith/Emily Hodgson)**

That the Minutes of the Audit, Risk and Improvement Committee Meeting held on Wednesday, 21 August 2019 be confirmed.

**(Heather Smith/Emily Hodgson)**

That the Minutes of the Extraordinary Audit, Risk and Improvement Committee Meeting held on Thursday, 24 October 2019 be confirmed.

**(Emily Hodgson/Clr McKenna OAM)**

Extraordinary Audit, Risk and Improvement Committee Meeting held on Wednesday, 6 November 2019 be confirmed.

Carried unanimously

**CHIEF EXECUTIVE OFFICER'S REPORTS**

| ITEM  | PERSON RESPONSIBLE                 | DEADLINE                    |
|---|------------------------------------|-----------------------------|
| <p><b>RIS1119 Item 1 Dawn Fraser Baths Project Report</b></p> <p>The risks associated with this project are managed in a risk register. The project was initially delayed due to the Development Application process taking longer than expected. The design of the project has been simplified which has saved 12 weeks on the duration of the project and has brought it back on schedule.</p> <p><b>RECOMMENDATION</b> (Heather Smith/ Emily Hodgson)</p> <p><b>THAT the Audit, Risk and Improvement Committee receive and note the update for the Dawn Fraser Baths Upgrade Project.</b></p> <p>Carried unanimously</p> |                                    |                             |
| <p><b>RIS1119 Item 2 Ashfield Aquatic Centre Project Report</b></p> <p>Councillors had a site visit on Monday 18 November. Weekly safety walks with the contractor have been established to ensure the site is safe.</p> <p><b>Actions:</b></p> <p>A summary of key risks to be reported back at the next Audit, Risk and Improvement Committee (ARIC) meeting.</p> <p><b>RECOMMENDATION</b> (Heather Smith/Clr McKenna OAM)</p> <p><b>THAT the Audit, Risk and Improvement Committee receive and note the update for the Ashfield Aquatic Centre.</b></p> <p>Carried unanimously</p>                                       | <p>Director<br/>Infrastructure</p> | <p>26 February<br/>2020</p> |

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| <p><b>RIS1119 Item 3 Technology One progress update</b></p> <p>Property and Rating (P&amp;R) on track to go live on 9 December 2019. Three key risks are being tracked and managed. Currently, three ratings systems are used to send out rates notices.</p> <p>Four workshops have been conducted to get managers on board with the new system and give information to their teams about changes. Training for staff will commence next week (25 November 2019).</p> <p>There will be an online portal which will enable 120 different applications to be paid online.</p> <p><b>Actions:</b></p> <p>A report with the lifetime budget on the TechOne project to be reported back at the next ARIC meeting.</p> <p><b>RECOMMENDATION</b> (Clr Steer/ Heather Smith)</p> <p><b>THAT:</b></p> <ol style="list-style-type: none"> <li><b>1. The Audit, Risk and Improvement Committee receive and note the report; and</b></li> <li><b>2. This item be a standing item for future ARIC meetings.</b></li> </ol> <p>Carried unanimously</p> | <p>COO</p> | <p>26 February<br/>2020</p> |
| <p><b>RIS1119 Item 4 Progress update on Planning Certificates audit actions</b></p> <p>An online service portal will be launched in December 2019. This will mean the process will be a single source for applying for the certificates.</p> <p>A post implementation review by EY will be considered by Council.</p> <p><b>RECOMMENDATION</b> (Emily Hodgson/ Clr McKenna OAM)</p> <p><b>THAT the Audit, Risk and improvement Committee receive and note the report.</b></p> <p>Carried unanimously</p>   |            |                             |
| <p><b>RIS1119 Item 5 ICT Security Assessment - November 2019</b></p> <p>The committee congratulated Council on being willing to self-assess the security using the strict "Essential 8" criteria that apply to State Government agencies.</p> <p><b>RECOMMENDATION</b> (Heather Smith/ Clr McKenna OAM)</p> <p><b>THAT the Audit, Risk and Improvement Committee receive and note the report.</b></p> <p>Carried unanimously</p>   |            |                             |

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| <p><b>RIS1119 Item 6 IWC Internal Audit Quarterly Report</b></p> <p><b>Actions:</b></p> <p>Management to meet with the Internal Auditor regarding dashboard for TechOne Payroll release 3 and TechOne Rates, Property and Compliance release 4.</p> <p>Management to come back to the ARIC with feedback on Childcare Centres payment processes.</p> <p>A report to come back to the ARIC on the direction Council is taking regarding validating top risks.</p> <p><b>RECOMMENDATION</b> (Clr Steer/ Emily Hodgson)</p> <p><b>THAT the Audit, Risk and Improvement Committee receive and note the Internal Audit Quarterly Report.</b></p> <p>Carried unanimously</p>   | <p>CFO</p> <p>Manager Policy and Risk</p>                     | <p>26 February 2020</p> <p>27 May 2020</p>      |
| <p><b>RIS1119 Item 7 Internal Ombudsman Shared Service Report</b></p> <p>The Internal Ombudsman Shared Service (IOSS) has engaged SINC Solutions to undertake an independent review of its services.</p> <p>Survey results from staff were low with regard to awareness of the IOSS function. Recruitment for the assistant internal ombudsman has occurred and the new member will attend the next ARIC meeting in February.</p> <p>The IOSS Management Committee have extended the Internal Ombudsman Shared Service's (IOSS) contract for a further three (3) years covering the 3 councils.</p> <p>The Committee congratulated the Internal Ombudsman on her appointment to the NSW Civil and Administration Tribunal (NCAT).</p> <p><b>RECOMMENDATION</b> (Clr McKenna OAM/ Heather Smith)</p> <p><b>THAT the Audit, Risk and Improvement Committee receive and note the Internal Ombudsman Shared Service Annual Report for 2018-2019 and the Internal Ombudsman Shared Service Quarterly Report (November 2019).</b></p> <p>Carried unanimously</p> |   |   |
| <p><b>RIS1119 Item 8 ERM Quarterly Update Nov 2019</b></p> <p><b>Actions:</b></p> <p>The Fraud Corruption Framework will be presented at the next ARIC meeting.</p> <p>Service reviews of Childcare to be made available at the next ARIC meeting.</p>   | <p>Manager Policy and Risk</p> <p>Manager Policy and Risk</p> | <p>26 February 2020</p> <p>26 February 2020</p> |

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| <p><b>RECOMMENDATION</b> (Clr McKenna/Clr Steer)</p> <p><b>THAT the Audit Risk and Improvement Committee note the activities and progress undertaken in the previous quarter in relation to Enterprise Risk Management.</b></p> <p>Carried unanimously</p>  |   |  |
| <p><b>RIS1119 Item 9 Motor Vehicle Incidents - Risk Strategies</b></p> <p>Workshops for Motor Vehicles and safety have taken place. Since the workshops, claims and accidents has seen a reduction of 33%.</p> <p>There will be an independent review of all incidents once everything is in place.</p> <p><b>RECOMMENDATION</b> (Clr McKenna OAM/Clr Steer)</p> <p><b>THAT the Audit, Risk and Improvement Committee:</b></p> <ol style="list-style-type: none"> <li><b>1. Note the actions taken to date in identifying and implementing initiatives to reduce the incident and impact of motor vehicle incidents; and</b></li> <li><b>2. Receive an actions-update report from the Senior Manager Operations at the next ARIC.</b></li> </ol> <p>Carried unanimously</p> | <p>Senior Manager Operations</p>                          | <p>26 February 2020</p>  |
| <p><b>2020 Meeting dates</b></p> <p>The 2020 ARIC meeting dates will be discussed offline. The Coordinator Internal Audit and Business Continuity to distribute a list of potential dates to the committee members. The Financial Statements meeting to also be scheduled.</p>  | <p>Coordinator Internal Audit and Business Continuity</p> | <p>13 December 2019</p>  |
| <p><b>General Business</b></p> <p>The committee members to have a site tour of Ashfield Aquatic Centre in February/March 2020.</p> <p>The Committee requested an updated Organisational Structure detailing all levels down to Senior Managers.</p> <p>A report on staff turnover to be included in the HR Update report in February 2020.</p> <p>The chairperson wished all members and attendees a peaceful, happy Christmas and a healthy, successful 2020.</p>  | <p>COO</p> <p>CEO</p> <p>Director Corporate</p>           | <p>31 March 2019</p> <p>26 February 2020</p> <p>26 February 2020</p> |

Meeting closed at 7.35pm

**CHAIRPERSON** - John Gordon

