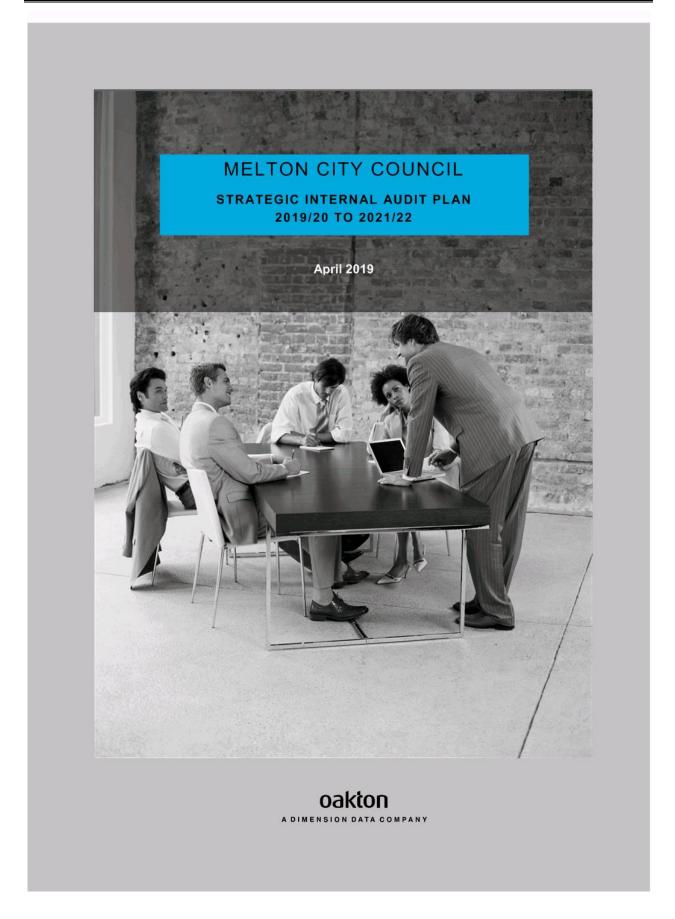
Item 12.3 Municipal Audit Committee Meeting - 24 April 2019
Appendix 3 Strategic Internal Audit Plan 2019/2020 to 2021/2022 - dated April 2019





1 STRATEGIC AND CORPORATE RISK DESCRIPTIONS

The following table summarises the risk description for the top seven Melton City Council (MCC) Strategic Risks and Corporate Risks.

Risk#	Description	Rating
S1	Councillor conduct/political agendas	High
S2	Change of state/federal policy (incl rate capping)	High
S3	Natural disaster/destructive event to a physical asset or IT	High
S4	Growth pressures	High
S5	Economic Environment	High
S6	Internal leadership	Medium
S7	Failure of business partner	Medium

Risk#	Description	Rating
CR1	Climate Change	High
CR2	IT systems integration	High
CR3	Working alone	Medium
CR4	Occupational violence	Medium
CR5	Fraud and corruption	Medium
CR6	Failure to comply with legislated duties	Medium
CR7	Public safety	Medium



SUMMARY OF PLANNED ACTIVITY - 2019/20 TO 2021/22

Planned internal audit activity over the three year period commencing 2019/20 is summarised in the following table.

		Strategic	Corporate	Year of	Year of Coverage/Budget Hours	Budget
Audit Ref.	Proposed Audits	Risk Reference	Risk Reference	2019/20	2020/21	2021/22
2019/20-01	Grants Management	Se	CR5	120		
2019/20-02	Infringements Management		CR5, CR6	120		
2019/20-03	Financial Controls (Payroll)		CR5, CR6	120		
2019/20-04	Dealing with Minors	S2	CR4, CR6	120		
2019/20-05	Road Management Plan	S7	CR6	110		
2019/20-06	Accounts Payable		CR5, CR6	06		
Sub-Total 2019/20	19/20			089		
2020/21-01	Building Maintenance		CR7		120	
2020/21-02	Building Emergency Management Planning	S3	CR5, CR7		110	
2020/21-03	Business Transformation		CR2		110	
2020/21-04	Capital Works Planning	84			120	
2020/21-05	Cash handling and Receipting		CR5		110	
2020/21-06	Information and Records management		CR6		110	
Sub-Total 2020/21	20/21				089	

3 | Melton City Council - Strategic Internal Audit Plan - 2019/20 to 2021/22



Audit Ref.	Proposed Audits	Strategic Risk	Corporate Risk	Year of	Year of Coverage/Budget Hours	Sudget
		Reference	Reference	2019/20	2019/20 2020/21 2021/22	2021/22
2021/22-01	Contract Management	S7	CR5			110
2021/22-02	Procurement (including fleet)		CR5, CR6			150
2021/22-03	Recreation and Facilities (Sports Ground Allocations)	S4	CR5, CR7			110
2021/22-04	Lease Management		CR5			100
2021/22-05	Asset Management	S4				110
2021/22-06	Cyber Security					100
Sub-Total 2021/22	11/22					089
Audit Committe	Audit Committee reporting and management liaison			75	75	75
Establishment,	Establishment, review, revisions to audit plan and audit administration			45	45	45
Estimated To	Estimated Total Audit Hours Required			800	800	800

4 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



STRATEGIC AUDIT PLAN AND TACTICAL AUDIT PLAN

Risk Based Strategic Audit Plan - 2019/20 to 2021/22

A detailed audit approach to address the individual reviews will be developed at the commencement of each review in conjunction with the relevant Melton City Council personnel. An overview of the proposed audit objectives is contained in the following section.

5 | Melton City Council - Strategic Internal Audit Plan - 2019/20 to 2021/22



Audit Ref	Auditable area	Risks/Key audit issues	Audit objective	Strategic Risk Reference	Corporate Risk Reference	Year 1 2019/2020	Year 2 2020/2021	Year 3 2021/2022
2019/20-02	Management Management	Infringements issued are inconsistent with legislation, local laws or internal processes. Inappropriate voiding/withdrawal of infringements. Loss of infringement related evidences & documentation resulting in voiding of infringement issued. Inconsistent or noncompliance with infringements internal review processes. Non-compliance with infringements internal review processes. Non-compliance with infringements are not effectively managed and collected in a timely manner.	Assess the adequacy of policies, procedures and controls surrounding: • Collection of evidence, issuing, review, collection, withdrawal and voidance of infringements • Management of infringement internal reviews, including consistency with requirements of the Infringements Act 2006 Vic and Victorian Auditor General Office (VAGO) report Withdrawal of Infringement Notices June 2009 • Authority of staff responsible for issuing and withdrawing infringements		CR5, CR6	120		
2019/20-03	(Payroll)	Unauthorised payments or deductions through the payroll system Financial loss or fraud Payroll errors leading to overpayments Fictitious employees	Review and consider the key procedures and controls surrounding payroll processing and management Verify compliance with MCC policies and procedures pertaining to Payroll		CR5, CR6	120		

6 | Melton City Council - Strategic Internal Audit Plan — 2019/20 to 2021/22



Audit Ref	Auditable area	Risks/Key audit issues	Audit objective	Strategic Risk Reference	Corporate Risk Reference	Year 1 2019/2020	Year 2 2020/2021	Year 3 2021/2022
		 Unauthorised or inappropriate access to payroll system 						
2019/20-04	Dealing with Minors	Policies and procedures may not be up to date, properly communicated and understood by responsible staff Policies may not be consistently administered giving rise to the risk of people being employed without the necessary checks being undertaken People may be employed or volunteers may be recruited without having the necessary checks MCC may not comply with the Working and Children Act 2005 (subsequent 2014 and 2017) MCC may not comply with the Privacy Act 1988	Review and consider the existence and adequacy of controls in relation dealing with minors, including: Compliance with the requirements of the Working with Children Act 2005 and subsequent 2014 and 2017 amendments Processes for taking and publishing images of minors, and disclosure of minor's information to external parties to ensure compliance with the Privacy Act 1988 Compliance with requirements of the Child Safe Standards	82	CR4, CR6	120		
2019/20-05	Road Management Plan	Non Compliance with the Road Management Act	Assess the adequacy and currency of MCC's Road Management Plan in accordance	S7	CR6	110		

7 | Melton City Council - Strategic Internal Audit Plan - 2019/20 to 2021/22



Review the appropriates of existing practice to manage compliance with the Road Management Plan, including: Completion of inspection, maintenance and repairs of the roads, footpaths and pavements within the Target Resolution Date (TRD) TRDs per Road Management Plan are consistent with Road Management Plan are consistent with Road Maintenance Services Contract Ongoing maintenance of the registers and schedules, such as the Register of Public Roads Management exception reports to identify where inspections are not completed in accordance with TRD
The scope of review will include an assessment of the following: Vendor master file maintenance Segregation of duties Delegation of authority Invoice processing and payment processing Reconciliations

 $8 \mid$ Melton City Council - Strategic Internal Audit Plan - 2019/20 to 2021/22



Auditable area Risks/kay audit issues Audit objective Reference - Fraudulent payments Occasione authorisation and reporting and								
Non-compliance with authorisation of works and a seases and delegations Non-compliance with authorisation processes and delegations Ineffective inadequate segregation of duties Poor building maintenance can lead to delegations Maintenance can lead to delegations Maintenance can lead to delegations Maintenance work is not being parformed in accordance with accordance	Audit Ref	Auditable area	Risks/Key audit issues	Audit objective	Strategic Risk Reference	Corporate Risk Reference	Year 2 2020/2021	Year 3 2021/2022
maintenance can lead to deteriorating or failing assets MCC's building maintenance can lead to deteriorating or desired or is not appropriately appropriately appropriately chees not appropriately appropriately chest cepturements Building Building			Fraudulent payments Non-compliance with authorisation processes and delegations Ineffective/ inadequate segregation of duties					
Building • Inadequate • Review and assess whether the S3 CR5, CR7 Emergency emergency Management Management management planning Policies and Plans have been adequately developed in	2020/21-01	Building Maintenance	Poor building maintenance can lead to deteriorating or failing assets Maintenance work is not being performed in accordance with Council's quality and safety standards Maintenance responses are not prompt, work is not defined or is not appropriately prioritised leading to a level of service that does not meet Council requirements Maintenance activities are not appropriately prioritised leading to a level of service that does not meet Council requirements	Examine the effectiveness of MCC's building maintenance practices, including: Identification of maintenance needs (proactive/reactive) Recording and planning for undertaking maintenance including prioritisation of tasks Management of work orders including monitoring the timeliness of completion of works Recording the completion of works Assessing the quality of work Monitoring and reporting of maintenance activities including completion and issues		CR7	120	
	2020/21-02	Building Emergency Management Planning	Inadequate emergency management planning / plans	 Review and assess whether the Emergency Management Policies and Plans have been adequately developed in 	S3	CR5, CR7	110	

9 | Melton City Council - Strategic Internal Audit Plan — 2019/20 to 2021/22



Audit Ref	Auditable area	Risks/Key audit issues	Audit objective	Strategic Risk Reference	Corporate Risk Reference	Year 1 2019/2020	Year 2 2020/2021	Year 3 2021/2022
		Inadequate identification of the potential or unforeseen emergency risks associated with MCC facilities Roles and responsibilities in relation to emergency management are not defined and/ or implanted Emergency management officers are inadequately trained/qualified Failure to comply with the relevant standards and legislation Injury or death to staff or visitors due to failure to appropriately respond to emergencies	accordance with relevant legislation and standards, including whether: Plans have been communicated to relevant stakeholders Roles and responsibilities for Emergency Management have been clearly delineated and communicated Test exercises have been conducted, and lessons learned identified and rectified					
2020/21-03	Business Transformation	Transformation program fails to deliver anticipated benefits for the organisation and community Changes to the risk profile arising from digitisation are not being adequately	Review projects completed as part of the Business Transformation Program, and assess the following: Benefit realisation measurement for the reengineered business processes Changes to controls and the risk profile due to process		CR2		110	

10 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



Audit Ref	Auditable area	Risks/Key audit issues	Audit objective	Strategic Risk Reference	Corporate Risk Reference	Year 1 2019/2020	Year 2 2020/2021	Year 3 2021/2022
		managed	digitisation and re- engineering Security of transactions that have been digitised					
2020/21-04	Capital Works Planning	Inability to deliver on capital works plan Inappropriate projects are prioritised on the capital works plan Inaccurate or inappropriate project budget costing and phasing	Review processes for determining and delivering the capital works program, including: Project business case development and approval Prioritisation and approval of projects for inclusion on the capital works plan Risks /key factors impacting on timely delivery - workload, consultation processes, planning and others Project costing and phasing Monitoring and reporting of the delivery of the capital works plan Benchmark practices against those adopted at other councils	λ 2			120	
2020/21-05	Cash handling and Receipting	Theft or loss of cash Inadequate supervisory oversight or poor segregation of duties Cash collected may not be completely accounted for Safety risk to staff handling cash	Review processes surrounding the handling and receipting of cash, including: Cash handling and collection Physical security over cash and staff handling cash Recording, reconciling takings and banking of takings		CR5		110	

11 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



Audit Ref	Auditable area	Risks/Key audit issues	Audit objective	Strategic Risk Reference	Corporate Risk Reference	Year 1 2019/2020	Year 2 2020/2021	Year 3 2021/2022
			of banked cash Verify compliance with policies and procedures					
2020/21-06	Information and Records management	Unauthorised access to sensitive information Loss of key records and information	Assess whether MCC's policies and procedures surrounding information and records management are adequate Review compliance with legislative and regulatory requirements, including Public Records Act 1973 (Vic), Public Records Act 1973 (Vic), Public Records Office Victoria (PROV) standards and Freedom of Information Act 1982 (Vic) Assess records management processes and practices (both physical and electronic records) in accordance with the following key components of the PROV Standards and MCC policies and procedures Assess whether sufficient staff training and communication has been undertaken on records management requirements		CR6		110	
2021/22-01	Contract Management	Inadequate contract management framework Ineffective contract audit and monitoring systems, policies and procedures Non-compliance with Council's Contract	Assess the adequacy of policies and procedures in place at MCC for the management of contracts, including Identification and management of critical contract milestones and outcomes Variations management Contract arrangements,	57	CR5			110

12 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



Year 3 2021/2022		150
Year 2 2020/2021		
Year 1 2019/2020		
Corporate Risk Reference		CR5, CR6
Strategic Risk Reference		
Audit objective	payments and their relationship to milestones being achieved Performance reporting and measurement of compliance with conditions of contract Compliance with statutory and legislative requirements as outlined in contracts Records management Contract expiry planning	Assess the effectiveness of administrative and financial controls over procurement including: Whether there is an effective and efficient procurement policy and framework The extent to which strategic purchasing opportunities have been identified and are applied Compliance with procurement policies and procurement policies and procedures Appropriateness of financial delegations for approval of expenditure
Risks/Key audit issues	Management Framework Contract managers are inadequately trained/qualified Failure to comply with all contract provisions Services or goods do not meet Council's objectives and requirements Contract payments and variations are not approved by an authorised delegate	Failure to optimise strategic purchasing opportunities Inappropriate or unauthorised purchases or payments Inadequate or incomplete procurement policies and procedures Non-compliance to MCC purchasing policies Failure to optimise use of fleet unanagement of fleet wehicles
Auditable area		Procurement (including fleet)
Audit Ref		2021/22-02

13 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



Audit Ref	Auditable area	Risks/Key audit issues	Audit objective	Strategic Risk Reference	Corporate Risk Reference	Year 1 2019/2020	Year 2 2020/2021	Year 3 2021/2022
			Management and exception reporting Review processes for management of light vehicle fleet, including: Acquisition and disposal of vehicles Fleet maintenance and log book maintenance Safeguarding of fleet vehicles, spare parts and consumables Fuel card and eTAG management Monitoring of fleet usage					
2021/22-03	Recreation and Facilities (Sports Ground Allocations)	Lack of transparent and equitable processes for allocating sports grounds Conflict of interest Failure to optimise the use of facilities Inadequate vetting of sporting ground users	Review processes for the annual allocation of sports grounds including application, assessment and approval Assess the processes for identifying any conflict of interest Verify that allocations have been made in accordance with specified criteria, and policies and procedures Assess whether successful applicants have been appropriately vetted prior to awarding ground allocations	8	CR5, CR7			110
2021/22-04	Lease Management	 Inadequate policies regarding long term hire agreements and 	 Assess the adequacy of policies and procedures surrounding the leasing of Council property, 		CR5			100

14 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22

Item 12.3 Municipal Audit Committee Meeting - 24 April 2019
Appendix 3 Strategic Internal Audit Plan 2019/2020 to 2021/2022 - dated April 2019



Year 3 2021/2022		110
Year 2 2020/2021		
Year 1 2019/2020		
Corporate Risk Reference		
Strategic Risk Reference		2 8
Audit objective	including: Leasing policies including long term hire agreements and lease renewals Processes for managing lease expiration and renewal Processes for managing lesse compliance with lease terms and conditions Provide assurance over the uniform application of leasing policies and procedures	Assess adequacy of policies and procedures in place surrounding the management of MCC's infrastructure assets Assess the effectiveness of asset planning, creating, recording, maintaining and reporting of life cycle asset management activities in relation to infrastructure assets Assess whether there are appropriate processes surrounding validation of asset documentation provided by developers Assess the accuracy and reliability of data available on assets and effectiveness of the Asset Management System
Risks/Key audit issues	Delays in lease renewals Delays in lease renewals due to inadequate tracking of lease expirations and renewals MCC does not identify any non-compliance with lease terms and conditions by the lessee Lease payments are not received in a timely manner	Infrastructure renewal/ replacement/ maintenance may not support long term objectives. Asset plans may not be adequately funded and/or effectively delivered in accordance with objective timelines. The risks associated with inspection, upgrade and maintenance decisions may not be adequately managed
Auditable area		Asset Management
Audit Ref		2021/22-05

15 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



Audit Ref	Auditable area	œ	Risks/Key audit issues	Audit objective	Strategic Risk Reference	Corporate Risk Reference	Year 1 2019/2020	Year 2 2020/2021	Year 3 2021/2022
2021/22-06	Cyber Security	•	Unauthorised access to Council's systems resulting in a loss of data confidentiality or integrity.	Review of Cyber Security risk and vulnerability management, policies and procedures and operational and technical controls, including:					100
		•	Unauthorised access to Council's systems	 Cyber security risk management, including: 					
			resulting in systems no longer being	 Asset identification and data classification 					
		•	available Misuse of Council's	 Threat and vulnerability assessment 					
			computer resources	 Cyber security 					
				assurance processes,					
				testing					
				 Cyber security controls 					
				framework, including					
				 Cyber security strategy 					
				and architecture model					
				 Policies, standards and 					
				guidelines					
				 Koles and responsibilities 					
				 Operational and technical 					
				controls, including:					
				 External facing network 					
				architecture, including					
				firewalls, DMZ, proxy					
				servers and wireless					
				infrastructure					
				 External facing 					
				applications, including					

16 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



Audit Ref	Auditable area	Risks/Key audit issues	Audit objective	Strategic Risk Reference	Corporate Risk Reference	Year 1 Year 2 2019/2020 2020/2021	Year 2 2020/2021	Year 3 2021/2022
			Cloud Software-as-a-Service (SaaS) applications • Network access management • Configuration of external facing servers and network devices configuration of end user devices, such as PCs • Patch and anti-virus management • Security incident management					
Estimated Au	udit Activity Hours (A	Estimated Audit Activity Hours (Assignment breakdowns to be determined)	be determined)			089	680	680
Audit Committ	tee attendance, prepai	Audit Committee attendance, preparation of status reports, presentation of reports	ntation of reports			75	75	75
Annual and Strategic au Strategic/Annual Plans	trategic audit planning ual Plans	Annual and Strategic audit planning, discussions with Council Executive, preparation of Strategic/Annual Plans	ecutive, preparation of			45	45	45
Estimated To	Estimated Total - Program Hours					800	800	800

17 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



APPENDIX 1: INTERNAL AUDITS COMPLETED AND PLANNED

			O	Completed Internal Audits	iternal Aud	Jits		Audit P	Audit Plan FY2019/2020 to 2020/2021	020 to
Š	Internal Audit Project							<u>-</u>	Planned Audits	S
		2013/14	2014/15	2013/14 2014/15 2015/16 2016/17 2017/18	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
	Cash Handling and Receipting	`							>	
5.	Rates Management	>			>					
ю	User Fees and Charges (Non-statutory)	`								
4.	Management Reporting	`			>					
2	Contract Payments (Annual supply contracts)	`								
.9	Purchasing Card (Corporate Credit Card) & Councillor Expenses	>		>						
7.	Maternal and Child Health Services		>							
œ.	Fraud Management & Prevention		>			>				
6	Developer Contributions		>		>					
10.	Management of Council Properties Leased & Licenced to Third Parties		>							>
1.	Data Analytics		>							
15.	Follow-Up of High Risk Matters Raised in Prior Internal Audit Reports		>		>		>			
13.	Risk Management Framework			`						
14.	ICT Security and System Controls			>						>
15.	Governance and Compliance			>						
16.	Payroll			`>				`		
17.	Financial Sustainability and Budgeting			>						
18.	Planning Processes (Permits & Statutory Planning)				>					
19.	Asset Management				`					>
20.	Business Continuity Planning (BCP) & IT					`				

18 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



			ŭ	Completed Internal Audits	nternal Aug	lits		Audit P	Audit Plan FY2019/2020 to 2020/2021	020 to
0	No Internal Audit Project							₫	Planned Audits	S
		2013/14	2013/14 2014/15 2015/16	2015/16	2016/17 2017/18	2017/18	2018/19	2019/20	2020/21	2021/22
	Disaster Recover Planning (DRP)									
21.	Project Management					>				
22.	Events Management					`				
23.	Home and Community Care (HACC)					`				
24.	Procurement					`				>
25.	Animal Management						<i>></i>			
26.	Leisure Centre Management						>			
27.	IT & Social Media						>			
28.	Volunteers Management						>			
29.	Financial Controls (AP/AR/GL)						`			
30.	Contract Management									>
31.	Grants Management							>		
32.	Infringement Managements							>		
33.	Dealing with Minors							>		
34.	Road Management Plan							>		
35.	Building Maintenance								>	
36.	Building Emergency Management Planning								>	
37.	Business Transformation								>	
38.	Capital Works Planning								>	
39.	Information and Records Management								>	
40.	Accounts Payable							>		
41.	Recreation and Facilities									>

19 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22



APPENDIX 2: POTENTIAL AUDITS

	Project Title of Potential Internal Audit Project	Last completed	Strategic Risk	Corporate Risk
- -	Libraries	Not completed in last 10 years		CR4
2.	Food & Health Premises Compliance	Not completed in last 10 years		CR5, CR6
က်	DCPs/ ICPs	Last completed 2016/17. Significant amount of volume and value associated with this area	S4, S5	CR6
4.	User Fees and Charges (Non-statutory)	Not completed since 2013/14	84, 85	
5.	Contract Payments (Annual supply contracts)	Not completed since 2013/14		CR5
9.	Councillor and Staff Expenses	Not completed since 2015/16	S1 & S6	
7.	Financial Sustainability and Budgeting	Not completed since 2015/16. Key risk area to be audited on cyclical basis	81, 82, 84, 85	
8.	Maternal and Child Health	Not completed since 2014/15	S7	CR6, CR7
9.	Follow up Audit	Not completed since 2016/17		

20 | Melton City Council - Strategic Internal Audit Plan – 2019/20 to 2021/22

CONTACT

Oakton Services Pty Ltd ABN 31 100 103 268

Melbourne Head office Level 8, 271 Collins Street Melbourne VIC 3000 Australia t +61 3 9617 0200 f +61 3 9621 1951

Sydney Level 6, 121-127 Harrington Street, The Rocks NSW 2000 Australia t +61 2 9923 9800

Canberra Unit 2, 45 Wentworth Avenue Kingston ACT 2604 Australia t +61 2 6230 1997 f +61 2 6230 1919

Brisbane Level 22, 141 Queen Street Brisbane QLD 4000 Australia t +61 7 3136 2900 f +61 7 3136 2999

Perth Level 10, 66 St Georges Terrace Perth WA 6000 Australia t +61 8 9222 8300

Hyderabad Krishe-e 8-2-293 Plot 499 Road 36 Jubilee Hills 500033 Hyderabad India t +91 40 23552694 VoIP: +61 3 9617 0294

Oakton Services Pty Ltd (ABN 31 100 103 268) ("Oakton") has used reasonable endeavours to ensure that the contents of this document are correct at the time of publication. However, future events cannot reliably be predicted accurately. Oakton makes no statements, representations or warranties about the accuracy or completeness of, and you should not rely on, any information relating to this document, including forecasts and estimates and information as to future matters ('Information') disclosed to you by Oakton. To the full extent permitted by law, Oakton disclaims all responsibility for Information and all liability (including without limitation, liability in negligence) for all expenses, losses, damages and costs you may incur as a result of the Information being inaccurate or incomplete in any way for any reason.

© Oakton Services Pty Ltd 2017. This work is copyright. Except as permitted under the Copyright Act 1968 (Cth), no part of this publication may be reproduced by any process, without the written permission of Oakton Services Pty Ltd.

Oakton is a registered trademark of Oakton Limited