

Minutes

Audit Risk And Improvement Committee Meeting

13 March 2023

AUDIT RISK AND IMPROVEMENT COMMITTEE MEETING HELD IN COMMITTEE ROOM, 81 COMMISSIONER STREET, COOMA NSW 2630

ON MONDAY 13 MARCH 2023

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MINUTES OF THE AUDIT RISK AND IMPROVEMENT COMMITTEE MEETING HELD IN COMMITTEE ROOM, 81 COMMISSIONER STREET, COOMA NSW 2630

ON MONDAY, 13 MARCH 2023

PRESENT:

Voting Attendees: Michael Quirk, Independent Member (Chair)

John Barbeler, Independent Member Andrew Cox, Independent Member Kylie McRae, Independent Member Shannon Buckley, Independent Member Councillor Lynda Summers, Council Member

Non-Voting Attendees: Peter Bascomb, Chief Executive Officer

Guests: Paul Fitzsimons, Internal Audit Manager - CRJO

Craig Richardson, IA & Management Consultant - National Audits Group

David Rawlings, Chief Strategy Officer Tracy Sligar, Chief Financial Officer Scott Goudie, Coordinator ICT

Paul Edwards, Manager Workforce Operations

Sherry Reynell, Director - Financial Audit - Audit Office of NSW Furgan Yousuf, Audit Leader - Financial Audit - Audit Office of NSW

Liana Biki, Secretary Council and Committees (Secretariat)

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1. OPENING OF THE MEETING

The Chair opened the meeting at 10:00am.

2. APOLOGIES

Nil

3. DECLARATIONS OF PECUNIARY INTERESTS/CONFLICT OF INTEREST

Nil

4. ADOPTION OF MINUTES OF PREVIOUS MEETING

4.1 AUDIT RISK AND IMPROVEMENT COMMITTEE MEETING 12 DECEMBER 2022

COMMITTEE RECOMMENDATION

ARIC1/23

THAT the minutes of the Audit Risk and Improvement Committee Meeting held on 12 December 2022 are confirmed as a true and accurate record of proceedings.

Moved Mr Cox Seconded Mr Quirk CARRIED

5. BUSINESS ARISING

6. PRESENTATIONS

7. SPECIAL AGENDA ITEMS

8.5 FINAL INTERNAL AUDIT REPORT - WATER BILLING

Craig Richardson:

- There is a solid set of procedures and staff understanding/awareness.
- There is a risk associated with having only one water meter contractor. Council will look into backup options for in case contractor becomes unavailable.
- There is an issue for calculation of access charge, it is inconsistent with the formula in the policy and Fee & Charges. The current method consistent with what's intended but not adopted policy. The policy and fees & charges need to be amended to align with intention.
- Council currently applies 60% discharge factor to sewer access charges, across all business types
 which is not consistent with best practice. Council should consider a different discharge factor for
 different business types.

- Two potential recommendations are mentioned, perhaps we go back to the contractor and ask for all options?
 - o Craig Richardson Page 11 of the report has the back-up options for contractor.
- Page 8 of report building formula for access charges mentions an additional 800k in revenue, have we underreported 800k?
 - Tracy Sligar Yes, we are currently working with the Water & Sewer team to rectify.
- Some of the dates are extended, why?
 - Tracy Sligar Implemented by June 2024 so have two cycles to have fees implemented and any required system changes completed.

COMMITTEE RECOMMENDATION

ARIC2/23

That the Committee receive and note the audit opinion, recommendations and management's response in respect of water billing practices.

Moved Mr Cox Seconded Ms McRae CARRIED

Item 8.5 was moved to this section of the meeting.

Craig Richardson left the meeting.

8.6 FINAL INTERNAL AUDIT REPORT - DEBT RECOVERY

Tracy Sligar:

- The relevant rates and annual charges policies and procedures have been reviewed, including councils performance and effectiveness.
- Observed debt management policy no provision to undertake sale of land for unpaid rates Legislative compliance is important to recover rates and annual charges effectively where all other attempts are unsuccessful.
- Noted centralised procedures for collection rates and charges. Sundry debtors raised by other departments of council have made recovery problematic. Debtors need to be monitored regularly.
- Remains above industry benchmark at 10%, ratio still needs to be improved.
- Controlled environment for annual rates and charges good processes well understood by staff.

Comments from Committee Members:

- Debt recovery, where is the Council at with recovery of outstanding amounts
 - Tracy Sligar Previously there has a pause on debt recovery due to natural disasters and Covid. Councils financial hardship policy is available to assist with debt management.
- The trends for recovery are improving and auditors have said it is looking good.
- Recommendation for review of hardship policy timeline recommendation?
 - o Tracy Sligar 31 October 2023, review these policies with rollout of SRV provided we get it.
- Page 10 issue reminder notices deficiencies to be discussed with Civica. Accounts receivable used to be a major issue much better now.
 - o Tracy Sligar Reminder notices were sent out. Going forward they will be on time.
- Adequacy of accounts receivable?
 - Tracy Sligar 23/24 budget is being reviewed, we will figure out how to better resource it before throwing resources at it. Working with casual staff at the moment.

COMMITTEE RECOMMENDATION

ARIC3/23

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That the Committee receive and note the audit opinion, recommendations and management's response in respect of debt recovery practices.

Moved Mr Cox Seconded Mr Quirk CARRIED

Item 8.6 was moved to this section of the meeting.

7.1 FRAUD CONTROL

David Rawlings:

- In past one instance procurement fraud.
- Several attempts of fraud unsuccessful.
- Several attempts of external fraud through payroll with two successful attempts. After which systems reviewed to ensure staff are contacted via phone to confirm details directly In the second instance procedure wasn't followed due to payroll person change.

Tracy Sligar:

- Procurement system with locks so purchase orders have to be raised and approved, staff cannot authorise their own purchase orders.
- Managers are responsible for their own budget and everything is checked on a monthly basis.
- EFT sure always checks details to bank account. We have a long standing employee able to pick up on these things due to experience which helps with prevention.
- Lots of internal education/training is underway, the finance team sees all transactions and are flagging anything alarming to be checked.
- No accounts payable fraud at this point in time.

- What are the losses from fraud attempts?
 - David Rawlings None successful, no losses.
- There are a number of policies and procedures around this when are we likely to see the fraud prevention framework formalised?
 - David Rawlings Hard to say with confidence what kind of timeframe we will have at the moment. Upgrades will be need to incorporated as we go along. The document is still good, we haven't seen major risk to push for update now and a lot of them don't require any major change.
- Risk of corruption Is corruption specifically addressed where it would document risk and controls discussed?
 - David Rawlings No.
- Anti-fraud topic when was the last one?
 - David Rawlings Not sure when the last one was, Tarang did it.
- How do you go about educating staff?
 - Peter Bascomb We have an online learning platform (ELMO) where online courses are run that shows the stats on who has completed relevant training.
 - David Rawlings We will make a report on the stats.
- Protected disclosures If someone wants to report fraud, how do they do it? Legislation coming in will make it mandatory.
 - David Rawlings Not sure if we have documents. I would suspect any reports are to be made to the Coordinator Governance.
- Can we see the inventory of policies and when last reviewed?

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O David – Yes, we can provide summary of policies and dates.

COMMITTEE RECOMMENDATION

ARIC4/23

That the Committee note the information on fraud risk and control plan and:

- A A report be provided on the extent of training of staff on fraud.
- B A listing of policies and the dates due for review be provided.

Moved Mr Quirk Seconded Mr Cox CARRIED

7.2 ETHICS AND ORGANISATION CULTURE

Peter Bascomb:

• We don't have a single culture yet. We put people through training and incorporate into induction. Still ongoing perception in older workforce that things aren't dealt with but number of people exited on basis of complaints.

Comments from Committee Members:

- Are we happy with the results from the staff survey?
 - o Peter Bascomb We are not happy with the results, additional work will be required.
- Saw the policy but didn't get a feel for what plan is, what is going to be done?
 - Peter Bascomb Currently in the process of evaluating tender responses.
- One strong thread is the resourcing issue. Is the SRV giving staff a sense that things are looking up?
 - Peter Bascomb The notice of motion on the demerger business case is unsettling to staff, any positivity out of SRV is tempered.

COMMITTEE RECOMMENDATION

ARIC5/23

That the Committee note the information on ethics and culture.

Moved Mr Cox Seconded Mr Buckley CARRIED

Furgan Yousuf joined the meeting via audio-visual link.

Sherry Reynell joined the meeting via audio-visual link.

8.2 FINAL MANAGEMENT LETTER ON THE AUDIT FOR 2021/22

Furgan Yousuf:

- There were two high risk finding reported in the letter, sixteen issues total.
- First high risk issue around non-recognition of firefighting recruitment. A number of councils received qualified audit opinions because they did not perform stocktake of red fleet assets.
- Second high risk issue around financial sustainability. I expected the cash flow to be better however it remains similar next 12 months?

- Of all the audits that have been completed, how many qualified?
 - Furgan Yousuf Have to get back to you with the numbers as some of the audits are still pending.
- In 23, if council doesn't recognise RFS fleet assets, will there be further qualification?

- Furgan Yousuf That seems to be the case. Recognition of assets, how many and the condition and value of assets could be material Other councils found value below materiality threshold. It did not affect audit outcome.
- RFS vehicle 20 year useful life?
 - o Peter Council are rolling out a few new ones due to bushfires.
 - David RFS will provide information but not received yet despite numerous requests.
- Councillors do not want them to be recognised as Council assets. This issue needs to be sorted out before the shift of council.

COMMITTEE RECOMMENDATION

ARIC6/23

That Committee receive and note the information in the final management letter on the conduct of the audit for the year ended 30 June 2022.

Moved Mr Cox Seconded Mr Buckley CARRIED

Item 8.2 was moved to this section of the meeting.

8.1 AUDIT OFFICE OF NSW - ANNUAL ENGAGEMENT PLAN 2023

Furqan Yousuf:

- The Annual Engagement Plan sets out the audit scope...section 2 include 6 key issue areas including:
 - o comprehensive revaluation of assets
 - o assessing fair value of assets
 - o financial sustainability
 - o quality and timeliness of financial reporting
 - o Information technology general controls
 - Cybersecurity
- The financial sustainability is an important area to look at. Review assessment and reasonability around revenue generation and capital.
- Key accounting issues to be undertaken June this year in engagement report.

- Have any new accounting standards come into play this year?
 - Furgan Yousuf No.
- The revaluation of status for standards need to be rectified.
 - Tracy Sligar Expect draft report by end of march. It is being reviewed with external valuer and talking with Audit office to update them on where valuation is up to.
- Standards by 30 June?
 - Tracy We would like to have proforma ready to go end of April. Focus will be on data input, format and some early calculations. If all goes smoothly it will be ready for interim audit.

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COMMITTEE RECOMMENDATION

ARIC7/23

That the Committee receive and note the attached Annual Engagement Plan (AEP) for the financial year ending 30 June 2023.

Moved Mr Cox Seconded Mr Buckley CARRIED

Item 8.1 was moved to this section of the meeting.

Furgan Yousuf left the meeting.

Sherry Reynell left the meeting.

8.3 QUARTERLY BUDGET REVIEW STATEMENT (QBRS) TO 31 DECEMBER 2022

Tracy Sligar:

• Council was required to supply additional financial information on a regular basis via monthly reports to the Council meeting. There has been questions on the quality of the report. It is difficult to prepare quality reports considering the timeframes.

Comments from Committee Members:

- Why are the user fees and charges up?
 - Tracy Sligar Additional income for residential aged care and income for building certifications. Noticed large amount of income for RFS compared to budgets. Difficulty has been when budgets were initially set. Actuals have resulted in a variance due to variances between when Council receives cash and when can recognise it. This was identified during thorough review of current year budgets.
- Depreciation has increased and capital expenditure declined.
 - David Rawlings There has been significant changes on how water mains are renewed and the revaluation, resulting in increased value of assets, increasing the value of depreciation.
- Page 532, KPI OLG item two shows an alarming trend for council reliance in own funding very low and needs to be turned around. Fundamental issue needing to be highlighted, whatever IPART come back with, councillors will then need to discuss whether to go ahead.

COMMITTEE RECOMMENDATION

ARIC8/23

That the Committee note the Quarterly Budget Review Statement for the quarter ended 31 December 2022 presented to Council at the meeting held on 16 February 2023.

Acknowledge improvement in financial reporting, processes in last 12 months and current operating revenue reliance on grants ...

Moved Mr Quirk Seconded Ms McRae CARRIED

Item 8.3 was moved to this section of the meeting.

8.4 YEAR-END PROJECT PLAN 2023

Tracy Sligar:

• Timeline incorporated from annual engagement plan and other critical dates including ARIC and Council meetings. More detailed plan circulated of previous years, it is part of the plan for April and will get updated then.

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Comments from Committee Members:

- Subcommittee with advisor to report back to ARIC. Could council consider doing this to add value and better flow through of information?
 - Tracy Sligar It will be considered. We are looking into finance committee ongoing as will have to report to Council.
- We have been asking for a detailed project plan for some time, well done Tracy for having it underway.

COMMITTEE RECOMMENDATION

ARIC9/23

That the Committee receive and note the proposed project plan for the preparation of the Financial Statements for the year ending 30 June 2023.

Moved Mr Cox Seconded Ms McRae CARRIED

Item 8.4 was moved to this section of the meeting.

Tracy Sligar left the meeting.

7.3 BUSINESS CONTINUITY PLANNING

David Rawlings:

- The project started a number of years ago but got put on hold. Mutual insurer offered funding to review which has been pursued jointly with another council.
- Revised document has been drafted with contacts and details of services needing to be updated
 into the documents, which is where process has currently stalled. Manager corporate projects
 took on but then he left so it has been on pause.
- Need to fill the vacant Risk Officer position.
- The corporate risks to be looked at before focusing on finalising the BC plan The potential risks Council is exposed to a greater unknown (priority).

Actions from Committee Members:

- How often is the BCP tested?
 - David Rawlings There is no schedule for testing at the moment when the Risk Officer position is filled it will be scheduled..

COMMITTEE RECOMMENDATION

ARIC10/23

That the information on the business continuity planning be noted.

Moved Mr Quirk Seconded Mr Cox CARRIED

Scott Goudie joined the meeting.

7.4 ICT SECURITY

Scott Goudie:

- Draft ICT Disaster Recovery plan ready for ELT21/03 (CAMMS Audit Item). DRP will be informed by BCP. As a result, any BCP updates may trigger changes to the DR plan.
- Annual DR function test completed and documented successfully in the DR site sandbox environment March 2023.

- Information Security Management System
 - Implemented in 2017 as an on premises web based solution has been updated to a Software-as-a-Service solution. Defines the acceptable use standards, policies and procedures for the use of all technology by staff councillors and contractors.
 - To be rolled out to staff in in April May 2023. And will be incorporated in on-boarding induction process.
 - ICT Security Policy going to ELT next week as the policy has been updated following a review.

Compliance

- We are reviewing a comprehensive Multi Factor Authentication implementation. Covers all external facing services.
- Implementation provides Council with increased cyber insurance coverage.
- Also undertaking a complimentary Active Directory Risk Review.
- Mandated compliance
 - Cyber Security NSW Mandatory 25 Defines 25 cybersecurity compliance steps over 5 focus areas to be implemented by Council.
- External Monitoring
 - Penetration testing risks have been mapped and documented with controls and risk actions applied.
 - New specification underway for next testing process.
 - ACSC quarterly CHIPs quarterly report assisting with monitoring and protection.
- Project for funding
 - Mandatory 25 and essential 8 compliance projects (MDR and training) are in review for 2024.
- Internal perspective Carrying some legacy items from amalgamation. Decommissioning ongoing.

Comments from Committee Members:

- Audit Management Letter repeat issue How will Council be placed this time? Because of finding will we get tick?
 - Scott Goudie OLG Audit was advised that the system doesn't give context for reason a value change was made. Production of the reports and logs as requested would have no value. As a result it has been determined that the risk identified be accepted. Should a suspect event or transaction be identified, logs, access control lists and role permissions can be provided to investigators as required to determine appropriateness. Item was accepted and should get the tick.

COMMITTEE RECOMMENDATION

ARIC11/23

That the Committee note the information on Council's ICT security status.

Scott Goudie left the meeting.

Moved Mr Cox

Seconded Councillor Summers CARRIED

The meeting adjourned at 12:30pm for a lunch break.

The meeting resumed at 12:53pm.

7.5 SERVICE REVIEW IMPLEMENTATION PROGRESS UPDATE

David Rawlings:

- The service review is still in early stages of development, we have recommendations but need to turn it into an action plan. Trying to work out how to get the necessary resources, we may need to do this externally as it will be a big process.
- Reporting to OLG mappings actions from the reviews under management structure to see how all joins together.
- OLG are monitoring progress with the actions.

Comments from Committee Members:

- Program has kicked off and there are actions, should we discuss how to do the business case?
 - David Rawlings The business case hasn't been a concern as of yet because it can be completed internally. The massive change will take a lot of our resources, we will require a better understanding of what it looks like before we jump in.
- Are we setting ourselves up for failure with the current budget restrictions?
 - Peter Bascomb We have allocated funds for this project. Our main concern is backfilling the position.
- The tender received five responses, were you surprised at the variation of quotes provided?
 - o David Rawlings The quotes are what were expected and not out of the realms of reality.
- BAU risks are substantial I applaud David for identifying tasks.
 - o David Rawlings Identifying resources (internal and external) is the biggest challenge.
- Where does FieldForce4 come in?
 - David Rawlings FieldForce4 were one of the tenders.
- There has been significant, positive change on the financial sustainability work done by Tracy very impressed.
 - Peter Bascomb We are trying to find resources to fund a management accountant to assist Tracy.
- Are you going to map to ensure actions in projects acquitted?
 - David Rawlings Yes, we are going to map once have more of a plan to ensure looked at different aspects.

COMMITTEE RECOMMENDATION

ARIC12/23

That the Committee note the information on the service review implementation process.

Moved Mr Quirk Seconded Mr Cox CARRIED

7.6 ANNUAL ARIC ASSESSMENT

David Rawlings:

 Need to do annual report and looking in terms of difficulty for new members. The idea is to start conversation at this meeting for direction of report. What would we like the report to include/directions for this committee?

- We will take input from newer, existing and former ARIC members. The assessment report is about helping us and how we can improve.
- Can use tools to survey members, improvement plan and KPI's to get benchmark and identify gaps.
- Achievements to be highlighted.

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COMMITTEE RECOMMENDATION

ARIC13/23

That the committee work towards a report for completion at the June 2023 meeting.

Moved Mr Quirk Seconded Mr Cox CARRIED

8. REPORTS

Items 8.1 to 8.6 were moved to the beginning of the meeting.

8.7 OFFICE OF LOCAL GOVERNMENT'S GUIDELINE ON THE USE AND MANAGEMENT OF CREDIT CARDS

Comments from Committee Members:

- How many credit cards do council have?
 - Peter Bascomb Couldn't say how many we have however most of the cards limit around \$500-1000 and any purchase made go through an authorisation process to managers and receipts must be attached.

COMMITTEE RECOMMENDATION

ARIC14/23

That the Committee:

- A. Receive a copy of the Office of Local Governments Guidelines on the use and management of Credit Cards
- B. Receive a draft of Council's Credit/Purchase Card Policy for review and feedback
- C. Receive a draft update of Council's Credit/Purchase Card Procedures for review and feedback

Moved Mr Quirk Seconded Mr Cox CARRIED

8.8 MONTHLY FUNDS MANAGEMENT REPORT - JANUARY 2023

Comments from Committee Members:

- Do we have an Investment advisor/manager?
 - Peter Bascomb We have an investment policy that covers it. Notice of motion put to council restricts where we can bank.

COMMITTEE RECOMMENDATION

ARIC15/23

That the Committee

- A. Receive the report indicating Council's cash and investments position as at 31 January 2023; and
- B. Receive the certificate of the Responsible Accounting Officer.

Moved Ms McRae Seconded Mr Buckley CARRIED

8.9 INTERNAL AUDIT PROGRAM UPDATE

Paul Fitzsimons:

- A two year plan has been put together. We are aiming to get the program across all relevant organisations.
- CRJO are being included.
- The plan is to look at procurement and payroll high risk issues. Have reserved the right to recruit necessary resources.

Comments from Committee Members:

- Is it the same for each council?
 - o David Rawlings Jointly but council have provision to add their own parts if needed.
- Does the plan include cyber risks?
 - o Michael Quirk Internal program picks up with toward excellence program.
- Is there a good practice guide/standard to follow?
 - o Paul Fitzsimons There is no particular guide from local government.

COMMITTEE RECOMMENDATION

ARIC16/23

That the Committee endorse the Internal Auditor audit plan CY23 and CY24 subject to later discussions.

Moved Mr Quirk

CARRIED

Paul Edwards joined the meeting.

8.10 WHS REPORT DECEMBER 2022 - FEBRUARY 2023

Paul Edwards:

- Workplace inspections Continue to be fairly low across council. Proposal to SMT for review and then ELT to re-establish target to be just under 300.
- The building evacuation and fire plan will be ready in the coming months.
- Injury space Four lost time injuries, LTIFR going up sitting at 31.7%.
- Incident space There was an electrocution over the Christmas period. A worker at sewage pump station (reported to SafeWork). W&WW to create better policies and procedures.

Comments from Committee Members:

- How wide spread is risk across council? No SWMS or training.
 - Paul Edwards It is inconsistent across portfolios, Safety Officer updating all SWMS for classified high risk work.
- Recommendations were given, have they been accepted?
 - Paul Edwards Yes, recommendations accepted and project W&WW working through.
- How is the loop closed to ensure recommendations are implemented?
 - o Paul Edwards Perhaps it is measured in CAMMS.
- There was an incident with an electric shock on kitchen tap. Concerned it has happened twice.
 - o Paul Edwards It was not reported the first time so we could not fix the issue to prevent it the second time around.

COMMITTEE RECOMMENDATION

ARIC17/23

That the Audit Risk and Improvement Committee receive and note the information in the Work Health & Safety Report December 2022 – February 2023.

Moved Mr Quirk Seconded Mr Buckley CARRIED

8.11 WORKFORCE METRICS REPORT

Comments from Committee Members:

- Amount of time in lieu and leave?
 - Peter Bascomb It is a work in progress. Staff have been taking some extra time off to knock some of it down.

COMMITTEE RECOMMENDATION

ARIC18/23

That the committee note the attached report.

Moved Mr Quirk Seconded Ms McRae CARRIED

Paul Edwards left the meeting.

8.12 AUDIT RECOMMENDATION UPDATES

Comments from Committee Members:

- There are a couple from 2018/19 are they still valid?
 - David Rawlings Some are still valid in terms of risk exposure. Primarily left some in there
 to be picked up by the Risk Officer once employed.

COMMITTEE RECOMMENDATION

ARIC19/23

That the Committee note the information in the ARIC Audit Recommendation updates report.

Moved Ms McRae

Seconded Mr Buckley

CARRIED

8.13 ARIC RESOLUTION UPDATES

COMMITTEE RECOMMENDATION

ARIC20/23

That the Audit, Risk and Improvement Committee receive and note the information in the ARIC Resolution Updates report.

Moved Mr Quirk Seconded Mr Cox CARRIED

8.14 CHIEF EXECUTIVE OFFICER REPORT

Peter Bascomb:

- There has been no instances of fraud in the most recent period.
- Financial sustainability, Financial variation as per scenario 2 need to identify some reduction in services. Office of Local Government sent recommendations to be addressed. We are meeting with the investigative team on a monthly basis. A letter was received on 10 March 2023 from OLG noting recognition of the progress that has been made.
- Towards excellence. Still working on developing the project and getting resources in place.
- Special Activation Precinct areas identified by state where can provide catalysts for regional growth. Most projects are simple, for example new sewer treatment plan. Having discussions with SAP as the its nature of the assets will mean higher expense for maintenance. SAP can't provide

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final list of assets to be transferred to council yet. Negotiating timing of transfers and how it will be done at this point in time for budgeting because significant unknown. Getting to the end of the process where they will start procurement. We are arguing procurement should be done through council as is cheaper.

• Capital budget has been announced assuming it survives 25 March? No indication opposition wants to change program however that could change.

COMMITTEE RECOMMENDATION

ARIC21/23

That ARIC receive and note the information in the CEO's report on.

Moved Mr Quirk Seconded Mr Cox CARRIED

9. GENERAL BUSINESS

Nil.

10. NEXT MEETING

Monday, 5 June 2023 commencing at 10am in the Committee room and via Microsoft Teams.

There being no further business the Chair declared the meeting closed at 2:24pm.

CHAIRPERSON

M. Lil.

The above minutes of the Audit Risk And Improvement Committee Meeting of Snowy Monaro Regional Council held on 13 March 2023 were confirmed by Committee at a duly convened meeting on 5 June 2023 at which meeting the signature hereon was subscribed.