

Services and Service Levels

ATTACHMENT 1

Service	Objective	Service Level
Internal audit and risk mitigation	To report to the Audit Committee	<ul style="list-style-type: none"> Provision of reports to allow the Audit Committee to oversee internal / external auditing, risk management, internal control and compliance functions of the City.
	To undertake activities listed in the Annual Internal Audit Program	<ul style="list-style-type: none"> Provision of an independent and objective review of City operations and systems – provides assurance that risk management, controls and compliance processes are effective.
	To maintain awareness of the City's <i>Risk Management Framework</i>	<ul style="list-style-type: none"> To enhance awareness of risk and promote a positive risk culture that embeds risk management across the City's systems and processes.
Monitoring and/or reviewing activities	Implementation of the Service Effectiveness and Efficiency Review Program	<ul style="list-style-type: none"> To inform risk management decision making at the executive and managerial level.
	Undertake business, financial and operational analysis	<ul style="list-style-type: none"> To provide confidence and integrity of data and/or information. To identify areas to reduce costs by eliminating and identifying waste and improving efficiency and effectiveness throughout the City's operations.
Quality Management System	To development, implement and maintain the City's Quality Management System (ISO9000:2015)	<ul style="list-style-type: none"> Provision of advice, guidance and training on the application and use of the Quality Management System. Oversight of the Quality Management System within established areas. Implementation of the Quality Management System within new areas.

NOTE: The Internal Audit Program assist the Chief Executive Officer to comply with section 17 of the *Local Government (Audit) Regulations 1996* – review the appropriateness and effectiveness of a local government's systems and procedures in relation to risk management, internal control and legislative compliance.

Joondalup 2022 Key Theme and Objective	Actions and Projects	Informing Plan or Legislation	Project Milestone	
Governance and Leadership Corporate Capacity For the community to have confidence and trust in the City that it can deliver services effectively and transparently <u>Strategic Initiatives</u> Demonstrate accountability through robust reporting that is relevant and easily accessible by the community Continuously strive to improve performance and service delivery across all corporate functions	Internal Audit Program	Local Government Act 1995 Local Government (Audit) Regulations 1996 Corruption, Crime and Misconduct Act 2003	Q1 – Q4	Review of Event Risk Management Plans <ul style="list-style-type: none"> • Little Feet Festival • Summer Concerts • Sunset Markets • Joondalup Festival • Valentines Concert • Others as required
			Q1 – Q4	Corporate Risk Register – reporting to the Chief Executive Officer
			Q1 – Q4	Audit Committee Requests and Reports
			Q1 – Q4	Audit follow-up (implementation of agreed recommendations)
			Q1 – Q4	Monitor external activities to aid in strengthening the integrity and transparency of City activities
			Q1 – Q4	Prioritise and undertake reviews of the insights of data analytics on procurement and finance data (action from Fraud and Misconduct Risk Assessment)
			Q1	Review of goods and services provided without purchase orders excluding payment transactions for: <ul style="list-style-type: none"> • Utilities • Insurance Premiums • Payments of grants, subsidies, contributions, reimbursements and refunds • Remittance of State Government taxes and levies, such as Emergency Services Levy, Building and Construction Industry Training Fund Levy and the Building Services Levy
			Q1 – Q2	Review of activities within Operations Services (as identified by the Chief Executive Officer)

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			Q3	Corporate Risk Register <ul style="list-style-type: none"> Review new emerging risks Update Register (if required)
			Q3	Review the City's Consolidated Business Continuity Plan and Directorate Action Plans
			Q3	Determine whether authority to incur liabilities and make payments to suppliers is occurring throughout the City by officers outside of the business unit where the budget is held, and who has no reporting relationship
			Q4	Audit of Gift Registers
			Q4	Review application of the Project Management Framework

NOTE: The Service Effectiveness and Efficiency Review Program assist the Chief Executive Officer to comply with section 17 of the *Local Government (Audit) Regulations 1996* – review the appropriateness and effectiveness of a local government's systems and procedures in relation to risk management, internal control and legislative compliance.

Joondalup 2022 Key Theme and Objective	Actions and Projects	Informing Plan or Legislation	Project Milestone	
Financial Sustainability Effective Management To conduct business in a financially sustainable manner <u>Strategic Initiative</u> Seek out efficiencies and regional collaborations to reduce service delivery costs	Service Effectiveness and Efficiency Review Program (SEERP) Business, financial and operational analysis	Local Government Act 1995 Local Government (Audit) Regulations 1996 20-Year Strategic Financial Plan	Q1 – Q4	Audit Committee Requests and Reports
			Q1 – Q4	Reporting of business performance (as directed by the Chief Executive Officer) for projects, Directorates, Business Units and Teams
				Service Level Agreements: Review current agreements (Operation Services; Leisure and Cultural Services; Marketing Services) to develop City template/s – baseline; special arrangements
			Q1 – Q4	SEERP Recommendation Plan follow-up (implementation of agreed recommendations)
				SEERP (Project Management Framework)
				SEERP (Procurement and Contract Management)
			Q3 – Q4	SEERP (Undertake prioritised actions following the Data Analytics Program)
			Q1 – Q4	Benefits Tracking System: Development and implementation of system to quantify potential / realised savings for improvement / cost saving opportunities
				Benefits Tracking System: Monitoring and reporting of potential / realised savings from SEERP, Data Analytics Program and business-as-usual reviews

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Financial Sustainability Effective Management To conduct business in a financially sustainable manner <u>Strategic Initiative</u> Seek out efficiencies and regional collaborations to reduce service delivery costs	Data Analytics Program Local Government Benchmarking Program	Local Government Act 1995 Local Government (Audit) Regulations 1996 20-Year Strategic Financial Plan	Q1	Data Analytics Program: Prioritise insights of data analytics to help identify operational efficiency and cost saving opportunities, including analysing and evaluating headcount, payroll and spend data
			Q1 – Q2	Data Analytics Program: Establish roadmap based on insights from data analytics to feed into SEERP
			Q1 – Q2	Local Government Benchmarking Program: Develop, collect and maintain the data collection for the Local Government Operational and Management Effectiveness Self-Assessment Programme
			Q2	Local Government Benchmarking Program: Provide data for the Local Government Operational and Management Effectiveness Self-Assessment Programme
			Q3 – Q4	Local Government Benchmarking Program: Report on insights from data for the Local Government Operational and Management Effectiveness Self-Assessment Programme