



## NOTICE OF MEETING

NOTICE IS HEREBY GIVEN that of a meeting of the **AUDIT & RISK COMMITTEE** will be held:

**DATE:** Tuesday 20 March 2012

**TIME:** From 3.30pm to 5.30pm

**PLACE:** The Councillors' Room, Manly Town Hall

### COMMITTEE MEMBERS:

#### Councillors

Cllr Jean Hay, AM, Mayor

Cllr Hugh Burns

Cllr Cathy Griffin

Manly Council

Manly Council

Manly Council

#### Community Representatives

John Gordon

Brian Hrnjak

Community Member - Chairperson

Community Member

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### COUNCIL STAFF AND INVITED ATTENDEES:

Ross Fleming

Jenny Nascimento

Anthony Hewton

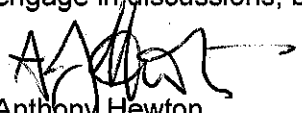
Michael Quirk

Deputy General Manager, People, Place & Infrastructure  
CFO

Executive Manager, Corporate Support Services

Head of Internal Audit, North Shore Councils

All other Councillors are free to attend as observers and are invited to do so and to engage in discussions, but not in voting, on any matter before the Committee.

  
Anthony Hewton  
Executive Manager  
Corporate Support Services

**Date:**



**MEETING TO BE HELD ON TUESDAY 20<sup>th</sup> MARCH 2012 AT 3.30PM**

|        |                                                                                                                                                                                                                                                                                                                             |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ITEM 1 | Apologies and leave of absence                                                                                                                                                                                                                                                                                              |
| ITEM 2 | Declarations of Interest – Pecuniary<br>Non- Pecuniary                                                                                                                                                                                                                                                                      |
| ITEM 3 | Confirmation of Minutes of Meeting 22 <sup>nd</sup> November 2011<br>- Business arising                                                                                                                                                                                                                                     |
| ITEM 4 | Report - Implementation Status on Actions Recommended from<br>Previous Audits being: <ul style="list-style-type: none"><li>▪ Cash Handling</li><li>▪ Tendering</li><li>▪ Records Management</li><li>▪ Payroll Data Integrity</li><li>▪ EFT Payments</li></ul>                                                               |
| ITEM 5 | Report – Commercial Leasing Report                                                                                                                                                                                                                                                                                          |
| ITEM 6 | Report – Parking Management and Revenue Report                                                                                                                                                                                                                                                                              |
| ITEM 7 | Report - Internal Auditor’s Report on the Internal Audit Program<br>2011/12                                                                                                                                                                                                                                                 |
| ITEM 8 | General Business brought to the attention of the Chair prior to the<br>Meeting, and approved for consideration, including: <ul style="list-style-type: none"><li>- Arrangements for continuity of Committee 2012/13</li><li>- Results/feedback from Audit Committee Survey: Chairman to<br/>present verbal report</li></ul> |
| ITEM 9 | Dates for Next Meetings – 22 <sup>nd</sup> May and 21 <sup>st</sup> August 2012                                                                                                                                                                                                                                             |



**MINUTES OF MEETING**  
**AUDIT AND RISK COMMITTEE**  
**HELD TUESDAY 22 NOVEMBER 2011**

*NOTE: All minutes are subject to confirmation at a subsequent Council or Planning and Strategy Committee meeting.*

**PRESENT:**

**Councillors**

|                          |               |
|--------------------------|---------------|
| Cllr Jean Hay, AM, Mayor | Manly Council |
| Cllr Cathy Griffin       | Manly Council |
| Cllr Hugh Burns          | Manly Council |

**Other Representatives**

|              |                          |
|--------------|--------------------------|
| John Gordon  | Community Member (Chair) |
| Brian Hrnjak | Community Member         |

**Council Staff**

|                |                                              |
|----------------|----------------------------------------------|
| Ross Fleming   | Deputy General Manager, PPI                  |
| Anthony Hewton | A/Executive Manager Corporate Services       |
| Sabrina Zhang  | Senior Management Accountant                 |
| Michael Quirk  | Head of Internal Audit, North Shore Councils |
| Leena Dutta    | Internal Auditor, North Shore Councils       |
| Kathy Fuller   | Minute taker                                 |

**Invited Guests**

Nil

**TO THE MAYOR AND COUNCILLORS OF THE COUNCIL**

The **Audit and Risk Committee (the Committee)** met on the 22<sup>nd</sup> November 2011, to consider the matters referred to it and now provides the following advice to Council.

|               |                                                                                                                                                                                                                                                          |                     |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>OPEN</b>   | The meeting commenced at 9.35am.                                                                                                                                                                                                                         | <b>ACTION</b>       |
| <b>ITEM 1</b> | <b>APOLOGIES AND LEAVE OF ABSENCE</b><br>An apology was received from Mrs Jenny Nascimento, CFO who is on annual leave.                                                                                                                                  |                     |
| <b>ITEM 2</b> | <b>DECLARATION OF INTEREST</b><br>There were no declarations of interest declared by those present.<br><br>The Chair Mr John Gordon informed the Committee that he has recently been appointed to Woollahra Council's Internal Audit Committee as Chair. | <b>For notation</b> |

**ITEM 3****CONFIRMATION OF MINUTES**

The Chair opened the meeting by welcoming Mrs Leena Dutta and Ms Sabrina Zhang to the meeting as observers.

Mrs Leena Dutta has taken up the part time position of Internal Auditor and will be an additional resource assisting Mr Michael Quirk with the agreed program of audits for Manly Council. Ms Sabrina Zhang has been appointed recently as Manly Council's Senior Management Accountant reporting to the CFO.

The minutes of the Committee meeting held 11<sup>th</sup> October 2011 were confirmed.

Moved: Cllr Hugh Burns Seconded: Cllr Cathy Griffin

The Minutes of the Audit and Risk Committee held on the 11<sup>th</sup> October 2011 were adopted at Council's Meeting held on 14<sup>th</sup> November as Resolution 202/11.

**Recommendation:**

The Committee resolved that the minutes of the Committee meeting held 11<sup>th</sup> October 2011 be confirmed.

**ACTION****For notation****ITEM 4****Report – Implementation Status on Actions Recommended from Previous Audits**

The Internal Auditor presented and spoke to his written report on the implementation status of the five completed audits. The outstanding actions arising from the audit of Credit Cards and the audit of Legal Services Expenditure are effectively completed, subject to further audit activity as part of the rolling Internal Audit Program.

The report provided graphical information on progress on the implementation of the recommendations arising from the three remaining audits, tabulated by assessed risk level (these audits being Cash Handling, Tendering Procedures, and Records Management).

The following points were made:

- Internal Audit is satisfied with the progress on implementation of the recommendations of the three remaining audits.
- Internal Audit stated that Council's Tender Review Panel was an effective additional control over tendering processes.
- Cllr Burns questioned the role of the Tender Review Panel in relation to SHOROC Tenders.
- The Chair requested a management response be reported back to the next meeting on the role of the Tender Review Panel with regard to SHOROC tenders.

A/Executive Manager Corporate Services updated the Committee on the roll out of the HP TRIM electronic records management system. The implementation of TRIM over the next four months should address and finalise the outstanding actions arising from the Audit of Records Management.

**Report back to next meeting**

**Recommendation:**

The Committee recommends to Council that:

- I. The Internal Auditor's Report on Implementation Status on Actions Recommended from Previous Audits be received and noted; and
- II. The Committee receives feedback from the Internal Auditor at periodic intervals on how each of the recommendations is being implemented by Council.

**ACTION****ITEM 5****Report - Tendering Information Report**

A/Executive Manager Corporate Services spoke to this report and discussion followed. Salient discussion points included:

- Cllr Burns stated that the evaluation criteria and weighting should be prepared in advance of the closing of the Tender. The Deputy General Manager confirmed that this is stated in the current Policy (page 13).
- Mr Hrnjak asked if the Tender Review Panel's role included an assessment on how the weightings are determined. The Deputy General Manager responded in the negative.
- The Chair stated that 'scope creep' is always problematic when deciding whether a proposed project should be the subject of quotations or tendering.
- The Committee agreed that variations are also problematic when managing contracts.
- Mr Hrnjak asked if there are any legal liabilities arising from Council resolving to postpone or cancel the proposal for a contract, as tenderers often expend significant time and expense in preparing a tender. There was general agreement that tenders are aware of this risk, and Council's adopted *Purchasing & Tendering Policy and Guidelines* states that Council has no obligation to accept any tender submitted (page 8).
- A/Executive Manager Corporate Services stated that a revised Tendering Policy, Procedures and Guidelines are being drafted and should be finalised by March 2012.

**Recommendation:**

The Committee recommends to Council that the Tendering Information Report be received and noted.

**ITEM 6****Internal Auditor's Report on Payroll Data Integrity**

The Internal Auditor spoke to his report and attached Executive Summary, and discussion followed. He made the following comments:

- A part of the audit objectives intended to be finalised included the implementation of automated audit routines for payroll data across the six member Councils. The delay in obtaining data from a number of Councils has extended the completion of this project. It is now expected to be fully implemented by the end of the calendar year.
- Manly Council has a range of processes and procedures to manage its payroll, however, a few weaknesses were revealed by the audit, which are being addressed by management.

Cllr Burns asked if the audit included an assessment of the amount of overtime worked. Internal Audit responded that an assessment of whether the overtime worked was warranted was outside the scope of the audit. The Deputy General Manager stated that all overtime is approved in advance and reported weekly to management as part of a report on staffing levels.

**Recommendation:**

The Committee recommends to Council that:

- I. The Internal Auditor's Report on Payroll Data Integrity at Manly Council be received and noted; and
- II. The Committee receives feedback from the Internal Auditor at periodic intervals on how each of the recommendations is being implemented by Council.

**ITEM 7 Internal Auditor's Report on EFT Payments**

The Internal Auditor spoke to his report and attached Executive Summary, and discussion followed.

The Chair asked if Internal Audit intends to run a program to check for duplicate payments. Internal Audit responded in the affirmative, and once he has received all the necessary data.

The Deputy General Manager stated that all EFT payments are verified by an independent staff member as a final step in the process.

The Chair thanked Internal Audit and requested that a high level report be prepared for the next meeting summarising the status of all audits undertaken to date. A table showing graphs and numeric table showing by Audit Topic – number of recommendations made; number actioned; number outstanding; number overdue.

**Recommendation:**

The Committee recommends to Council that:

- I. The Internal Auditor's Report on EFT Payments at Manly Council be received and noted; and
- II. The Committee receives feedback from the Internal Auditor at periodic intervals on how each of the recommendations is being implemented by Council.

**ITEM 8 Internal Auditor's Report on the Internal Audit Program 2011-2012**

The Internal Auditor spoke to his written report on the Proposed Internal Audit Program 2011-2012:

- Fieldwork has concluded on the *Audit of Parking Management and Revenue*, while fieldwork has commenced on the *Audit of*

**ACTION**

**Report back  
to next  
meeting**

*Commercial Leasing.*

- The overall program is slightly behind schedule due to recruitment action and some unexpected staff leave, however it is likely to be on track by the end of the first quarter of 2012.
- Mrs Leena Dutta has commenced duties as an Internal Auditor, and will be assisting Internal Audit with the program for Manly and three other North Shore councils.
- Cllr Griffin asked if an assessment of the tendering process would be included in the proposed audit of Parking Management & Revenue. Internal Audit responded in the negative.
- The Chair asked if there were any 'cameo' audits proposed for Manly Council? Internal Audit responded in the negative, however, this could be re-evaluated in March 2012.
- A/Executive Manager Corporate Services tabled the Action List for key resolutions of the Committee for the information of the Committee.
- The Chair inquired if Council had undertaken an assessment of its Enterprise-wide Risk. The Deputy General Manager responded in the affirmative, with the consultant's final report due soon. The Chair requested that the Committee be afforded a status report and presentation from the management and the consultant (InConsult) at its next meeting.

**ACTION**

**Recommendation:**

The Committee recommends to Council that the Internal Auditor's Report on the Internal Audit Program for 2011-2012 be received and noted.

**ITEM 9      Report – Committee Meeting Dates for 2012**

The Committee reviewed the proposed meeting dates for 2012, and agreed as follows:

- Tuesday 20 March 2012, 3.30pm
- Tuesday 22 May 2012, 3.30pm
- Tuesday 21 August 2012, 3.30pm
- Tuesday 20 November 2012, 3.30pm (tentative, and subject to confirmation).

The A/Executive Manager Corporate Services agreed to seek clarification regarding the Committee's status at the end of the present Council's term in September 2012. The Charter states that:

*"The independent external members will be appointed for the term of Council, after which they will be eligible for extension or re-appointment following a formal review of their performance."*

**Recommendation:**

The Committee recommends to Council that the proposed meeting dates for 2012 be received and noted.

**All to note**

**ITEM 10      GENERAL BUSINESS**

**ITEM 10.1      Review of the Performance of the Committee**

The Chair requested that a short self-assessment survey instrument he devised be circulated to nominated staff in preparation for his

report to Council as per the Charter:

***“6.6 Assessment Arrangements***

*The Chair of the Committee will initiate a review of the performance of the Committee at least once every two years. The review will be conducted on a self-assessment basis (unless otherwise determined by the Chair), with appropriate input from management and any other relevant stakeholders, as determined by the Chair.”*

**ACTION**

The Chair anticipates that following receipt of the feedback survey, his report will be finalised for presentation to the first meeting in March 2012..

**Recommendation:**

The Chair's request for the completion of a self-assessment survey be received and noted.

**ITEM 10.2 GIPA and Audit and Risk Committee documents**

The Chair sought clarification on how much information would be provided on documents relating to the activities of the Audit and Risk Committee following a *GIPA* request. He referred to an information sheet prepared by the Institute of Internal Auditors and requested that Council obtain a copy of the document for circulation before the next meeting.

For the information of the Committee A/Executive Manager Corporate Services tabled a short report on the *Government Information Public Access (GIPA) Act 2009*, and the key processes in place at Council to ensure compliance with the Act.

**Recommendation:**

The Chair's request be received and noted.

**ITEM 11 NEXT MEETING DATE:**

Date: Tuesday 20 March 2012  
Time: 3.30 pm  
Venue: Councillors' Room

**All to note**

Meeting closed at 11.10am





**TO:** Internal Audit & Risk Committee

**MEETING DATE:** 20 March 2012

**AUTHOR:** Michael Quirk, Head of Internal Audit North Shore Councils  
(including Manly Council)

**SUBJECT:** **Report – Implementation Status on Actions Recommended  
from Previous Audits**

## 1. INTRODUCTION

Since the commencement of the Internal Audit Program in 2010 seven audits have been completed and previously reported to the Audit and Risk Committee. This report provides updated information on the implementation of recommendations arising out of the audits.

The Audit reports presented to the Audit and Risk Committee provide an Executive Summary of the audit which is included in the meeting Agenda papers, and the full audit report which is available at each meeting. Each Audit report provides recommendations for management action, with a rating system for each recommendation based on the risk related to the Audit finding:

- Significant – High risk requiring urgent management action
- Moderate – Moderate risk requiring management action to be specified
- Minor – Low risk enabling resolution by routine procedures

Upon completion of each audit, an Action Plan for Implementation of Report Recommendations is provided to Council Management for comment and determination of accountabilities. Copies of the above audit reports will again be available for review at this meeting.

At its meeting of 22 November 2011, the Audit and Risk Committee requested further information regarding the implementation of Audit recommendations, particularly relating to the break-down of the ratings of audit recommendations. This report aims to provide an overview of the progress in implementing agreed Audit recommendations.

## Implementation of Audit Recommendations

The following audits have been previously reported to the Audit and Risk Committee:

- Cash Handling (24 November 2010)
- Tendering Procedures (24 November 2010)
- Credit Cards (5 October 2011)
- Records Management (24 March 2011)
- Payroll Data Integrity (22 November 2011)
- EFT Payments (22 November 2011)
- Legal Services Expenditure (24 March 2011)

Council Management have been working on the implementation of the agreed recommendations contained in the above Internal Audit Reports. Council Management have advised that implementation action relating to recommendations in the above reports has been completed to the extent shown in the following table.

|                | SIGNIFICANT |           | MODERATE |           | MINOR  |           | TOTAL |
|----------------|-------------|-----------|----------|-----------|--------|-----------|-------|
|                | Agreed      | Completed | Agreed   | Completed | Agreed | Completed |       |
| Cash Handling  | 0           | 0         | 26       | 23        | 15     | 12        | 42    |
| Tendering      | 3           | 2         | 20       | 15        | 1      | 1         | 24    |
| Credit Cards   | 0           | 0         | 6        | 6         | 3      | 3         | 9     |
| Records        | 0           | 0         | 0        | 0         | 0      | 0         | 13*   |
| Payroll Data   | 0           | 0         | 8        | 4         | 2      | 1         | 10    |
| EFT Payments   | 0           | 0         | 14       | 9         | 0      | 0         | 15    |
| Legal Services | 0           | 0         | 3        | 3         | 0      | 0         | 3     |

\* Audit recommendations related to implementation of previous contract review report.

### Implementation of Audit Recommendations

Internal Audit will be conducting a verification audit of the implementation actions in each audit. In November 2011 Internal Audit verified that Council management had implemented all agreed recommendations relating to audits of Credit Cards and Legal Services Expenditure.

## **2. RECOMMENDATION:**

The Committee recommends to Council that:

- 1) The Internal Auditor's Report on Implementation of Recommendations Internal Audit Reports be received and noted; and
- 2) The Committee receives feedback from the Internal Auditor at periodic intervals on how each of the recommendations is being implemented by Council.

## **ATTACHMENTS**

NIL

**Michael Quirk**

**Head of Internal Audit North Shore Councils**

**March 2012**



**TO:** Internal Audit & Risk Committee

**MEETING DATE:** 20 March 2012

**AUTHOR:** Michael Quirk, Head of Internal Audit North Shore Councils  
(including Manly Council)

**SUBJECT:** Internal Auditor's Report on Commercial Leasing

### **1. INTRODUCTION**

The Internal Auditor has, as part of the Audit Program confirmed by the participating North Shore Councils and this Committee, conducted an audit of Commercial Leasing at Manly Council.

### **2. INFORMATION**

The Internal Audit Program for 2011/2012 was approved by this Committee on 31 May 2011 and required an audit of Commercial Leasing to be conducted at Manly Council. The audit has been completed and the Audit Report has been reviewed by Council Management. A copy of the Executive Summary of the report is attached, and a copy of the full report will be available at the meeting.

The Report and its findings will be presented to the Committee by the Internal Auditor, Michael Quirk.

### **3. RECOMMENDATION:**

The Committee recommends to Council that:

- 1) The Internal Auditor's Report on Commercial Leasing at Manly Council be received and noted; and
- 2) The Committee receives feedback from the Internal Auditor at periodic intervals on how each of the recommendations is being implemented by Council.

### **ATTACHMENTS**

Manly Audit Executive Summary Commercial Leasing, 2 pages

**Michael Quirk**

**Head of Internal Audit North Shore Councils**

**March 2012**



## Head of Internal Audit

## Internal Audit Executive Summary Report

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subject:            | Commercial Leasing - Report Approved                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Objective and Scope | <p>The objective of the review was to provide an assurance that management have in place adequate controls over the establishment and management of commercial leases in order to achieve Council's strategic objectives in the portfolio.</p> <p>To achieve the above stated objective the scope of our review included consideration of controls in:</p> <ul style="list-style-type: none"><li>• Lease acquisition or determination</li><li>• Policy governing lease/License terms and conditions</li><li>• Rental income management and debtor control</li><li>• Letting arrangements</li><li>• Security deposits, insurances and certifications</li><li>• Management of outgoings</li><li>• Accounting for income/expenses</li></ul> <p>The review was restricted to land and/or buildings on operational land that are held by Council for short or long term rental yields or capital gain and are not occupied by Council.</p> <p>In undertaking the review we interviewed staff and examined Council policy and strategy documents together with documentation relating to a small sample of commercial leases.</p> |
| Major Findings      | <p>Council staff identified ten properties as being on operational land for which they receive rent. Four of these properties are managed by two different Property Agents.</p> <p>All leasing details are maintained in an excel-based lease register by the Administration Officer. Details are also noted in the leasing module of the Authority system. However, this is used as a data repository rather than a lease management tool. Several other documents are separately and manually updated and utilised for monitoring rent reviews, rent increase, currency of insurance certificates and leases due to expire.</p> <p>We note that although the lease management process is being well managed and the lease register being well maintained by the Administration Officer, it is still a manual intensive process that may be inefficient and prone to error.</p> <p><u>Importantly, the review found no evidence of fraud, or of intentional breach of the Local Government Act, 1993.</u></p>                                                                                                              |

|                            |                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Summary of Recommendations | <p>The review provided 3 detailed recommendations for improvement which were rated as either Moderate, or Minor Risk.</p> <p>A summary of the significant recommendations include:</p> <ol style="list-style-type: none"> <li>1. Council consider an alternative information system approach to lease administration.</li> <li>2. Council consider reviewing the two agent arrangement.</li> </ol> |
| Overall Opinion and Rating | <p>The concerns identified in the report indicate that there is an <b>Effective Control Environment</b> (A small number of control risk issues mainly minor in nature with opportunities for improvement identified).</p> <p><b>Control Environment Rating</b> </p>                                             |
| Current Status             | <p>Details of implementation of the review recommendations will be included in future reports to the Audit and Risk Committee.</p>                                                                                                                                                                                                                                                                 |



**TO:** Internal Audit & Risk Committee

**MEETING DATE:** 20 March 2012

**AUTHOR:** Michael Quirk, Head of Internal Audit North Shore Councils  
(including Manly Council)

**SUBJECT:** Internal Auditor's Report on Parking Management & Revenue

### **1. INTRODUCTION**

The Internal Auditor has, as part of the Audit Program confirmed by the participating North Shore Councils and this Committee, conducted an audit of Parking Management and Revenue at Manly Council.

### **2. INFORMATION**

The Internal Audit Program for 2011/2012 was approved by this Committee on 30 May 2011 and required an audit of Parking Management & Revenue to be conducted at Manly Council. The audit has been completed and the Audit Report has been reviewed by Council Management. A copy of the Executive Summary of the report is attached, and a copy of the full report will be available at the meeting.

The Report and its findings will be presented to the Committee by the Internal Auditor, Michael Quirk.

### **3. RECOMMENDATION:**

The Committee recommends to Council that:

- 1) The Internal Auditor's Report on Parking Management & Revenue at Manly Council be received and noted; and
- 2) The Committee receives feedback from the Internal Auditor at periodic intervals on how each of the recommendations is being implemented by Council.

### **ATTACHMENTS**

Manly Audit Executive Summary Parking Management & Revenue, 2 pages

**Michael Quirk**

**Head of Internal Audit North Shore Councils**

**March 2012**



## Head of Internal Audit

## Internal Audit Executive Summary Report

|          |                                                         |
|----------|---------------------------------------------------------|
| Subject: | <b>Parking Revenue and Management</b> - Report Approved |
|----------|---------------------------------------------------------|

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Objective and Scope | <p>The primary objectives of the audit were to assess the management and administration of the Council's parking management and revenue process. This included the following:</p> <ul style="list-style-type: none"> <li>✓ Provide an assurance that adequate controls are in place to safeguard Council's parking revenue and commercial interests in parking management.</li> <li>✓ Provide an assurance that adequate controls are in place over the issues of parking permits to protect Council's assets and reputation.</li> </ul> <p>The scope of the audit was restricted to an examination of the parking stations, parking meters and resident parking permits. A risk based approach was adopted for this review which was undertaken as follows:</p> <ul style="list-style-type: none"> <li>✓ Obtaining, reviewing and assessing Council's approved policies and procedures relating to parking stations and parking permits;</li> <li>✓ Reviewing and assessing revenue collection facilities, arrangements and processes;</li> <li>✓ Reviewing and assessing the access controls and reconciliations over revenue and the issue of parking permits;</li> <li>✓ Testing samples of revenue records for compliance with relevant agreements, policies and procedures; and</li> <li>✓ Interviewing staff and observation of on-site facilities and records.</li> </ul> |
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|                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Major Findings | <p>Our review showed that parking meter collection operations were reasonably controlled notwithstanding reported impacts of environmental conditions on parking meter systems. Our review did identify a number of areas for improvement evidenced by:</p> <ul style="list-style-type: none"> <li>✓ Procedures lack sufficient controls to ensure that collections made from all parking stations are being fully deposited into Council's banking account on a timely basis.</li> <li>✓ There is not a regular and complete reconciliation of credit card sales and cash collected to the Auto Pay Station information systems revenue collections.</li> <li>✓ The method of replenishing cash in the Auto Pay Stations precludes effective reconciliation of sales.</li> <li>✓ Access to cash tins in Autopay machines should be restricted and segregated from responsibility for oversight and</li> </ul> |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                            | <p>reconciliation of collections.</p> <p>✓ Council should further develop strategies to ensure that the issue of parking permits complies with regulatory requirements, and reduces the potential for fraud and resident complaints.</p> <p><u>Importantly, the review found no evidence of fraud, or of intentional breach of the <i>Local Government Act, 1993</i>.</u></p>                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Summary of Recommendations | <p>The review provided 16 detailed recommendations for improvement which were rated as either Moderate, or Minor Risk.</p> <p>A summary of the significant recommendations include:</p> <ol style="list-style-type: none"> <li>1. More timely banking of meter collections and reconciliations.</li> <li>2. Review of preventative maintenance schedules for meters.</li> <li>3. Improved processes for float collection and replenishment at Parking Auto-Pay Stations.</li> <li>4. Independent review of collection reconciliations to banking records.</li> <li>5. Consideration of further review of Designated and Resident Parking Schemes in line with RTA Guidelines.</li> <li>6. Expediting electronic permit trials to improve traceability of permits in accordance with RTA Guidelines.</li> </ol> |
| Overall Opinion and Rating | <p>The concerns identified in the report indicate that the <b>Control Environment Requires Improvement</b> (several issues of concern noted which were mainly of a Moderate Risk nature).</p> <p><b>Control Environment Rating</b> <span style="background-color: yellow; padding: 2px 5px;"><b>3</b></span></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Current Status             | <p>Details of implementation of the review recommendations will be included in future reports to the Audit and Risk Committee.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



**TO:** Internal Audit & Risk Committee

**MEETING DATE:** 20 March 2012

**AUTHOR:** Michael Quirk, Head of Internal Audit North Shore Councils  
(including Manly Council)

**SUBJECT:** **Internal Auditor's Report on the Internal Audit Program  
2011-2012**

## **1. INTRODUCTION**

The draft Internal Audit Program for 2011/12 was approved at the meeting of the Audit and Risk Committee on 31 May 2011. A copy of the approved Program is attached. This report provides information on the status of work on the approved Program.

## **2. INFORMATION**

### **Internal Audit Planning**

The additional internal auditor employed in late 2011 has been engaged since January in addressing the backlog of audit work across the four funding councils. With the combination of existing audit staff, Manly has access to an Internal Audit staff resource equivalent to approximately 8.7 staff-days per month (0.44 FTE).

At the request of the General Manager, Internal Audit will be conducting a compliance audit of Competitive Neutrality at Manly commencing late March 2012. This audit will take advantage of the additional audit resourcing and is expected to report to the Audit and Risk Committee in May 2012.

Initial planning for the 2012-2013 Internal Audit Plan has commenced. As previously forecast, the program for next year is likely to include core audits across all six shared service Councils, together with additional audits for a number of Councils to reflect differing risk profiles and priorities. The Plan will consider the long-term internal audit plan (copy attached), Manly Council's updated enterprise risk position, together with discussions with senior management at Manly and the General Managers of the six member Councils. A draft of the Plan will be submitted to the May meeting of the Audit and Risk Committee.

### **Other Internal Audit Activity**

The Head of Internal Audit has recently met with representatives of Council's external audit firm Hill Rogers Spencer Steer. The purpose of the meeting was to exchange information regarding issues at Manly, and to assist in planning future audit activity.

At the request of the General Manager, it is proposed that Internal Audit will provide probity services in relation to the *Manly2015* initiative. Council staff have prepared a draft Probity Plan and it is expected that this will be reviewed as further action progresses on this initiative.

### **Status of Audits**

Fieldwork has concluded on the *Audit of Long Term Financial Plan* with the draft report currently subject to review. Planning is currently underway for the *Audit of Asset Acquisitions and Disposals*, and the *Audit of Fraud and Corruption Prevention*. It is expected that these audits will be concluded by the May Audit and Risk Committee meeting. The overall program is slightly behind schedule but is likely to be delivered on target by year-end.

### **Completed Audits in the Current Period**

The *Audit of Parking Management and Revenue* and *Audit of Commercial Leasing* were finalised in the current period and are subject to separate reports at the meeting.

### **3. RECOMMENDATION:**

The Committee recommends to Council that:

- 1) The Internal Auditor's Report on the Internal Audit Program for 2011-2012 be received and noted.

### **ATTACHMENTS**

North Shore Councils Audit Program – 2011-2012 – Manly Municipal Council, 1 page

**Michael Quirk**

**Head of Internal Audit North Shore Councils**

**March 2011**

# **NORTH SHORE COUNCILS AUDIT PROGRAM – 2011-2012 – MANLY MUNICIPAL COUNCIL**

| <b>ID</b>           | <b>Audit</b>                  | <b>Description</b>                                                                | <b>Benefit</b>                                                               | <b>Prop Coverage</b>                                                             | <b>Est. Start Date</b>       | <b>Est. Finish Date</b>           |
|---------------------|-------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------|-----------------------------------|
| 05/10               | Commercial Leasing            | Controls from decision to management and accounting                               | Predictable leasing outcomes                                                 | All by individual testing                                                        | Completed                    |                                   |
| 01/11               | Parking Management & Revenue  | Controls over revenue collection and parking schemes                              | Security, Fraud prevention, reputation risk mitigation                       | All by parking stations, parking meter and parking schemes by individual testing | 31/08/11<br><b>Commenced</b> | 19/09/11                          |
| 02/11               | Long Term Financial Plans     | Controls over compliance with standards, integration, assumptions and projections | Compliance and effectiveness                                                 | All by individual testing                                                        | 09/11/11<br><b>Commenced</b> | <del>16/11/11</del><br>30/03/2012 |
| 03/11               | Asset Acquisition/Disposal    | Controls from decision to management and accounting                               | Contingency project from 2010/11                                             | All by individual testing                                                        | 04/01/12<br><b>Commenced</b> | <del>23/01/12</del><br>20/04/2012 |
| 04/11               | Fraud & Corruption Prevention | Control over comprehensive corporate framework                                    | Lower IR issues, fraud and corruption prevention, reputation risk mitigation | All by individual testing                                                        | 01/03/12<br><b>Delayed</b>   | <del>08/03/12</del><br>11/05/2012 |
| 05/11               | Capital Projects              | High-level assessment of probity controls                                         | Contingency project from 2010/11; Fraud prevention                           | All by individual testing                                                        | 17/05/12                     | 05/06/12                          |
| 08/11<br><b>NEW</b> | Competitive Neutrality        | Compliance with competition reporting requirements                                |                                                                              | Council business undertakings                                                    | 26/03/2012                   | 20/04/2012                        |

Approved in principle by General Managers 7 April 2011

Endorsed by Manly Council Audit & Risk Committee meeting 31 May2011