

**UNCONFIRMED MINUTES  
OF THE AUDIT COMMITTEE MEETING OF PENRITH CITY COUNCIL HELD IN THE  
ORMONDE ROOM, PENRITH  
ON WEDNESDAY 22 FEBRUARY 2017 AT 8:00AM**

**PRESENT**

Frank Gelonesi (Chair), Darren Greentree, Councillor Ross Fowler OAM and Councillor Kath Presdee.

Alan Stoneham (General Manager), Stephen Britten (Chief Governance Officer), Andrew Moore (CFO), Matthew Bullivant (Legal Services Manager), Anthony Robinson (Risk and Audit Coordinator), Jane Howard (ICT Operations Manager) and Angela Hume (Customer Experience Manager).

**APOLOGIES**

His Worship the Mayor Councillor John Thain and Jayant Gulwadi.

**CONFIRMATION OF MINUTES - Audit Committee Meeting - 14 December 2016**

AUC1 RESOLVED on the motion of Councillor Ross Fowler OAM seconded by Darren Greentree that the minutes of the Audit Committee Meeting of 14 December 2016 be confirmed.

**DECLARATIONS OF INTEREST**

Nil.

**DELIVERY PROGRAM REPORTS**

**OUTCOME 7 - WE HAVE CONFIDENCE IN OUR COUNCIL**

**1 Audit Office Client Service Plan**

Karen Taylor from the Audit Office of NSW spoke to the Client Service Plan and about the Auditor General's primary focuses.

Karen spoke briefly about the audit procedures and discussed the audit timetable.

Karen indicated that the Audit Office is tasked with benchmarking and improving governance across the local government sector to enable better decision making by Councils.

There was discussion around the role of the Audit Office in regards to the Penrith City Council entities. This is still to be resolved however the audits will remain with the entities for 2016-17.

AUC2 RESOLVED on the motion of Councillor Ross Fowler OAM seconded by Darren Greentree that the information contained in the report on Audit Office Client Service Plan be received.

## **2 Customer Experience Improvement Program and Complaints Management**

Angela Hume spoke about the progress of the Customer Contact Centre and discussed key performance indicators, which includes targets for 80% of calls to be managed at the first point of contact and for calls to be answered within 20 seconds.

Complaints management was also discussed. Options for automated reporting and greater oversight of complaints are being investigated.

AUC3 RESOLVED on the motion of Frank Gelonesi seconded by Darren Greentree that the information contained in the report on Customer Experience Improvement Program and Complaints Management be received.

## **3 ICT Cyber Security Strategy**

Jane Howard discussed the ICT Strategy and the transformation of ICT within Council. Jane discussed tools to respond to ICT threats, Cloud based services, disaster recovery and areas of focus for the future. Darren Greentree indicated that he is satisfied and felt assured with the information provided.

AUC4 RESOLVED on the motion of Councillor Ross Fowler OAM seconded by Darren Greentree that the information contained in the report on ICT Cyber Security Strategy be received.

## **4 Draft Audit, Risk & Improvement Committee Charter and Draft Strategic Internal Audit Plan**

Anthony Robinson spoke about the composition, structure and independence of Internal Audit. Darren Greentree indicated that the structure and measures are in line with best practice.

There was discussion about the Draft Audit, Risk and Improvement Committee Charter with some minor amendments suggested. The Draft Charter is to be referred to Council for consideration.

Anthony Robinson spoke to the Draft Strategic Internal Audit Plan, which is due to commence 1 July 2017, and provided an overview of the resource allocation for achieving the plan.

AUC5 RESOLVED on the motion of Councillor Ross Fowler OAM seconded by Darren Greentree that the Audit Committee endorse the attached Draft Audit, Risk and Improvement Charter and refer it to the Council for consideration and adoption.

AUC6 RESOLVED on the motion of Frank Gelonesi seconded by Kath Presdee that the Audit Committee endorse the Draft Strategic Internal Audit Plan commencing 1 July 2017.

## **5 Standing Items**

Stephen Britten provided an update on the ICAC Public Inquiry in relation to the RID Squad (Operation Scania).

Stephen Britten also provided a governance update.

Anthony Robinson provided an update on the Risk Review, following the Audit Committee Workshop held at the Audit Committee meeting of 14 December 2016.

The update on the ACL Data Analytics Tool was deferred until the next meeting.

AUC7 RESOLVED on the motion of Councillor Kath Presdee seconded by Councillor Ross Fowler OAM that the information contained in the report on Standing Items be received.

**6 Progress in Implementing Audit Recommendations**

This item was deferred until the next meeting.

There being no further business the Chairperson declared the meeting closed the time being 10:00am.