

Audit Risk and Improvement Committee Meeting Agenda 4 December 2018



Location:	Level 1 Committee Room, Gosford Administration Building, 49 Mann Street, Gosford	Date:	Tuesday 4 December 2018
Event:	Audit Risk & Improvement Committee	Time:	2pm

ITEM		PAGE	RESPONSIBLE OFFICER
Welcome & Apologies			Colin Gellatly
Item 1.1	Disclosure of Interest	3	Colin Gellatly
Item 1.2	Confirmation of Minutes of Previous Meeting	5	Colin Gellatly
Item 1.3	Outstanding Action Items	12	Colin Gellatly
General Reports			
Item 1.4	Enterprise Risk Management Framework - Update	14	Acting Director, Governance
Item 1.5	Update on GIPA Requests	57	Acting Director, Governance
Item 1.6	Customer Experience Survey Results	62	Director, Connected Communities
Item 1.7	Customer Complaints and Compliments	68	Director, Connected Communities
Item 1.8	Annual Plan for 2019 – Proposed	71	Acting Director, Governance
Item 1.9	IA Balanced Scorecard Report	74	Internal Auditor
Item 1.10	Chief Internal Auditor's Quarterly Progress Update	81	Internal Auditor
Item 1.11	IA Comparative Data Analysis and Risk Outlook Report	84	Internal Auditor
Item 1.12	IA Emerging Theme Report	88	Internal Auditor
Item 1.13	IA Work Programme 2018 to 2020	113	Internal Auditor
Item 1.14	Implementation of Management Actions Arising from IA Review	140	Internal Auditor
Item 1.15	Meeting Dates for 2019	157	Acting Director, Governance
Confidential Reports			
Item 2.1	Report from the Office of the Internal Ombudsman	-	Internal Ombudsman
General Business			Colin Gellatly
Next Meeting Date to be determined			Colin Gellatly