



Audit & Risk Committee

Minutes | 8th June 2021



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SHIRE OF QUAIRADING

Audit & Risk Committee

The Quairading Audit & Risk Committee Minutes of the Meeting held on 8th June 2021 commencing at 4.40 pm.

ITEM 1 OPENING & ANNOUNCEMENTS

The Chairperson opened the Meeting at 4.40 pm.

"Before we start our Meeting, I would like to acknowledge that we are meeting on Noongar land and we pay respect to the original custodians...past, present and future and welcome you all here today for this Meeting".

ITEM 2 ATTENDANCE AND APOLOGIES

Councillors

Cr JN Haythornthwaite	Chairperson / Deputy Shire President
Cr BR Cowcill	
Cr JR Hippisley	
Cr B McGuinness	
Cr PD Smith	
Cr TJ Stacey	

Council Officers

Mr GA Fardon	Chief Executive Officer
Mr NL Gilfellon	Executive Manager of Corporate Services
Mr A Rourke	Executive Manager of Works & Services
Mr RM Bleakley	Executive Manager Community, Projects and Strategy (from 4.48 pm)

Observers/Visitor

Nil

Apologies

Cr WMF Davies	Shire President
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Absent

Cr JW Haythornthwaite

Approved Leave of Absence

Nil.

ITEM 3 DEPUTATIONS / PRESENTATIONS / SUBMISSIONS

Nil.

ITEM 4 DECLARATIONS OF INTEREST

Nil, at this time.

ITEM 5 CONFIRMATION OF MINUTES AND BUSINESS ARISING

5.1 Confirmation of Minutes – 9th March 2021

RECOMMENDATION: AR16-20/21

MOVED Cr Cowcill SECONDED Cr Hippisley

That the Minutes of the Audit & Risk Committee Meeting held on the 9th March 2021 be confirmed as a true and accurate record.

CARRIED 6/0

5.2 Business Arising

Nil.

ITEM 6 STANDING ITEMS – EXTERNAL AUDIT

Audit & Risk Committee - Terms of Reference 7.6

6.1 2020/2021 Financial Audit – Office of the Auditor General (OAG)

Any matters to be discussed resulting from the telephonic meeting with the OAG and AMD.

Nil Matters discussed.

ITEM 7 STANDING ITEMS – INTERNAL AUDIT

Audit & Risk Committee - Terms of Reference 7.5

7.1 Financial Management Review Report - May 2021

Meeting Date	8 th June 2021
Responsible Officer	CEO Graeme Fardon
Reporting Officer	EMCS Nathan Gilfellow
Attachments	(i) Financial Management Review Report May 2021
Owner/Applicant	Moore Australia
Disclosure of Interest	Nil

OFFICER RECOMMENDATION

RECOMMENDATION: AR17-20/21

MOVED Cr Hippisley ~~SECONDED~~ Cr Stacey

That the Audit and Risk Committee recommend to Council that: -

- Council notes the Moore Australia Financial Management Review Report – May 2021 on the review of the Shire's financial management systems and procedures
- Council notes the Management responses to the Findings and Recommendations

CARRIED 6/0

IN BRIEF

- Review of the appropriateness and effectiveness of the Shire's financial systems and procedures to be undertaken at least every 3 Years.
- External Audit Consultant Moore Australia were engaged to conduct the Review and to prepare a Report for the CEO for its presentation to the Audit & Risk Committee.
- Onsite Review Visit undertaken on 12th – 14th of April 2021, where 23 Areas were examined.
- Moore Australia have provided its Review Report to the CEO.
- Management have provided its Comments on the Findings & Recommendations and these have been incorporated into the Review Report.

MATTER FOR CONSIDERATION

Noting of Moore Australia's Report on the appropriateness and effectiveness of the Shire's financial management systems and procedures and also noting Management's Responses and Actions.

BACKGROUND

1. The *Local Government (Financial Management) Regulations 1996 regulation 5(2)(c)*, requires the Chief Executive Officer to undertake Financial Management Reviews regularly (and not less than once in every three years). The main purpose of a Financial Management Review (FMR) is to examine the

appropriateness and effectiveness of the financial management systems and procedures of the Shire.

2. Through a formal request for quote process, Moore Stephen (WA) Pty Ltd was appointed to undertake the financial management audit. The audit covered the period 1st July 2020 to 31st March 2021.
3. Moore Australia Staff examined 23 Areas. 16 Areas were reported as effective and appropriate and 7 Areas highlighted in the Report are were Moore Australia recommend for Improvement.
4. The Consultant's Report identified from the 7 Areas, 10 Matters of which 2 was considered to be significant, 4 were considered to be moderate issues and 4 were considered as minor issues.

STATUTORY ENVIRONMENT

Local Government (Financial Management) Regulations 1996

5. CEO's duties as to financial management

- (1) Efficient systems and procedures are to be established by the CEO of a local government –
 - (a) for the proper collection of all money owing to the local government; and
 - (b) for the safe custody and security of all money collected or held by the local government; and
 - (c) for the proper maintenance and security of the financial records of the local government (whether maintained in written form or by electronic or other means or process); and
 - (d) to ensure proper accounting for municipal or trust –
 - (i) revenue received or receivable; and
 - (ii) expenses paid or payable; and
 - (iii) assets and liabilities;
 and
 - (e) to ensure proper authorisation for the incurring of liabilities and the making of payments; and
 - (f) for the maintenance of payroll, stock control and costing records; and
 - (g) to assist in the preparation of budgets, budget reviews, accounts and reports required by the Act or these regulations.
- (2) The CEO is to –
 - (a) ensure that the resources of the local government are effectively and efficiently managed; and
 - (b) assist the council to undertake reviews of fees and charges regularly (and not less than once in every financial year); and
 - (c) undertake reviews of the appropriateness and effectiveness of the financial management systems and procedures of the local government regularly (and not less than once in every 3 financial years) and report to the local government the results of those reviews.

POLICY IMPLICATIONS

N/A.

FINANCIAL IMPLICATIONS

The budget for the FMR Report was \$10,000. The actual cost for the Review work was \$10,000.

STRATEGIC IMPLICATIONS – Strategic Community Plan 2017 - 2027

Governance Objective: Strong governance and community engagement

ITEM	OUTCOMES AND STRATEGIES
G1	Robust Integrated Planning and Reporting (IPR)
G1.1	Continual improvement in IPR, transparency and accountability
G4	Sound Organisation
G4.3	Ensure optimum organisational capacity and efficiency

COMMUNITY CONSULTATION

No Community consultation was required or undertaken in relation to this report.

RISK ASSESSMENT – Risk Management Policy and Risk Management Governance Framework Applicable.

Financial - Risk Matrix Rating is assessed as Low. The Financial Management Review is conducted to provide assurance to the CEO and Council on the performance of the control environment of the financial management systems and procedures.

Health – Risk Matrix Rating is assessed as Low

Reputation – Risk Matrix Rating is assessed as Low. Compliance with legislative requirement. Failure to complete the FMR would lead to increased Reputational Risk and possible actions by the DLGSC.

Operation – Risk Matrix Rating is assessed as Low. Council's Management and Administration Staff assisted the External Consultant by providing all information and documents requested by the Moore Australia Staff.

Natural Environment – Risk Matrix Rating is assessed as Low.

COMMENT

The CEO and the EMCS have prepared and provided Management's responses on the Findings and detailed Actions that have already been taken or will be taken to ensure that the Recommendations are implemented.

7.2 OAG Report 23: 2020/21 – Local Government General Computer Controls

For Councillor Information Only. The attached report summarises the results of the 2020 annual information systems audits across a selection of 50 local government (LG) entities.

Noted by the Meeting.

ITEM 8 STANDING ITEMS – FINANCIAL REPORTING

Audit & Risk Committee - Terms of Reference 7.2

8.1 Grant Funding Status Report

Meeting Date	8 th June 2021
Responsible Officer	CEO Graeme Fardon
Reporting Officer	IPR&SPO Richard Bleakley
Attachments	(i) Grants Register Status Report 1 (ii) Grants Register Status Report 2 (Summary Report)
Owner/Applicant	Shire of Quairading
Disclosure of Interest	Nil

OFFICER RECOMMENDATION

RECOMMENDATION: AR18-20/21

MOVED Cr McGuinness SECONDED Cr Cowcill

That the Audit and Risk Committee recommend to Council that: -

Council notes the Grants Status Reports dated June 2021.

CARRIED 6/0

IN BRIEF

- This Report provides an update on the status of grants submitted and new grant opportunities and is provided for information and discussion.
- This Report includes Grants that are continuing /carried over from the 2019/2020 and are being acquitted in the current Financial Year.
- This report includes Grant Funded Projects that will also be delivered in 2021/22.
- Report details current successful Grants (Competitive and Non Competitive).
- No Grant Applications have been declined in 2020/2021.
- One grant application (Community Park) has been withdrawn as does not meet the guidelines of the COVID-19 Grant Funding Program at LotteryWest. It will be resubmitted once Lotterywest re-opens its regular funding windows in late June 2021.
- Further Grant Funding avenues being explored by the Grants Team are detailed.

MATTER FOR CONSIDERATION

Noting the Grants Status Report.

BACKGROUND

Council requires the Chief Executive Officer to report on the Eligible Grant Eligibility and Grant Activity during the 2020/2021 Year.

Report is to include Grant funding success rate i.e. number of applications, number achieved and value / timelines of received funding.

STATUTORY ENVIRONMENT

Nil

POLICY IMPLICATIONS

Nil.

FINANCIAL IMPLICATIONS

All Grants reported have been included in Council's Adopted Budget for the 2020/2021 Financial Year and Proposed Budget for the 2021/2022 Financial Year.

Council is awaiting the resubmission of the Application to LotteryWest for funding assistance towards the Kwirading Koort Community Park Project. It is anticipated that Council's Application will be considered in August / September 2021.

Council has received advice that the Federal Government has approved the nomination of the Hall Carpark Project under the Local Roads and Community Infrastructure Program Extension (COVID 19) – Phase 2 allocation of \$288,492 with Shire's contribution being \$39,508.

In addition, Council has received advice that the Federal Government has granted an additional \$786,694 under the Local Roads and Community Infrastructure Program Extension (COVID-19) – Phase 3. Information regarding the Guidelines and Conditions of this additional funding have yet to be received.

Allocation of these funds to Projects will be the subject of a further Officer's Report to Council in the near future.

Details of Council's Cash and In-Kind Contributions are listed in the Grants Register Status Report (Attachment No. 1).

STRATEGIC IMPLICATIONS – Strategic Community Plan 2017 - 2027

Governance Objective: Strong governance and community engagement

ITEM	OUTCOMES AND STRATEGIES
G1	Robust Integrated Planning and Reporting (IPR)
G1.1	Continual improvement in IPR, transparency and accountability

COMMUNITY CONSULTATION

No Community consultation was required or undertaken in relation to this report.

RISK ASSESSMENT – Risk Management Policy and Risk Management Governance Framework Applicable.

Financial - Risk Matrix Rating is assessed as Low. All Grants approved have been included in the 2020/2021 Adopted Budget. The additional Grant Funding offered under the Local Roads and Community Infrastructure Program Extension (COVID-19) and the relevant Project will be included in the 2021/2022 Draft Budget.

Health – Risk Matrix Rating is assessed as Low.

Reputation – Risk Matrix Rating is assessed as Low. The Report provides transparency on the treatment and use of the Government Grant Funding and provides Committee with information to assess how Management is administering the various Grants.

Operation – Risk Matrix Rating is assessed as Low. Preparation and maintenance of the Grants Register is undertaken within Council’s existing Organisational Structure and resources.

Natural Environment – Risk Matrix Rating is assessed as Low.

Attachment 1 – Grants Register Report as at 3rd June 2021 provides a summary of current project grant portfolio.

Attachment 2 – Grant Program Status Report details the Shire’s grant inventory status – competitive and non-competitive.

Status	Number	Grant Funding
Closed / Completed	2	\$2,700
Active	10	\$5,779,655
Approved	1	\$23,333
Applications	2	\$1,356,694
New research	9	\$65,000
Total	24	\$7,227,382

ITEM 9 STANDING ITEMS – CONTROLS, SYSTEMS AND PROCEDURES

Audit & Risk Committee - Terms of Reference 7.3

No matters for consideration.

ITEM 10 STANDING ITEMS – RISK MANAGEMENT REPORTS AND ISSUES

Audit & Risk Committee - Terms of Reference 7.1, 7.3

10.1 Report on Excess Annual Leave and Long Service Leave

Meeting Date	8 th June 2021
Responsible Officer	EMCS Nathan Gilfellon
Reporting Officer	SFO Kaiser Uddin
Attachments	Nil
Owner/Applicant	Shire of Quairading
Disclosure of Interest	Nil

OFFICER RECOMMENDATION

RECOMMENDATION: AR19-20/21

MOVED Cr Hippisley SECONDED Cr Cowcill

That the Audit and Risk Committee Recommend to Council that: -
Council receive the report on the Shire's Leave Liabilities.

CARRIED 6/0

IN BRIEF

- Since 2017, Council has requested that excess Annual Leave and Long Service Leave be reported to the Audit and Risk Committee.
- Council receive the report on the Shire's Leave Liabilities.

MATTER FOR CONSIDERATION

Report on Excess Annual Leave and Long Service Leave Entitlements and Leave Liabilities.

BACKGROUND

Since 2017, Council has requested that excess Annual Leave and Long Service Leave be reported to the Audit and Risk Committee.

The current policy defines excess leave as when the Employee has accrued more than eight weeks paid annual leave.

STATUTORY ENVIRONMENT

Local Government Act 1995

Local Government (Long Service Leave Regulations)

Local Government Industry Award 2020

The Industry Award defines Excess Leave as -

*"An Employee has an **excess leave accrual** if the employee has accrued more than eight weeks paid annual leave"*

POLICY IMPLICATIONS

Current Policy: Leave Management Policy (ORG.2)

FINANCIAL IMPLICATIONS

Annual and Long Service Leave Reserve Fund Cash Balance as at 31st May 2021 is \$206,736.04.

The Annual Budget treats Current Leave as Accruals.

The Annual and Long Service Leave Reserve funds any prior year Leave entitlements taken by Staff or paid out.

The current Liability for both types of Leave (if all Claimed on 31st May 2021) is calculated at \$212,380.00.

STRATEGIC IMPLICATIONS – Strategic Community Plan 2017 - 2027

Governance Objective: Strong governance and community engagement

ITEM	OUTCOMES AND STRATEGIES
G1	Robust Integrated Planning and Reporting (IPR)
G1.1	Continual improvement in IPR, transparency and accountability

COMMUNITY CONSULTATION

N/A

RISK ASSESSMENT – Risk Management Policy and Risk Management Governance Framework Applicable.

Financial – Risk Matrix Rating is considered as Medium Risk. Financial exposure and therefor Risk escalation, if Leave accruals are not monitored and managed.

Health – Risk Matrix Rating is considered as Low Risk

Reputation – Risk Matrix Rating is considered as Low Risk

Operation – Risk Matrix Rating considered Low Risk

Natural Environment – Risk Matrix Rating is considered as Low Risk.

COMMENT

This report has been prepared to inform the Audit and Risk Committee of the current leave liabilities and of any employees who have excess leave and the steps taken to reduce these liabilities.

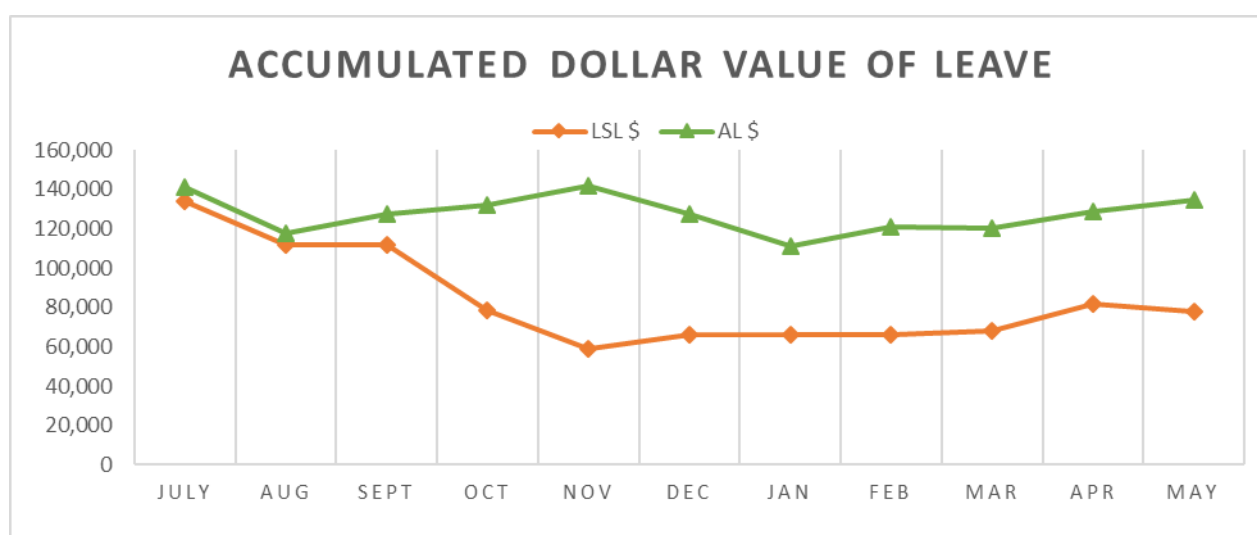
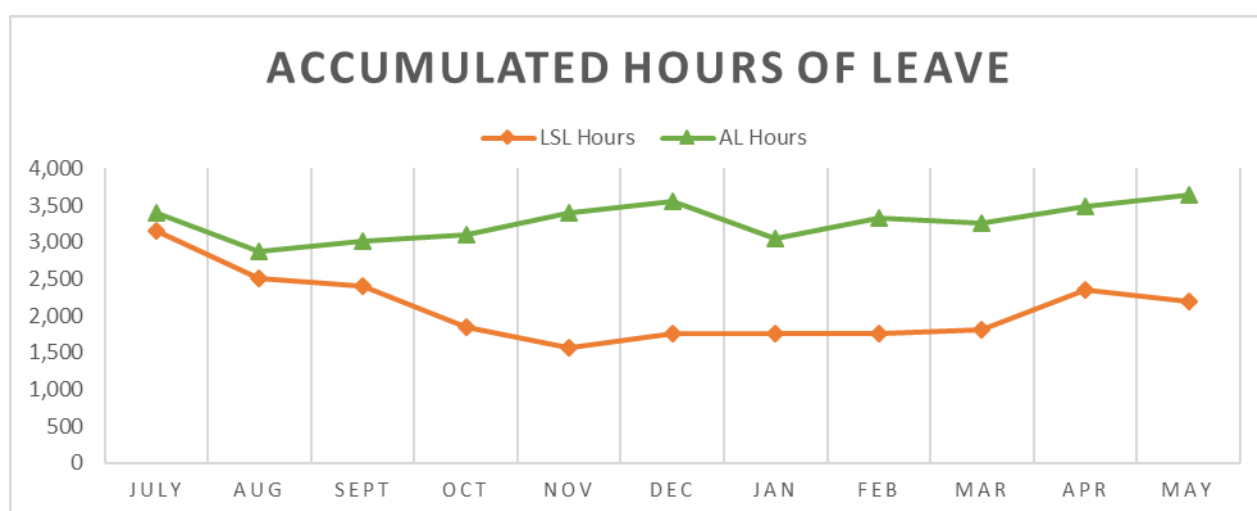
As at the 31st May 2021, two employees have excess annual leave. Management will discuss the excess leave with the employees and a reminder letter will be sent shortly.

Since February 2021, there has been an increase of 11.2% (in Dollar Value) in the Annual Leave Liability. This is due to natural increase during this period where employees have taken less leave.

The Long Service Leave Liability has had a 32% increase since February 2021. This is due to the anniversary of one employee in April 2021. In May, Long Service Leave Liability has decreased 4% as one of the employee has partly taken his Long Service Leave.

	<i>LSL Hours*</i>	<i>LSL \$*</i>	<i>AL Hours</i>	<i>AL \$</i>
<i>July</i>	3,152	133,795	3,396	141,026
<i>August</i>	2,511	112,029	2,879	117,983
<i>September</i>	2,407	111,839	3,013	127,361
<i>October</i>	1,838	78,381	3,102	132,103
<i>November</i>	1,557	58,798	3,393	141,499
<i>December</i>	1,755	58,798	3,555	127,688
<i>January</i>	1,755	58,798	3,044	111,379
<i>February</i>	1,755	58,798	3,325	121,193
<i>March</i>	1,804	67,960	3,258	120,396
<i>April</i>	2,342	81,951	3,490	128,639
<i>May</i>	2,190	77,633	3,640	134,746

*An error in the system generated LSL liabilities was found and has been fixed. This has altered the LSL liabilities for the full year.



ITEM 11 STANDING ITEMS – OTHER

Audit & Risk Committee - Terms of Reference 9.1, 9.2 & 9.5

11.1 Annual Assessment Report on Community Engagement

Meeting Date	8 th June 2021
Responsible Officer	CEO Graeme Fardon
Reporting Officer	CEO Graeme Fardon
Attachments	Nil
Owner/Applicant	N/A
Disclosure of Interest	Nil

OFFICER RECOMMENDATION

RECOMMENDATION: AR20-20/21

MOVED Cr Hippiisley SECONDED Cr Stacey

That the Audit & Risk Committee Recommend to Council:

That Council receive the Annual Assessment Report of Council's Community Engagement for the 2020/2021 year.

CARRIED 6/0

IN BRIEF

- In accordance with Council's Community Engagement Policy, an Annual Assessment of the level of engagement achieved is to be reported to the June Audit & Risk Committee.
- In December 2019, Council adopted the Community Action Plan for the 12 months ahead. The Action Plan will be further reviewed following the adoption of the Shire Community Strategic Plan 2021-2031.
 - The Action Plan describes how the Shire of Quairading will increase its level of engagement with the community and acknowledges the desire of Council to share information in keeping with our vision to position Quairading as the best place to live, work and visit.
 - The Action Plan provides direction to Councillors and Staff on identified activities with the objective of maximising meaningful and appropriate Community engagement across all areas of the Organisation.

MATTER FOR CONSIDERATION

For Council to receive the Annual Community Engagement Assessment Report in accordance with the Shire's Community Engagement Policy.

BACKGROUND

Community engagement is an umbrella term that covers information sharing, consultation and active participation between the Shire and community. It seeks to ensure people have an opportunity to participate in decisions that affect them.

Community engagement is any activity that assists Council: -

- Provide opportunities for the community to voice an opinion on any proposals, plans, services and activities
- Work more closely with the community to shape policy options and priorities.

Community engagement does not necessarily mean achieving consensus. However, community input into Council's decision-making process provides the potential for a better, more informed decision for everyone. This results in:

- Improving the relationship between the Community and Council;
- Enhancing Community ownership of decisions;
- Adding value to Council's decision-making processes by drawing on the skills and wisdom of people and groups in the Community.
- Maximising the possible positive impacts of Council decision and minimising the possible negative impacts.

STATUTORY ENVIRONMENT

Local Government Act 1995 – s.5.56 Planning for the future

Local Government (Administration) Regulations 1996 – Reg 19(c)(9)

(9) A local government is to ensure that the electors and ratepayers of its district are consulted during the development of a strategic community plan and when preparing modifications of a strategic community plan

POLICY IMPLICATIONS

Strategic Community Plan 2017-2027

CS.4 Community Engagement Policy

Strategic Document – Community Engagement Action Plan 2019 – 2020 (to be Reviewed in 2021/2022)

FINANCIAL IMPLICATIONS

Nil - Community Engagement has been undertaken within Council's Operating Budgets.

STRATEGIC IMPLICATIONS – Strategic Community Plan 2017 - 2027

Social Objective: Active, healthy, safe and inclusive community

ITEM	OUTCOMES AND STRATEGIES
S1	Active community
S1.1	Provide facilities and support participation in sport and recreational activities, facilities and clubs
S1.2	Promote increased participation in the social and cultural life of the community

Governance Objective: Strong governance and community engagement

ITEM	OUTCOMES AND STRATEGIES
G1	Robust Integrated Planning and Reporting (IPR)
G1.1	Continual improvement in IPR, transparency and accountability
G3	Community Engagement
G3.2	Collaborate with the community to achieve desired outcomes

COMMUNITY CONSULTATION

The Shire's Strategic Community Plan 2017 - 2027 identified "Strong governance and community engagement" as one of its five (5) key objectives and listed Strategy G3 - Community Engagement as an issue to be addressed over the life of the SCP.

The Shire's Community Engagement Policy specifies that an Annual Assessment be undertaken to gauge the level of community engagement achieved, and report back to the Audit and Risk Committee Meeting each June.

RISK ASSESSMENT – Risk Management Policy and Risk Management Governance Framework Applicable.

Financial - Risk Matrix Rating is assessed as Low. Community Engagement was undertaken within Council's adopted Budget.

Health – Risk Matrix Rating is assessed as Low.

Reputation – Risk Matrix Rating is assessed as Low. Risk Mitigated through a high level of Community engagement.

Operation – Risk Matrix Rating is assessed as Low. Community Engagement was achieved with existing Staff resources.

Natural Environment – Risk Matrix Rating is assessed as Low.

COMMENT

The Community Engagement Policy and Action Plan are aimed to ensure: -

- Increased community awareness about Council's services, planning and program delivery;
- Increased awareness of community views and issues that should be considered as part of the decision-making process;
- Increased awareness of the needs and diversity of the local community;
- Development of solutions and outcomes that are broadly supported by the community;
- Increased satisfaction with council and strengthening of trust between Council and community;
- Increased understanding, community ownership and acceptance of decisions;
- Enhanced relationships with Council and the community working together to address local issues;
- Improved decision making and community outcomes;
- Potential for time, resource and cost savings;
- Increased transparency and accountability with regard to council decision making.

Communications and engagement approach

A range of communication and engagement activities were undertaken in 2019/2020 to inform, consult and involve participants from across the community.

	METHOD	HOW WE ENGAGED
Online	Advertisements (Newspapers, Notice board, Banksia Bulletin, Passion Sheet and Shire Newsletters	Public Notices, Tenders, Land Sales, Compliance Notices, Vacancies
	Bulk Text Messaging	Telstra Messaging – Emergency SMS system reports regularly to subscribers on Emergency/Bushfire/ Harvest Ban information.

	METHOD	HOW WE ENGAGED
	Regional Radio	Regular Radio Interviews regarding Community & Shire Activities - Triple M - Monthly 101.3fm Voice of the Avon - Quarterly
	Hotline/Phone-in	Harvest Ban Hotline
	Email	Business and Tourism – Caravan Club notification; assisting our community groups, clubs and businesses find the latest funding opportunities through targeted Grants emails.
	Social Media	Shire & Caravan Park Facebook Pages
	Website	Council, Online Accommodation Booking, Council facilities, Community Activities/Groups, Latest News
	Survey	Community Consultation – Community Strategic Plan Review
Indirect	Mail outs	Nil
	Town Clock Noticeboard, Banner, Poster, Signage	Electronic Notice Board – Ongoing Information Updated
	Suggestion Box	Council Community Suggestion Box at the Ag Show – No Show held in 2020.
	Client Request System	Client requests are generated through various medians including reports by phone, email, website or over the front counter at the Administration Centre and Works Depot.
In Person	Engagement Sessions	Community Park Project, Tourism Steering Committee, Aged Accommodation Project, Sporting Precinct Working Group, Quarterly Reconciliation Action Plan Committee Meetings, Wheatbelt Youth Council Meetings (Youth, Shire, School and the Police).
	Council Meetings	Open to Public
	Annual Electors Meeting	Open to Public – Minimal attendance by Public
	Citizenship Ceremonies	Ad hoc.
	Site Tour	Shire of Beverley Caravan Park & Cabins Tour. Shire of Nungarin Chief Executive Officer – Town Site Tour
	Council Ag Show Stand	No Agricultural Show in 2020. Plan to have a Council Stand as it is an excellent opportunity to engage with Residents and Visitors to the Show.
	Australia Day	Australia Breakfast held at the Community Building. Recognition Awards –were presented to Bill Fraser, Colin Hayes, Kevin Simpson and the Quairading farmers Co-op on the 26 January 2020 – Estimated 65 persons attended
	Tourism In Person	Tourist Visitor Survey – Ongoing (Roe Tourism) Shire Administration Centre – Front Counter – DoT Licensing, Health & Building, Rates, Facility Bookings, Planning, Cemetery, Ranger Services Works Depot Reception – Works Reports and Enquiries, Contractor and Supplier Enquiries Shire Officers @ CRC – Community Group Engagement, Meetings, Bulletins.

Comments on the Trends of the various Avenues used (Refer to the respective Graphs below)

Customer Service Requests

There has been an estimated decrease of 23.7% in the number of Customer Requests in 2020/2021 compared to 2019/2020.

There needs to be a further review how Customer Service Requests are recorded as only Works/Property Requests are recorded. All other Requests / Enquiries which are generally received at the Administration Centre and handled on the day are not recorded in the Customer Service Module.

Social Media – Facebook

Shire FB Page – Increase of 28% in Followers

8.0% Increase in the number of Posts on the Shire Facebook Page

Estimated 6.3% increase in the reach of the Shire Facebook Posts over the 12 months.

Estimated 21% reduction in the level of "negative feedback to Posts" – Specific Comments not recorded.

Caravan Park FB Page established in 9th June 2020.

2020/2021 Statistics

62 Posts published

15,459 Total Lifetime Post Reach

4,262 Total Number of Unique Engagements

1 Lifetime Negative Feedback

347 People follow this page.

Emergency SMS System

478 Subscribers in 2020/2021 compared to 450 in 2019/2020. Increase of 6%

Level of Communications is determined by Seasonal / Bushfire Conditions.

Department of Transport(DoT) Transactions

The 12-month trend line (in red) shows transactions have remained consistent.

It is highlighted that In Person transactions have returned to Pre Covid 19 levels.

Administration Centre – Front Counter Attendance

The blue bar graph measures total time per day servicing front counter customers by Administration Staff. The red line indicates a 30-day rolling average.

The graph shows a year on year increase in servicing times with our busy period being the months prior to Christmas.

Shire of Quairading Website Google Analytics

There has been a noticeable increase in user activity across the Shire's Website. The Website is an area the Administration Staff still needs to review with the object of increasing usability and functionality. This Review will occur when Staff Resources are available.

Caravan Park & Cabin Bookings

Cabin Night Stays for July 2020 to May 2021 totalled 522.

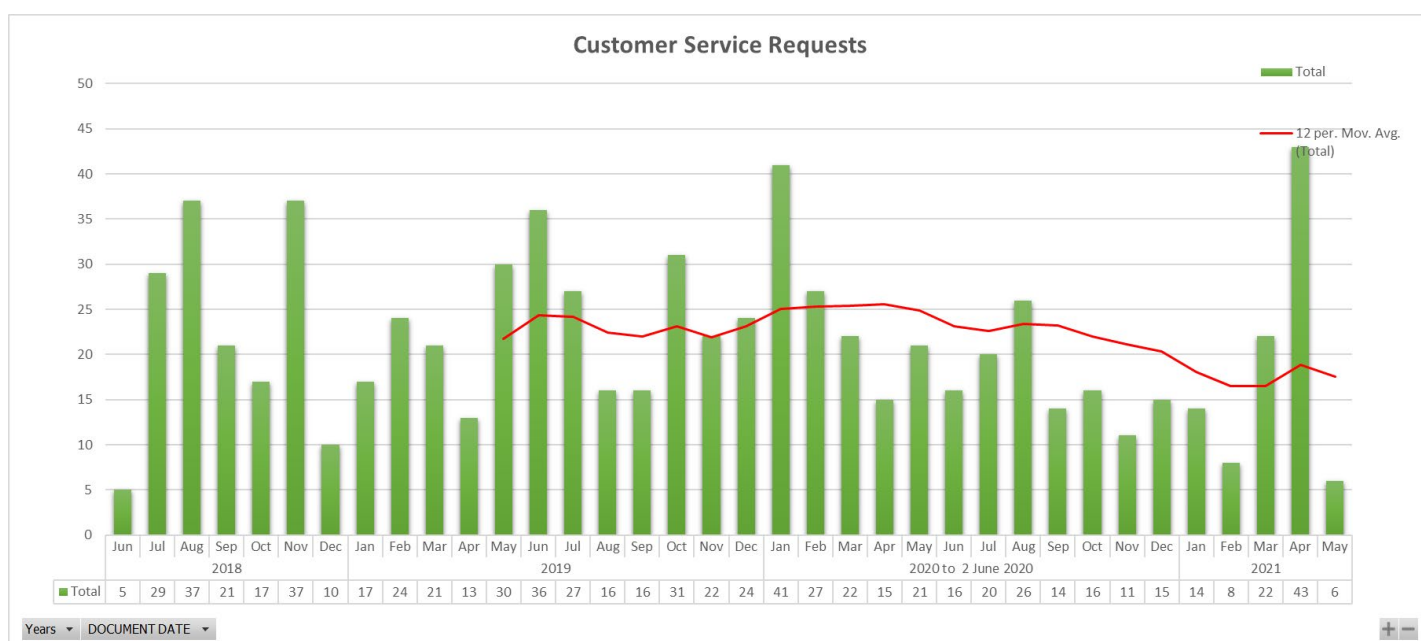
The new online Booking system for the Caravan park and cabins was launched in March 2021.

There have been 487 Night Stays for the months of March, April and May.

Further comparative Reports from the Booking System will be provided in the future.

STATISTICS OF INTEREST

Customer Service Module:

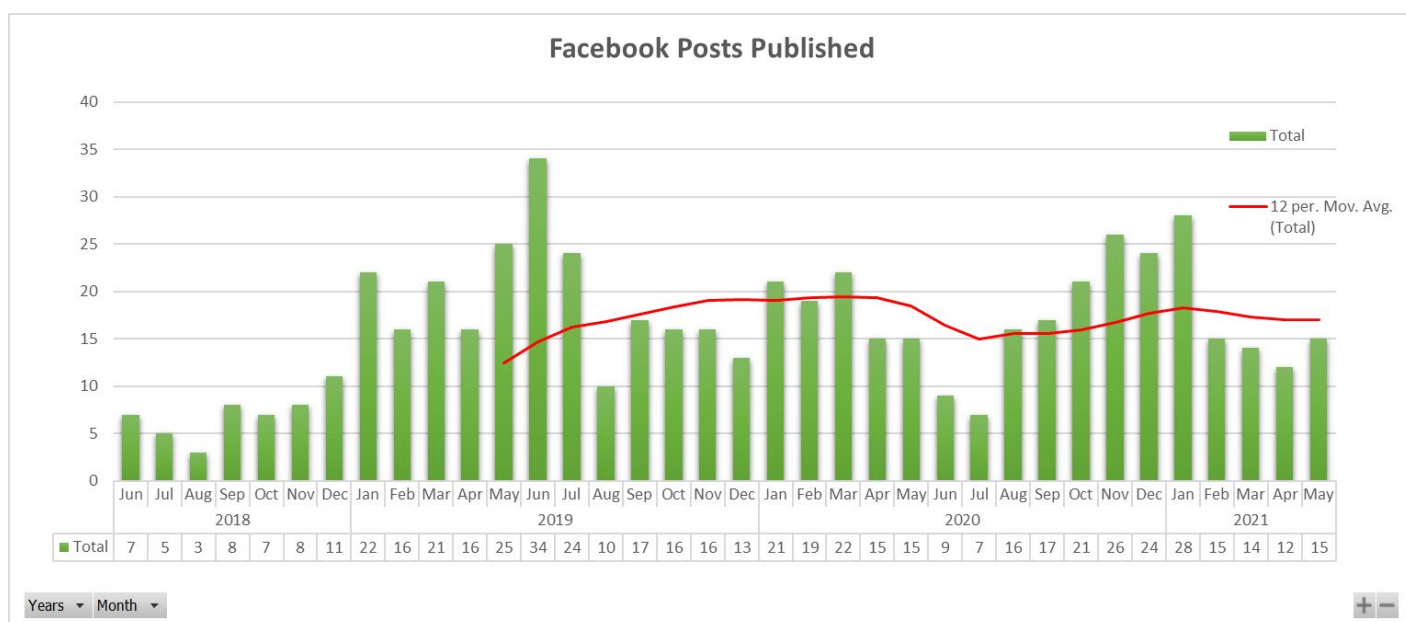


Financial Year	No. of Requests received
2018/2019	292
2019/2020	278
2020/2021 - to 31 st May 2021	195
Total	765

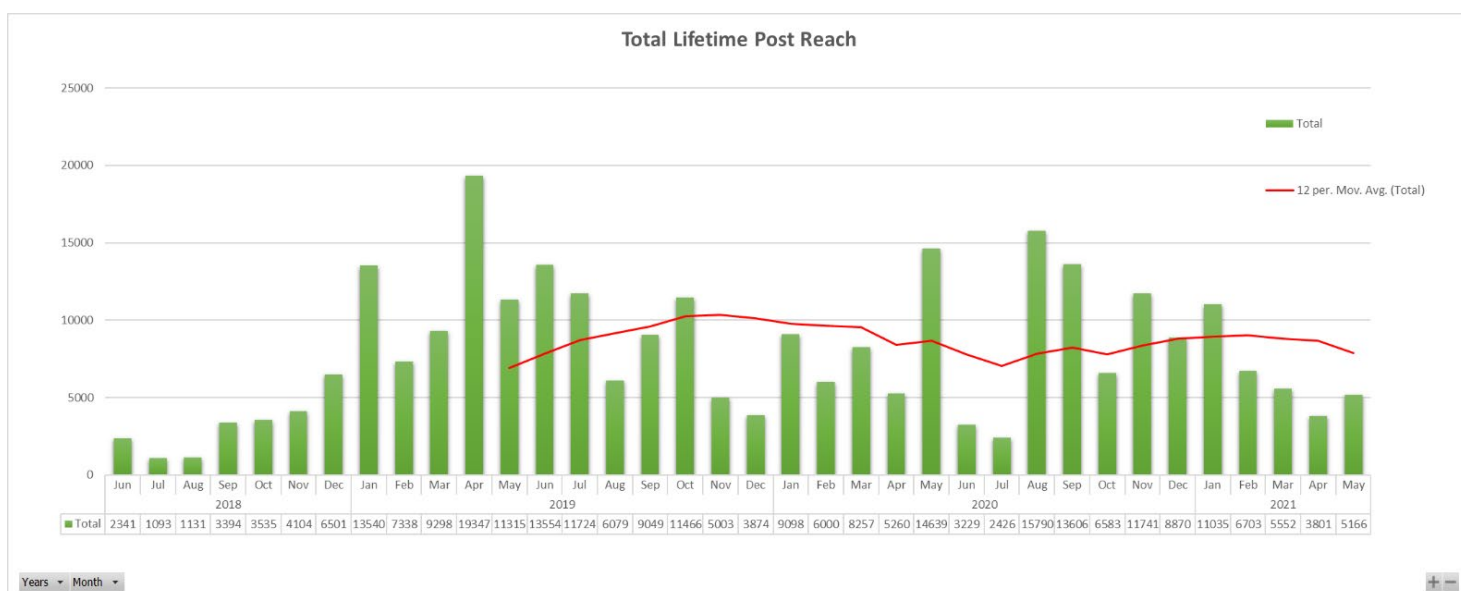
Social Media – Facebook:

2019/2020 - 641 Followers on the Shire's Facebook Page

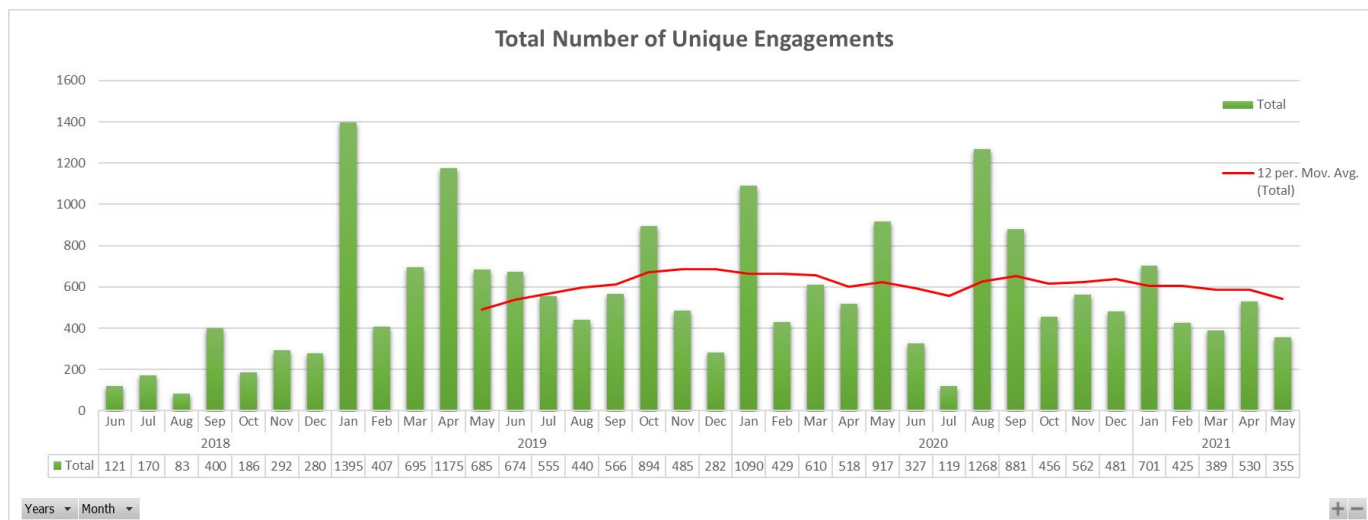
2020/2021 – 813 Followers on the Shire's Facebook Page



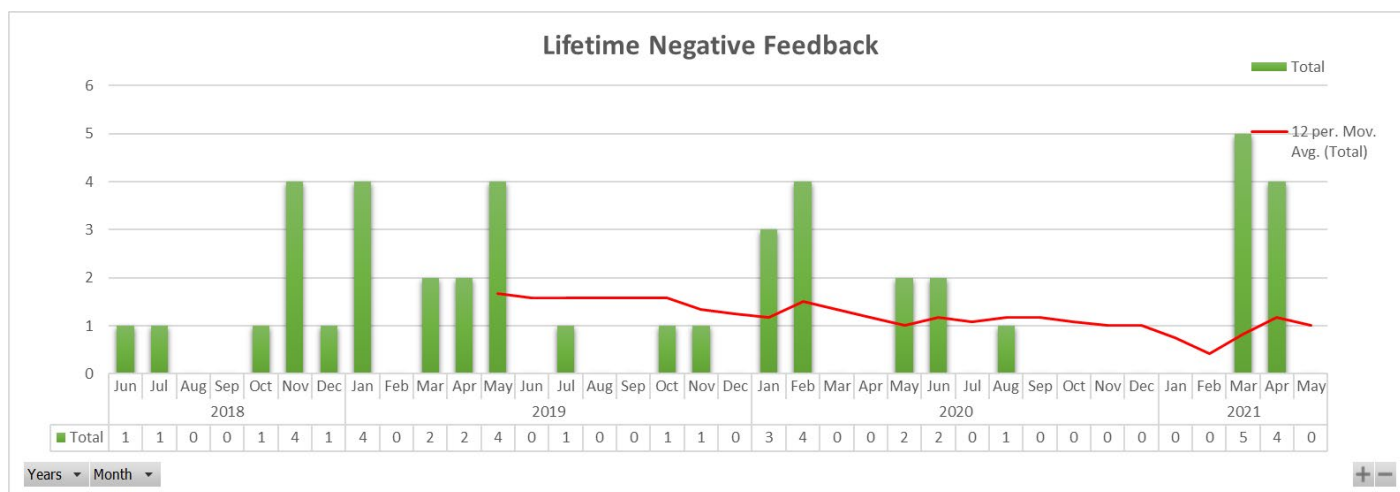
Financial Year	No. of Posts
2018/2019	176
2019/2020	197
2020/2021 – to 31 st May 2021	195
Total	568



Financial Year	No. of Lifetime Post reach
2018/2019	94,150
2019/2020	93,678
2020/2021 – to 31 st May 2021	91,273
Total	279,101

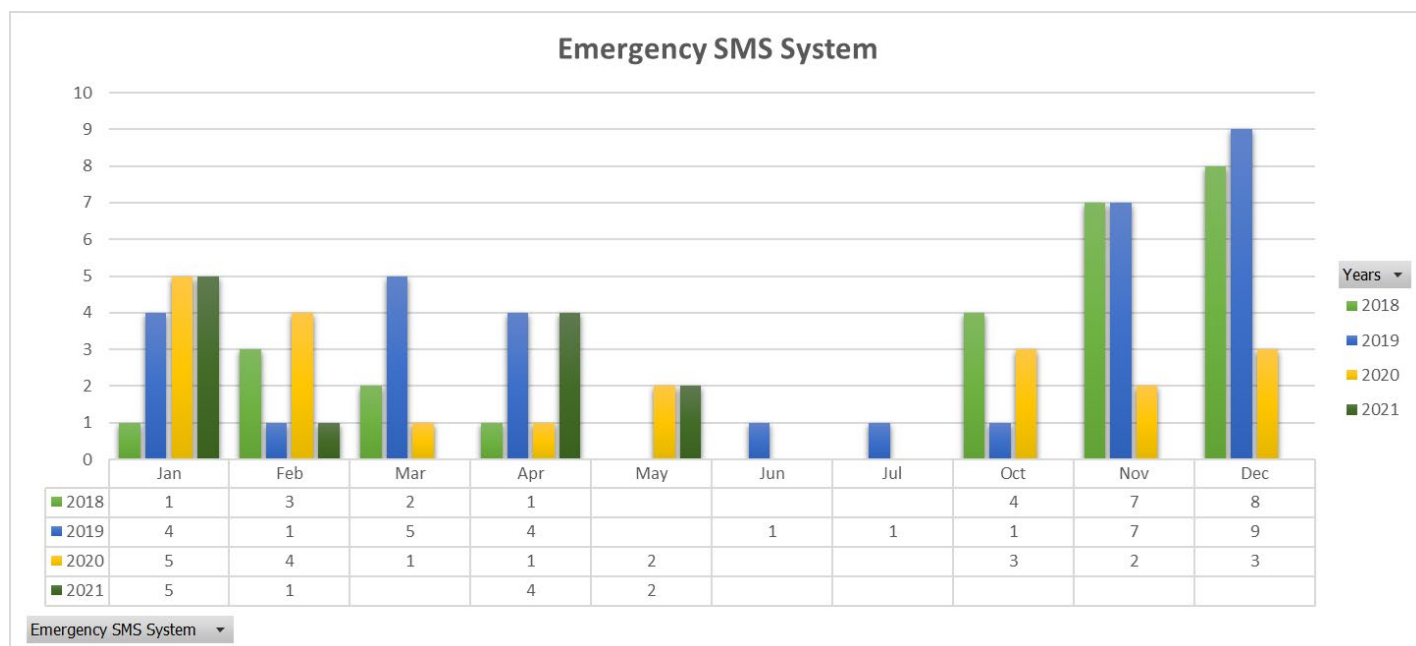


Financial Year	No. of Unique Engagements
2018/2019	6,442
2019/2020	7,113
2020/2021 - to 31 st May 2021	6,167
Total	19,722



Financial Year	No. of times people have given negative feedback to your post
2018/2019	19
2019/2020	14
2020/2021 - to 31 st May 2021	10
Total	43

Emergency SMS System:



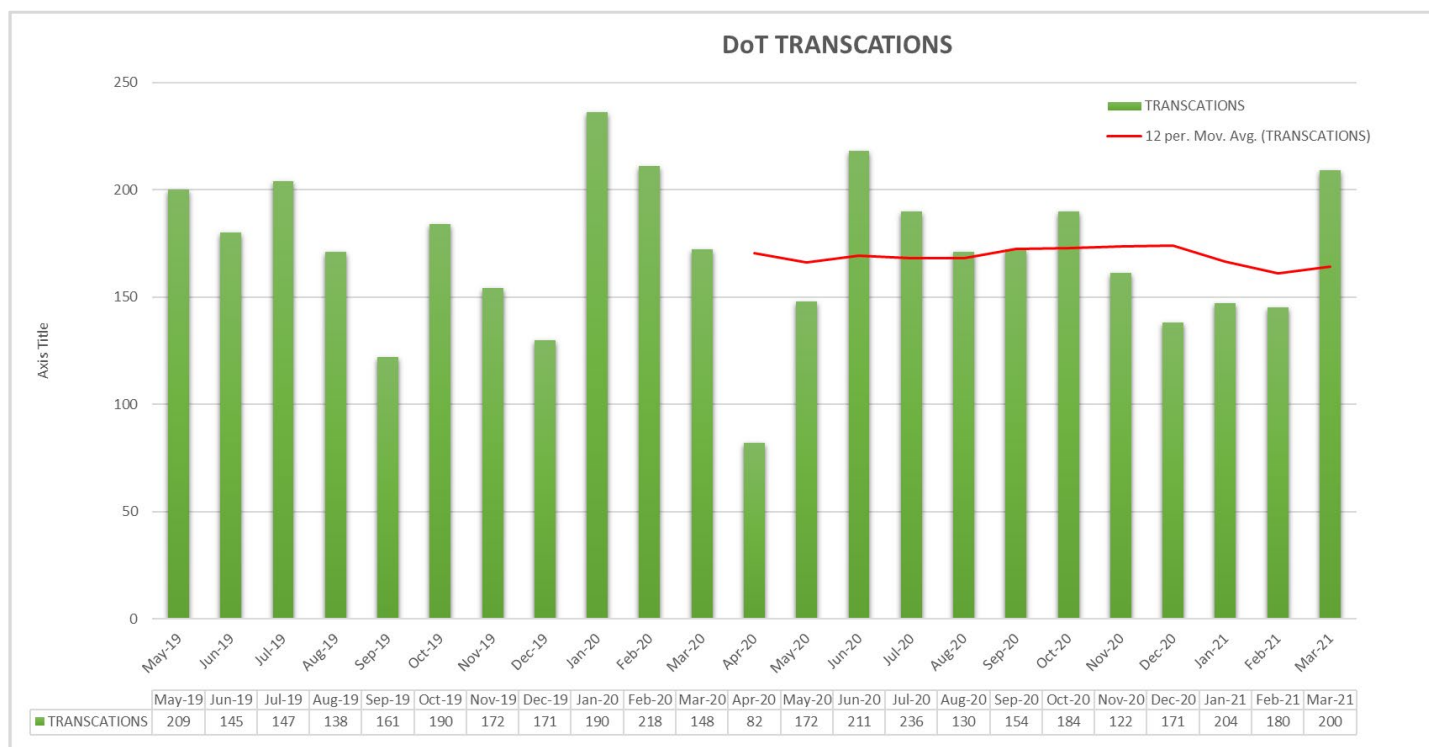
Financial Year	No. of Emergency SMS sent
2018/2019	34
2019/2020	31
2020/2021 - to 31 st May 2021	20
Total	85

2018/2019 – 388 Subscribers on the Emergency SMS System Database.

2019/2020 – 450 Subscribers on the Emergency SMS System Database.

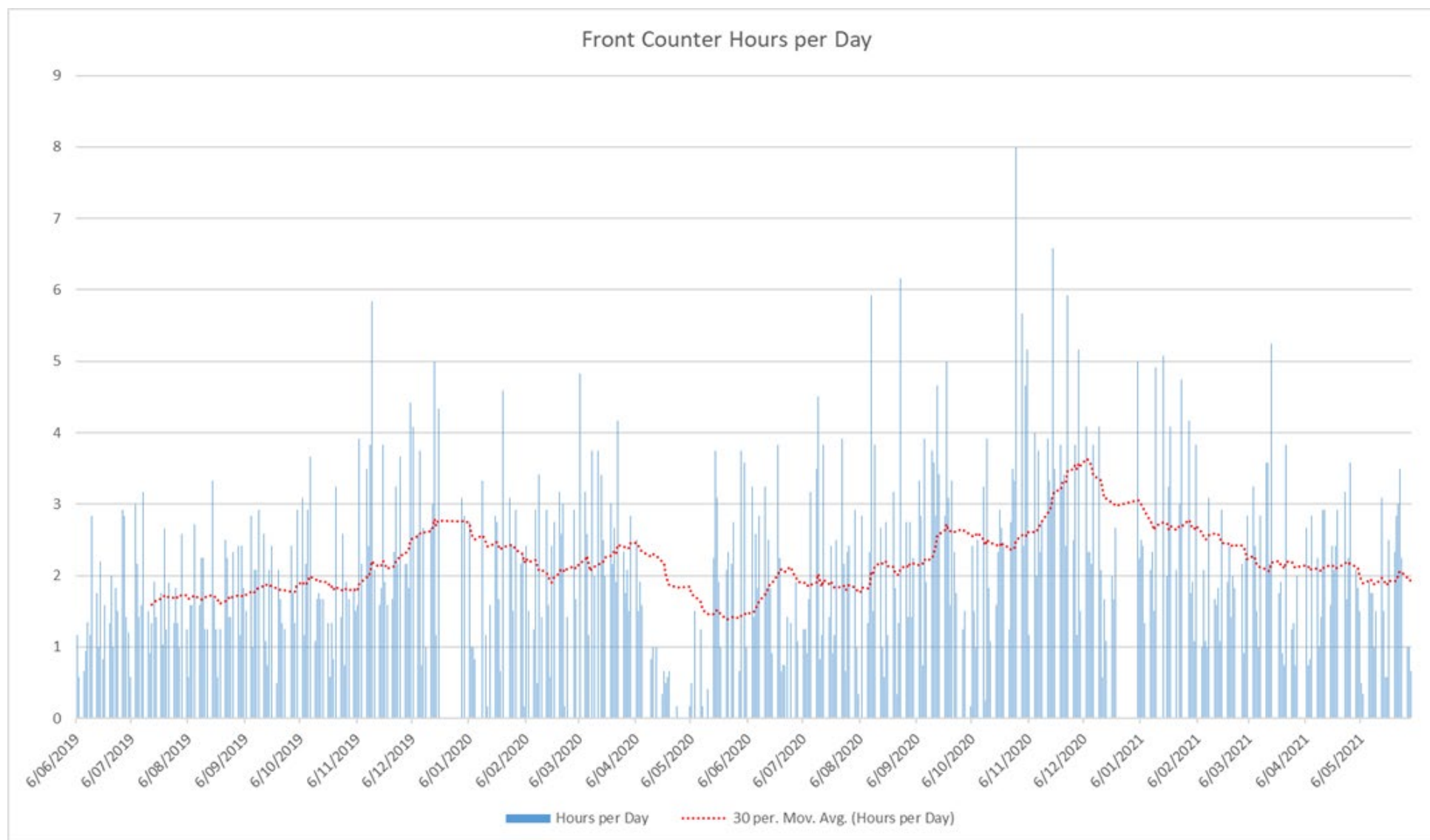
2020/2021 - 478 Subscribers on the Emergency SMS System Database.

Department of Transport(DoT) Transactions:



Financial Year	No. of Transactions
2019/2020	2,030
2020/2021 – to 31st March 2021	1,523
Total	3,553

Administration Centre – Front Counter Attendance (Hours per day):



Cabin Occupancy:

2020/21

Date	Cabin Nights	Cabin %	Cottage Nights	Cottage %	Grand Total
2020					
Jul	40	44%	11	37%	51
Aug	59	66%	6	20%	65
Sep	48	53%	7	23%	55
Oct	36	40%	3	10%	39
Nov	24	27%	7	23%	31
Dec	16	18%	2	7%	18
2021					
Jan	26	29%	0	0%	26
Feb	21	25%	0	0%	21
Mar	58	62%	0	0%	58
Apr	80	89%	0	0%	80
May	78	84%	0	0%	78
Total	486	49%	36	11%	522

Caravan Park Occupancy Rate:

New online booking system – 3 months.

Date	Nights	Percentage
2021		
Mar	91	10%
Apr	237	28%
May	159	18%
Total	487	19%

Community Survey Participation:

Year	Clients	Male	Female	Under 25	26-40	41 – 55	56 – 70	70+
2017	76	33%	67%	11%	15%	27%	32%	15%
2019	72	29%	71%	10%	19%	20%	24%	27%
2021	85	36%	64%	6%	26%	18%	28%	22%

2021 Community Consultation:

- 49 students from QDHS participated separately in the survey
- 10 Councillors and EMT at a Workshop
- 5 Elders in Noongar consultation
- 21 Seniors at Cafe session
- 7 SoQ Staff at Staff Meeting
- 40 at Corporate Bowls session
- 7 at Tourism Committee

Shire of Quairading Website Google Analytics:

OVERVIEW

https://www.quairading.wa.gov.au/

3 Jun 2020 - 3 Jun 2021

Users
14,677
↑ 18.9%

New Users
14,209
↑ 17.1%

Sessions
22,162
↑ 4.2%

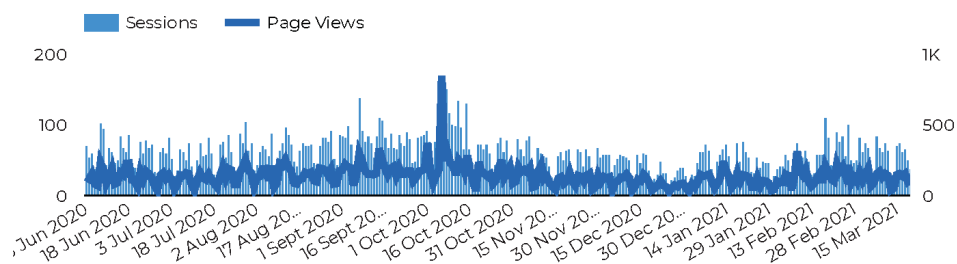
Session Duration
00:01:45
↓ -12.7%

Bounce Rate
56.80%
↑ 1.4%

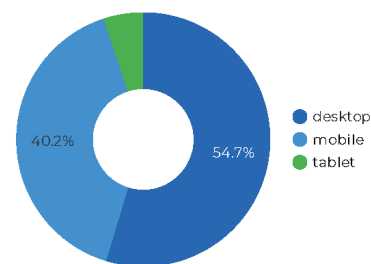
Pages/Session
2.34
↑ 0.5%

Pageviews
51,817
↑ 4.8%

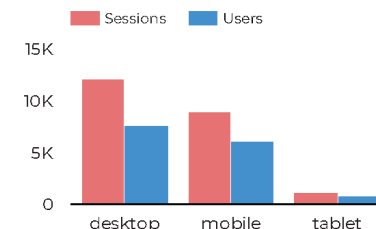
Sessions & Pageviews



Device Breakdown



Sessions & Users (by device)



Traffic Sources

Source/Medium	Sessions	% New Sessions	Bounce Rate
google / organic	15,008	65%	57%
(direct) / (none)	4,783	65%	62%
bing / organic	1,123	54%	43%
m.facebook.com / referral	137	93%	82%
l.facebook.com / referral	112	56%	35%
facebook.com / referral	105	36%	70%
visitquairading.com.au / referral	84	40%	31%

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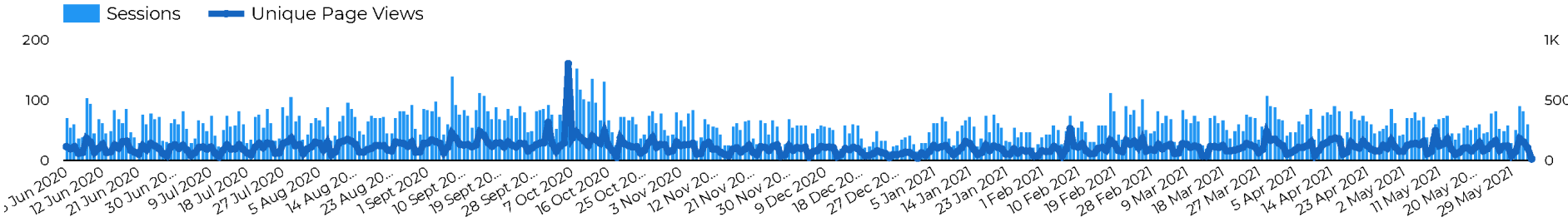
Page Views and Unique Page Views

Page	Page Views	Unique Page Views
/	10,531	7,727
/stay.aspx	4,803	3,589
/documents/	3,723	2,447
/contact.aspx	2,633	1,963
/play.aspx	2,007	1,745
/newsletters.aspx	1,502	1,293
/council/council-contacts.aspx	1,489	1,285

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TRAFFIC SOURCES & BEHAVIOR

3 Jun 2020 - 3 Jun 2021



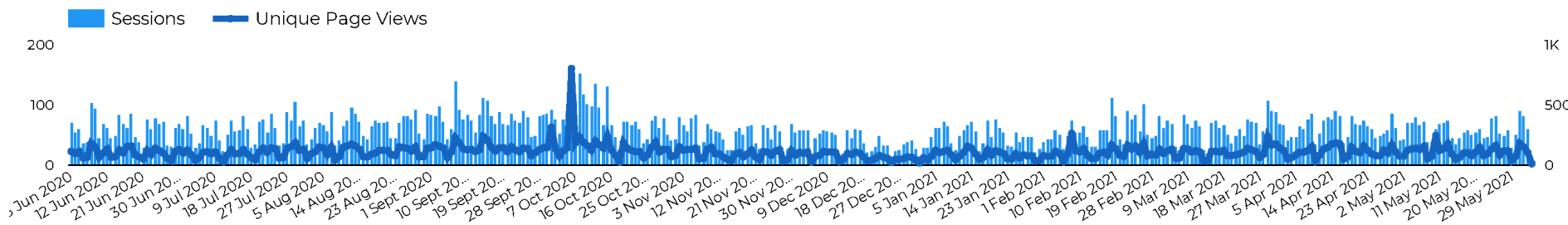
Medium	Source	Sessions	Users	Bounce Rate	Avg. Time on Page	Pages/Session	Unique Page Views
organic	google	15,008	10,193	57%	00:01:20	2.27	26,323
{none}	{direct}	4,783	3,145	62%	00:01:17	2.34	9,002
organic	bing	1,123	651	43%	00:01:23	2.95	2,518
referral	m.facebook.com	137	133	82%	00:00:51	1.53	176
referral	l.facebook.com	112	73	35%	00:00:51	3.18	276
referral	facebook.com	105	44	70%	00:02:04	2.02	166
organic	yahoo	84	63	54%	00:01:16	3.11	192
referral	visitquairading.com.au	84	49	31%	00:00:36	5.01	263
referral	msn.com	74	1	70%	00:02:45	2.18	112
referral	en.m.wikipedia.org	59	47	25%	00:00:52	3.68	169
referral	dtd.wa.gov.au	58	41	48%	00:00:54	4.21	178
organic	duckduckgo	54	35	48%	00:01:16	2.89	118
referral	australiasgoldenoutback.com	40	34	65%	00:02:59	1.7	58

Grand total		22,162	14,677	57%	00:01:19	2.34	40,344
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LANDING PAGES & BEHAVIOR

3 Jun 2020 - 3 Jun 2021

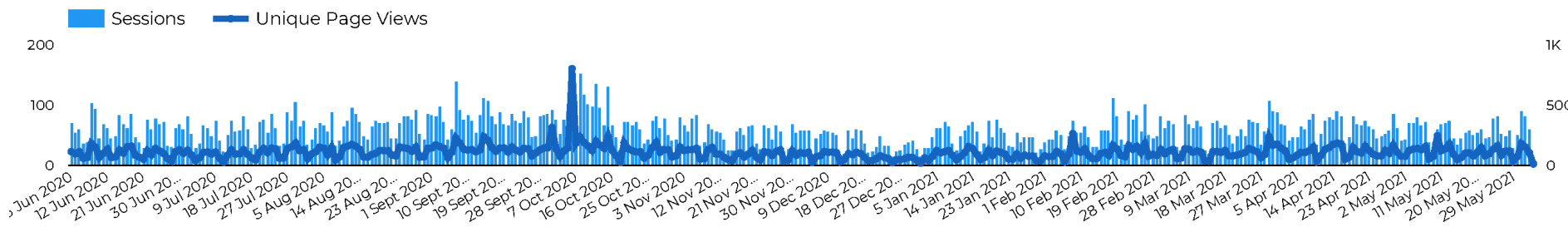


Landing Page	Sessions	Users	Bounce Rate	Avg. Time on Page	Pages/Session	Page Views	Unique Page Views
/	7,242	4,715	30%	00:01:05	3.38	24,504	18,600
/stay.aspx	2,924	2,273	69%	00:02:37	1.64	4,804	3,593
/play.aspx	1,252	1,076	81%	00:02:32	1.38	1,727	1,483
/contact.aspx	971	803	63%	00:01:23	1.85	1,795	1,284
/newsletters.aspx	822	425	81%	00:02:15	1.44	1,185	1,002
/council/positions-vacant.aspx	757	467	72%	00:01:25	1.7	1,285	1,019
/council/council-contacts.aspx	519	469	74%	00:01:26	1.71	889	736
/council/facilities.aspx	448	371	73%	00:01:59	1.62	724	600
/waste-management.aspx	321	246	86%	00:02:29	1.4	451	402
/tourism-eat.aspx	310	269	81%	00:02:26	1.33	412	357
/accommodation.aspx	306	270	54%	00:02:00	2.07	634	454
/medical-centre.aspx	246	207	75%	00:01:33	1.5	370	305
/news/	226	126	46%	00:00:43	2.31	522	397
Grand total	22,162	14,677	57%	00:01:19	2.34	51,817	40,344

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KEYWORDS & BEHAVIOR

3 Jun 2020 - 3 Jun 2021



Keyword	Sessions	Page Views	Unique Page Views
(not provided)	15,858	36,642	28,270
(not set)	5,913	14,119	11,255
shire of quairading	75	258	203
Shire of Quairading	45	66	58
quairading shire	24	98	76
quairading wa	21	69	51
quairading	16	50	33
shire of quairading wa	13	52	33
quairading shire council	11	61	45
shire of quairading ceo	4	9	7
shire of quarading	3	5	5
shire of quariding	3	15	10
quairading medical centre	3	3	3

Grand total	22,162	51,817	40,344
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Source	Keyword	Sessions	Page Views	Unique Page Views
google	(not provided)	14,985	34,001	26,283
(direct)	(not set)	4,783	11,178	9,002
bing	(not provided)	767	2,338	1,758
m.facebook.com	(not set)	137	210	176
l.facebook.com	(not set)	112	356	276
facebook.com	(not set)	105	212	166
yahoo	(not provided)	84	261	192
visitquairading.com.au	(not set)	84	421	263
msn.com	(not set)	74	161	112
bing	shire of quairading	73	253	200
en.m.wikipedia.org	(not set)	59	217	169
drd.wa.gov.au	(not set)	58	244	178
duckduckgo	(not set)	54	156	118

Grand total	22,162	51,817	40,344
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ITEM 12 COUNCILLORS' EMERGING ISSUES

Nil.

ITEM 13 CONFIDENTIAL BUSINESS – AS PER LOCAL GOVERNMENT ACT S5.23 (2)

No matters for consideration.

ITEM 14 NEXT MEETING DATE


The next Audit & Risk Committee Meeting is scheduled to take place on Tuesday 14th September 2021, commencing at 5.00 pm on at the Council Chambers, 10 Jennaberring Road, Quairading.

Cr Jo Haythornthwaite noted that this is the last Audit & Risk Committee Meeting before Mr Nathan Gilfellow leaves Council's employment. Cr Haythornthwaite thanked Mr Gilfellow for his outstanding efforts with Council finances and with the Committee and wished him well for the future.

ITEM 15 CLOSURE

There being no further business, the Chairman closed the Meeting at 5.02 pm.

I certify the Minutes of the Audit & Risk Committee Meeting held on 8th June 2021 were confirmed on 14th September 2021 as recorded on Resolution No. _____.

Confirmed.......... 14/09/2021