



Risk Management and Audit Committee (RMAC) BUSINESS PAPER WEDNESDAY 25/10/2023

Meeting to be held commencing 09:30am
In the Council Chambers at 7 Bees Creek Road, Freds Pass

A handwritten signature in black ink, appearing to read 'S. Hoyne'.

Stephen Hoyne, Chief Executive Officer

Any member of Council who may have a conflict of interest, or a possible conflict of interest in regard to any item of business to be discussed at a Council meeting or a Committee meeting should declare that conflict of interest to enable Council to manage the conflict and resolve it in accordance with its obligations under the Local Government Act and its policies regarding the same.



RMAC AGENDA

LITCHFIELD COUNCIL RMAC MEETING

Notice of Meeting
to be held in the Council Chambers, Litchfield
on Wednesday, 25 October 2023 at 9:30am


Stephen Hoyne
Chief Executive Officer

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1. Opening of meeting

2. Apologies and Leaves of Absence

3. Disclosure of Interests

Any member of the RMAC who may have a conflict of interest, or a possible conflict of interest regarding any item of business to be discussed at the RMAC meeting should declare that conflict of interest to enable Council to manage the conflict and resolve it in accordance with its obligations under the Local Government Act and its policies regarding the same.

4. Confirmation of Minutes

4.01 Confirmation of Minutes

THAT the full minutes of the open portion of the Risk Management Audit Committee Meeting held Wednesday 6 September, 6 pages, be confirmed.



RISK MANAGEMENT & AUDIT COMMITTEE

MINUTES

LITCHFIELD COUNCIL COMMITTEE MEETING

Council Chambers, Litchfield

Wednesday, 6 September 2023 at 9:30am

| | | |
|-------------------|--|--|
| Present | Iain Summers Greg Arnott Cr Mark Sidey Mayor Doug Barden | Chairperson Independent Member Committee Member (Electronically) Ex-Officio |
| Staff | Stephen Hoyne Maxie Smith Rodney Jessup Rebecca Taylor Megan Leo | Chief Executive Officer Director Corporate and Community Director Infrastructure and Operations Program Leader Policy and Governance Executive Support |
| Presenters | Nil | |

1. OPENING OF THE MEETING

The Chairperson, Iain Summers opened the meeting at 09:27am.

Gayathri Sivaraj, Manager Corporate Services joined the meeting at 9.28am.

2. APOLOGIES AND LEAVE OF ABSENCE

Cr Mathew Salter, Committee Member.

3. DISCLOSURES OF INTEREST

Independent Member, Mr Greg Arnott declared the following disclosure of interest:

- Appointed by East Arnhem Regional Council as Chair of the Audit and Risk Committee.

Chairperson, Mr Iain Summers declared the following disclosures of interest:

- Appointed by the NT Attorney-General as the member of the Prospective Groote Archipelago (formerly Warnindilyakwa) Regional Council, which, if funded, may be established as a separate Regional Council on Groote Eylandt; and
- Chair, Audit Risk and Compliance Committee of the Office of the Independent Commissioner Against Corruption in the NT.

4. CONFIRMATION OF MINUTES

Moved: Independent Member Greg Arnott
Seconded: Cr Sidey

THAT the Risk Management and Audit Committee:

1. confirm the full minutes of the Risk Management Audit Committee Meeting held Wednesday 31 May 2023, 7 pages;
2. confirm the confidential minutes of the Risk Management Audit Committee Meeting (confidential minutes circulated to RMAC Members under separate cover) held Wednesday 31 May 2023, 2 pages, and
3. confirm the Key Issues Summary paper from Risk Management Audit Committee Meeting held Wednesday 31 May 2023, noting that the content was allocated to either the open or confidential agenda for the 20 June 2023 Ordinary Council Meeting.

CARRIED (3-0)

5. BUSINESS ARISING FROM THE MINUTES

Moved: Independent Member Greg Arnott
Seconded: Cr Sidey

THAT the Risk Management and Audit Committee receives and notes the Action Sheet.

CARRIED (3-0)

6. PRESENTATIONS

Nil presentations.

7. ACCEPTING OR DECLINING LATE ITEMS

Nil.

8. OFFICERS REPORTS

8.01 Internal Audit Plan

Moved: Cr Sidey

Seconded: Independent Member Greg Arnott

THAT the Risk Management and Audit Committee:

1. receive and note the progress on the internal audits; and
2. approves the amended internal audit plan as at Attachment A, except for recommending that the Risk Register Internal Audit be retained in the 2023/2024 year subject to approval by Council to increase the budget allocation for Internal Audits in the 2023/2024 year.

CARRIED (3-0)

8.02 Risk Register

Moved: Cr Sidey

Seconded: Independent Member Greg Arnott

THAT the Risk Management and Audit Committee:

1. note the updated Risk Register as at Attachment A;
2. note that the RP8 Inadequate Safety and Security Practices has been updated with the findings of the WHS Audit Report; and
3. note that RP10 Ineffective Management of Public Facilities and RP15 Inadequate Asset Sustainability Practices have still not achieved completion timelines;
4. noted that key risk indicators have been included and measured for RP8 Inadequate Safety and Security Practices, but not as yet for the other risk plans;
5. request the Council to consider whether Key Risk Indicators could be used for designing actions and setting Key Performance Indicators in the annual Municipal Plan; and
6. include these matters in the Key Issues Summary to Council.

CARRIED (3-0)

9. OTHER BUSINESS

Moved: Cr Sidey
Seconded: Independent Member Greg Arnott

THAT the Risk Management and Audit Committee recommended that the emerging risks entailed in:

1. cost increases for waste management; and
2. the management of counter disaster responses ,
be referred to the Risk Register Internal Auditor; and
3. That this matter be included in the Key Issues Summary to Council.

CARRIED (3-0)

10. CONFIDENTIAL ITEMS

Moved: Chairperson Iain Summers
Seconded: Independent Member Greg Arnott

THAT pursuant to Section 93(2) of the *Local Government Act 2019* and Regulation 51(1) of the *Local Government (General) Regulations* the meeting be closed to the public to consider the following Confidential Items:

10.1 Local Government Compliance Review 2022 – Corrective Actions Status Update

Regulation 51(1) For section 293(1) of the Act, the following information is prescribed as confidential:

- (a) *information about the employment of a particular individual as a member of the staff or possible member of the staff of the council that could, if publicly disclosed, cause prejudice to the individual.*

10.2 KPMG Audit Plan 2023

Regulation 51(1) For section 293(1) of the Act, the following information is prescribed as confidential:

- (e) *subject to subregulation (3) – information provided to the council on condition that it be kept confidential and would, if publicly disclosed, be likely to be contrary to the public interest.*

10.3 ICT Managed Services Contract 2021-2024

Regulation 51(1) for Section 293(1) of the Act, the following information is prescribed as confidential:

(c) information that would, if publicly disclosed, be likely to:

- (i) cause commercial prejudice to, or confer an unfair commercial advantage on, any person; or*
- (ii) prejudice the maintenance or administration of the law; or*
- (iii) prejudice the security of the council, its members or staff; or*
- (iv) subject to subregulation (3) – prejudice the interests of the council or some other person.*

10.4 WHS Audit Update

Regulation 51(1) for Section 293(1) of the Act, the following information is prescribed as confidential:

(c) information that would, if publicly disclosed, be likely to:

- (i) cause commercial prejudice to, or confer an unfair commercial advantage on, any person; or*
- (ii) prejudice the maintenance or administration of the law; or*
- (iii) prejudice the security of the council, its members or staff; or*
- (iv) subject to subregulation (3) – prejudice the interests of the council or some other person.*

10.5 Payroll Update

Regulation 51(1) For section 293(1) of the Act, the following information is prescribed as confidential:

(a) information about the employment of a particular individual as a member of the staff or possible member of the staff of the council that could, if publicly disclosed, cause prejudice to the individual

CARRIED (3-0)

The meeting moved to the Confidential Session at 10:40am.

Moved: Independent Member Greg Arnott
Seconded: Cr Sidey

THAT pursuant to Section 93(2) of the *Local Government Act 2019* and Regulation 51(1) of the *Local Government (General) Regulations* the meeting be re-opened to the public.

CARRIED (3-0)

The meeting was moved to Open Session at 11:37am.

11. CLOSE OF MEETING

The Chair closed the meeting at 11:37am.

12. NEXT COMMITTEE MEETING

Wednesday 25 October 2023 at 9:30am.

MINUTES TO BE CONFIRMED

Wednesday 25 October 2023.

.....
Iain Summers
Chairperson

unconfirmed

4.02 Key Issues Summary

THAT the Risk Management and Audit Committee receive and note the Key Issues Summary presented to Council at the Ordinary Council Meeting of 19 September 2023.



COUNCIL REPORT

| | |
|------------------------------|---|
| Agenda Item Number: | 13.01.05 |
| Report Title: | Risk Management Audit Committee Open Minutes – 6 September 2023 |
| Author: | Rebecca Taylor, Policy and Governance Program Leader |
| Recommending Officer: | Maxie Smith, Director Corporate and Community |
| Meeting Date: | 19/09/2023 |
| Attachments: | A: RMAC Unconfirmed Open Minutes 6 September 2023 |

Executive Summary

The purpose of this report is to provide an update to Council on the Risk Management Audit Committee (RMAC).

Recommendation

THAT Council receive and note the Risk Management Audit Committee unconfirmed open minutes from 6 September 2023 meeting, as at Attachment A.

Background

In accordance with Section 101(4) of the Local Government Act 2019, the minutes for RMAC meetings are required to be tabled at the following Council meeting.

The following matters identified in the draft minutes of the meeting are highlighted as key issues for the Council's attention, and in response to the Committee's terms of reference (FIN09 4.8.5).

Risk Register

The Committee highlights the following risk management procedures requiring further attention:

- That RP8 Inadequate Safety and Security Practices has been updated with the findings of the WHS Audit Report.
- RP10 Ineffective Management of Public Facilities and RP15 Inadequate Asset Sustainability Practices have still not achieved completion timelines.
- Key Risk Indicators have been included and measured for RP8 Inadequate Safety and Security Practices but not as yet for the other risk plans.
- Request the Council to consider whether Key Risk Indicators could be used for designing actions and setting Key Performance Indicators in the annual Municipal Plan.

Emerging Risks

The cost increases for waste management, and the management of counter disaster responses, have been identified as emerging risks to Council. These matters can be referred to the Risk Register Internal Auditor. The Committee recommends that the Risk Register internal audit be retained in the 2023/2024 year, subject to approval by Council to increase the budget allocation for Internal Audits in the 2023/2024 year.

Management responses to the compliance review, and the work health and safety internal audit

The Committee reviewed management's responses to the Local Government compliance review, and to the work health and safety internal audit findings, and congratulated the management team for their comprehensive and timely responses to the recommendations.

Links with Strategic Plan

Performance - An Effective and Efficient Organisation

Legislative and Policy Implications

Local Government Act 2019, Section 101(4).

Risks

Nil identified.

Community Engagement

Not applicable.

5. Business Arising from the minutes

5.01 Council Action Sheet

THAT the Risk Management and Audit Committee receive and note the Action Sheet.

| Meeting Date | Agenda Item & Resolution | Action Officer | Status |
|--------------|---|----------------|--|
| 31/05/2023 | <p>8.03 Risk Register</p> <p>2. request the update of RP8, Inadequate Safety and Security Practices, to include the findings of the Work Health and Safety Audit Report;</p> <p>5. encourages the finalisation of the draft Roads Maintenance Inspection Program in response to RP15, Inadequate Asset Sustainability Practices, requirement.</p> | CEO | <p>2. risk register updated and provided for in 8.03 Risk Register Update of this agenda – completed</p> <p>5. remains outstanding.</p> |
| 06/09/2023 | <p>9. Other Business</p> <p>THAT the Risk Management and Audit Committee recommended that the emerging risks entailed in:</p> <p>1. Cost increases for waste management; and</p> <p>2. The management of counter disaster responses, be referred to the Risk Register Internal Auditor; and</p> <p>3. That this matter be included in the Key Issues Summary to Council.</p> | | Item to be raised during the risk register review. |
| 06/09/2023 | <p>10.04 WHS Audit Update</p> <p>4. provide feedback to the Committee at its 25 October 2023 Risk Management and Audit Committee meeting about the progress of appointing an external consultant with the implementation of the plan.</p> | CEO | The request for quote process concluded on 14 September 2023. Council received four submissions, with the successful consultant being Justified Services. Work will progress in the last week of October 2023. |
| 06/09/2023 | <p>Payroll Update</p> <p>2. Requests the original report, redacted for privacy purposes, be included in the 25 October 2023 Risk Management and Audit Committee agenda papers.</p> | CEO | Completed – Item 10.03 of this agenda |

| Meeting Date | Agenda Item & Resolution | Action Officer | Status |
|--------------|--|----------------|---------------------------------------|
| 06/09/2023 | <p>Local Government Compliance Review 2022 – Update</p> <p>2. Request management provide, at the Risk Management and Audit Committee meeting 25 October 2023, correspondence from the Local Government Division, Department of the Chief Minister and Cabinet confirming that the eleven identified in the Compliance Review 2022 Final Report are considered complete.</p> | CEO | Completed – Item 10.04 of this agenda |

6. Presentations

Presentation to be delivered at item 10.01 by KPMG Representatives.

7. Accepting or Declining Late Items

8. Officer Reports



RMAC REPORT

| | |
|------------------------------|--|
| Agenda Item Number: | 8.01 |
| Report Title: | 2022-2023 Key Performance Indicators Summary |
| Author: | Rebecca Taylor, Policy and Governance Program Leader |
| Recommending Officer: | Maxie Smith, Director Corporate and Community |
| Meeting Date: | 25/10/2023 |
| Attachments: | A: KPI Summary for Annual Report |

Executive Summary

This report presents RMAC with the Key Performance Indicators (KPI) summary for inclusion into the 2022-2023 Annual Report.

Recommendation

THAT the Risk Management and Audit Committee notes the Key Performance Indicators, at Attachment A, for inclusion into the 2022-2023 Annual Report.

Background

As per FIN09 Risk Management and Audit Committee Policy, the committee is required to monitor the integrity of the annual report and ensure it contains an accurate assessment of Council's operations. The KPI's, presented at Attachment A, provide an assessment of Council's achievements and deliverables during the 2022-2023 financial period. The 2022-2023 KPI's have been reviewed by council.

Links with Strategic Plan

Performance - An Effective and Efficient Organisation

Legislative and Policy Implications

As per Section 291(1)(b)(i) of the *Local Government Act 2019*, Council is required to make an assessment of its performance against the objectives and key performance indicators stated in the relevant municipal plan.

Risks

Nil identified.

Financial Implications

Not applicable.

Community Engagement

Not applicable.

2022/23 KEY PERFORMANCE INDICATORS

PEOPLE

| Key Outputs | Measures | Target | Status Commentary | Results |
|---|--|--------------------------------|--|---------|
| Community Engagement | Community Engagement Strategy and Action Plan 2022-2025 implementation | Year one complete | Completed | |
| Council partnership and support grants | Number of partnerships supported | Up by 5% from previous year | 58% | |
| Servicing community needs at Reserve | Funding provided to community Reserves | Funding Agreements established | Funding agreements for all recreation reserves have been signed for 12 months. | |
| Social Media Management | Increased interaction on Council's Facebook page – page followers | Up by 5% | 0.9% | |
| Annual Community Grants Program Initiatives | Number of community events and programs supported | Up by 5% from previous year | -28% | |
| Community Benefit Fund Income | Income raised through recycling activities including cash for containers | 5% annual increase | Collected 15.7% less Cash for Cans | |
| Maximise diversion from landfill | Residential waste tonnage transferred to Shoal Bay | <7000 tonnes | 5723 T of residential waste collected | |
| | Commercial waste tonnage transferred to Shoal Bay | <1000 tonnes | 940T of commercial waste collected | |
| Responsible dog ownership | Number of registered dogs increased | >10% | 19.3% | |
| | Number impounded dogs reclaimed by owner | >70% | 59.2% | |
| | Number of registered dogs de-sexed | >70% | 74.6% | |

| Key Outputs | Measures | Target | Status Commentary | Results |
|---------------------------------------|---|--------------------|---|---------|
| Animal Management Plan – Year 4 | Attendance at community events | 2+ events attended | 5 | |
| | Dog Awareness Program delivered at schools and childcare | 6+ visits | 6 | |
| | Dogs Day Out event (or similar) delivered, targeting improved awareness, increase registration, general pet owner education | 1 event | 0 | |
| Visitors to the library | Weekly door count | >400 | Total average weekly door count for the year is 546 | |
| Promotion of services | Interaction with Library Facebook page | >1150 | 1,259 | |
| Lifelong learning/engagement | Number of “Funky Chickens” children’s book club members | >210 | 253 | |

PROGRESS

| Key Outputs | Measures | Target | Status Commentary | Result |
|----------------------------------|---|----------------------------|--|--------|
| Recycled materials | Volume of green waste processed for resale | >3,500 cubic metres | 9,456m3 | Green |
| | Volume of concrete crushed for resale | >500 cubic metres | 987 tonnes | Green |
| Maximise diversion from landfill | Amount of total waste diverted from landfill | >35% | 40% | Green |
| | Amount of total waste that is dry recyclables | >15% | 9% | Red |
| | Quantity of scrap metal collected and recycled | >1000 tonnes | 501 tonnes | Red |
| | Quantity of cash for containers collected and recycled | >50 tonnes | 44.9 tonnes | Red |
| | Quantity of electronics collected for TechCollect | >40 tonnes | 49 tonnes | Green |
| | Quantity of tyres, batteries and oil collected for recycling | >100 tonnes | 142 tonnes | Green |
| Waste Strategy – Year 4 | Decommissioning of landfill component of Howard Springs and Berry Springs Waste Transfer Stations | Increase in data collected | Completed | Green |
| | Amenity upgrades at transfer stations (continues year 5) undertaken | Complete | Completed | Green |
| Regulatory Services | Investigations completed within 30 working days | >90% | 61% | Red |
| | Customer requests actioned in less than two working days | >90% | 92.4% | Green |
| Library Collection | Number of annual loans | >15,800 | A total of 16,297 (15,586) loans have occurred for the year. | Green |
| Program delivery | Programs provided | >180 | 262 programs | Green |
| Library events | Events delivered (per annum) | >3 | 7 | Green |

| Key Outputs | Measures | Target | Status Commentary | Result |
|---|---|----------|--|--------|
| Awareness of cemetery profile and public awareness of Thorak services | Information leaflets distributed | Complete | Completed | |
| | Fred's Pass Show Display | Complete | Completed | |
| Efficient maintenance of grounds and open spaces, including improved mowing, planting, weeding and irrigation regimes at Thorak Regional Cemetery | Service level rating from annual community survey | >60% | 100% of respondents, who were aware of this service, rated service as being very good, good or adequate. | |

PROSPERITY

| Key Outputs | Measures | Target | Status Commentary | Results |
|--|--|--|--|---------|
| Advocacy submissions to government | Arrange and attend quarterly meetings with relevant ministers on advocacy projects | 1 per qtr. | 6 | |
| Advocacy Strategy | Current year actions | Completed | Completed | |
| Represent and advocate for the needs of young people in Litchfield | Participation in Palmerston and Rural Youth Services meetings | Maintain an active membership and attend 80% of meetings | Completed | |
| Australia Day Event | Community participation | Up by 5% from previous year | 20% decrease | |
| Annual Art Exhibition | Level of community participation | >60 entries | 62 entries | |
| Tourism and Events Strategy | Actions implemented | 25% | The viability of the Signature Event was reconsidered. | |
| Submissions to the Northern Territory Government | Comments submitted on applications within required timeframe | >90% | 84% | |

PLACES

| Key Outputs | Measures | Target | Status Commentary | Results |
|---|---|-------------------|---|---------|
| Subdivision approvals and handover processes | Delivered in accordance with standards | Achieved | Achieved | |
| Approval of plans, reports, and construction documentation (Days are working days and start from when all information is provided, and relevant fees paid.) | Plan reviews for building certification issued within 10 works days | >90% | 90.5% | |
| | Plan and report reviews for development and subdivision issued within 15 working days | >90% | Not achieved | |
| | Works Permits issued within five days | >90% | 71% | |
| Capital Works Program | Affected residents and relevant stakeholders consulted prior to works starting | 100% | 100% | |
| Capital Works Program | Programmed works completed within budget | >90% | Achieved | |
| Grant-funded projects | Completed and acquitted in line with agreement requirements | Complete | R2R funded Road Reseals outstanding | |
| Asset Management Plans | All AMPs adopted as per the AMP schedule | Complete | Roads, Fleet and Thorak asset management plans adopted. | |
| Road Maintenance Program | Potholes patched and repaired – Added to maintenance schedule | <7 days | Identified and reported potholes are managed under the current period contract. | |
| | Gravel roads graded | >2 times per year | Completed | |

| Key Outputs | Measures | Target | Status Commentary | Results |
|--------------------------------|--|--|--|---------|
| Street lighting maintenance | Added to maintenance schedule | <7 days | Actioned when identified or reported. Audit completed works ongoing. | |
| Productive Mango Roads Project | Kentish Road | Complete | Kentish Road handed over with Defect Period in place. Mocatto Rd defect remediation is to commence in Sept. | |
| Shared Path Program | Current year program completed | Complete | Completed | |
| Major Road Network disruptions | Emergency response time | <24 hours | Completed | |
| Roadside maintenance | Volume of litter collected | Reducing trend | 4.6 tonne collected | |
| | Vegetation slashed and Council roads mowed | 2 rounds | Completed with 3 rd round in many areas. | |
| Weed management | Weeds managed on Council roads and land in accordance with service levels in weed management program (WMP) | Complete | 3000lt of concentrated sprayed. | |
| Bushfire management | Council firebreaks maintained | Complete | 2 rounds completed | |
| | Firebreaks widened in accordance with fire management program | Complete | All widening in BFMP 2020-25 is completed. | |
| | Hazard burns undertaken in consultation with other authorities | Complete | Not completed - No response to RFQ due to limited qualified contractors | |
| Road furniture maintenance | Signs and guideposts repaired within target timeframes | >90% <24 Hours urgent 14 days standard | 826 signs installed or repaired Guideposts replaced or straightened 2323 | |

PERFORMANCE

| Key Outputs | Measures | Target | Status Commentary | Results |
|---|---|----------------|---|---------|
| Elected Members training and development | Min 1 per quarter | Min 1 per qtr. | Completed | |
| Annual Community Survey | Overall satisfaction | >60% | Council's overall performance was rated by 80% of respondents as being very good, good or adequate. | |
| Grant application | Grants received by Council acquitted within agreed timeframes | 100% | Completed | |
| Human resources policies, procedures, checklists | 4 policies reviewed and compliant | Complete | 7 | |
| An engaged and productive workforce | Staff turnover rate | <20% | 25.86% | |
| | Staff satisfaction survey | >70% | 70% | |
| Number of workplace safety incidents | Number of reportable incidents | 0 | 0 | |
| | Lost time injury rate | 0 | 4.38 | |
| | Workers' compensation claims | <3 | 3 | |
| Information and communications technology (ICT) managed service contract management | Percentage of Service Desk requests closed against open requests during a period. | 90% | 99% | |

| Key Outputs | Measures | Target | Status Commentary | Results |
|--|---|-----------------------------|--|---------|
| Corporate Enterprise Solution (CES) software | CES updated with the latest version (patch) available nationally | No more than 1 patch behind | Civica Authority version 7.1 upgrade successfully completed. | |
| Information and Communications Technology Improvement Plan | Annual actions completed | 100% | Current improvement plan underway | |
| ICT Security Audit actions | Annual actions completed | 100% | Current improvement plan underway | |
| Geographical Information System (GIS) | Age of GIS imagery of populated areas | <1 year | Current improvement plan underway | |
| | Age of NTG downloaded data | <1 week | Currently improvement plan underway | |
| Local Government Act 2019 compliance | Local Government and Regional Development, Department of the Chief Minister and Cabinet | 100% | Council is compliant with the <i>Local Government Act 2019</i> . | |
| Policy Framework | Council policies reviewed before due date | >90% | There are currently 2 Council policies that remain overdue. | |
| Elected Members support | Breaches of the code of conduct by elected members | 0 | 2 | |
| Risk Management and Audit Committee | Number of Risk Management and Audit Committee meetings held | 4 | RMAC meetings were held in August 2022, October 2022 and February 2023 and May 2023. A total of 4 committee meetings for the year. | |
| Records management | Number of refresher courses conducted | 2 | Only 1 refresher course conducted this year. | |
| Funding agreement | Development of new Library Agreement | 100% | A new Library Funding Agreement 2023-2028 has been accepted. | |

| Key Outputs | Measures | Target | Status Commentary | Results |
|---|--|--------------|--|---------|
| Servicing community needs and regulatory obligations by keeping cemetery records and maintaining rights of burial | Compliance with legislative requirements | 100% | Compliance with legislative requirements | |
| Monthly reporting to the Thorak Cemetery Board | Meet or exceed operational surplus | 100% | Within Budget 2022/23 | |
| Media monitoring and management | Media response time | <24 hours | All media enquiries have been attended to and followed up within 24 hours or less. | |
| Annual Budget, Annual Report, Municipal Plan | Compliance with management, statutory and regulatory budgeting and reporting | 100% | The Municipal Plan and budget for 2023-24 was adopted by the Council on 20 June 2023. | |
| Monthly and annual financial reporting, including annual audit and forecasting | Unqualified audit | Complete | Annual audit for 2021/22 is complete and Council was issued with an unqualified audit opinion. Interim Audit for 2022/23 was completed in May 2023 and the final audit is due to be completed before 25 October 2023 | |
| | Asset sustainability ratio | >60% | Asset sustainability will increase as spending on asset renewal increase throughout the year. | |
| | Renewal Gap Not Funded | <\$1 million | Council's cumulative renewal gap based on existing asset management plans. | |
| | Current ratio (Liquidity) | >1 | Current ratio 8.81 with Council maintaining a good cash balance with no debt. This | |

| | | | | |
|--|--|-----------|--|--|
| | | | ratio indicates Council is well placed to fulfill its short-term liabilities as and when they fall due. | |
| | Debt service ratio | >1 | Council has no debt. | |
| Long term rating strategy | Own-source revenue ratio increased, to lower Council's dependency on government grants and other funding sources | >60% | Council raised rates and charges in July 2022. As of 30 June 2023 Council's own source revenue ratio is at 70% | |
| Investments | Compliance with policy and statutory requirements, reported monthly | 100% | All investments have been placed in line with Council policy and legislation. | |
| Rates and accounts receivable collection | Rates and annual charges outstanding | <18% | Council's Outstanding Rates Ratio is at 15.4% and this now reflects previous years rates arrears and current year rates outstanding. Council will continue to work in this area through debt recovery initiatives. | |
| Front counter customer experience | Customer rating (very good, good, poor, very poor) | Very good | In the last Annual Community Satisfaction Survey Customer Service received a 65% rating of very good, good or adequate (a 7% decrease to prior year). | |

9. Other Business

10. Confidential Items

Pursuant to Section 93 of the Local Government Act and Regulation 51 of Local Government (General) Regulations the meeting be closed to the public to consider the following confidential items:

10.01 Annual 2022-2023 Financial Statements

Regulation 51(1) for Section 293(1) of the Act, the following information is prescribed as confidential:

(c)(i) information that would, if publicly disclosed, be likely to cause commercial prejudice to, or confer an unfair commercial advantage on, any person.

10.02 Payroll Audit Report

Regulation 51(1) for Section 293(1) of the Act, the following information is prescribed as confidential:

(a) information about the employment of a particular individual as a member of the staff or possible member of the staff of the council that could, if publicly disclosed, cause prejudice to the individual.

10.03 Local Government Compliance Review 2022 - Update

Regulation 51(1) for Section 293(1) of the Act, the following information is prescribed as confidential:

(a) information about the employment of a particular individual as a member of the staff or possible member of the staff of the council that could, if publicly disclosed, cause prejudice to the individual.

10.04 Appointment of External Auditor ****Late Report – to be issued under separate cover ****

Regulation 51(1) for Section 293(1) of the Act, the following information is prescribed as confidential:

(c)(i) information that would, if publicly disclosed, be likely to cause commercial prejudice to, or confer an unfair commercial advantage on, any person.

11 Close of Meeting