

No.	Risk	Cause	Consequence	P/L	C	Residual Risk Rating	Existing Risk Treatments	Risk Reduced/ Effectiveness	Accountable Officer	Responsible Officer
COR 001	Loss due to fraud / theft	<ul style="list-style-type: none"> Inadequate internal controls People acting inappropriately 	<ul style="list-style-type: none"> Minor equipment loss Financial loss ICAC intervention Reputation impact 	L	M	M	<ul style="list-style-type: none"> Address systemic issues to improve governance Improve processes to achieve more efficient teams and enhance internal controls for transparency and efficiency Complete high priority actions for General Complaints Management System Staff discipline and performance management processes Compulsory code of conduct training is provided to staff Internal audit reviews undertaken in areas of procurement, delegations, cash handling and RMS contract areas. 	VL	DMFS	DMFS
COR 002	Revenue levels fall significantly	<ul style="list-style-type: none"> Regional economic downfall results in reduced ability for residents to pay for services Inaccurate data and inadequate acquittal information provided to grant makers Loss of investment revenue due to mistakes in fees and charges Failure to secure grants 	<ul style="list-style-type: none"> Inability to provide services to community Lack of confidence or perceived lack of importance by grant makers and investors Slashing service levels to maintain sustainability Intervention by State Government 	L	M	M	<ul style="list-style-type: none"> Controls in place to review of costs/income to ensure correct fees and charges Develop plans and work with RMS to improve road and traffic outcomes regionally. High priority major projects are identified and planning pre-work is completed in preparation for grant applications (village plans, water and sewer, road and bridge upgrades). Explore grant opportunities and ensure that information is of a high quality Attract other investment Explore alternative revenue streams 	L	GM	Senior Executives and EDO's
COR 003	Poor financial management	<ul style="list-style-type: none"> Budget overruns and or failure to achieve budget Poor/inadequate budget in the first place Unexpected costs not incorporated Lack of or incorrect information leading to poor financial decisions Failure to account for "whole of life" project costs 	<ul style="list-style-type: none"> Intervention by State Government Reduced projects/works and service Unhappy community and Councillors Insufficient funds available for long term financial commitments affecting sustainability Council classified as poor performing Questionable Sustainability 	L	M	M	<ul style="list-style-type: none"> Implement recommendations of External and Internal Audit Reviews. Report to Council on actions to be taken and time frames. Define a standard water charging methodology for all WSC water schemes High priority major projects that have been endorsed by Council have pre-work completed in preparation for Grant Applications (project planning and approval process) Complete a review annually of the long term financial plan to provide an indication of the long term financial position of WSC Maximise plant and machinery utilisation. 	L	GM DMFS	Management Team
COR 004	Inappropriate or ineffective decision making by staff or Councillors	<ul style="list-style-type: none"> Elected and staff members inadequately trained/informed Poor communications Human error Wrong or inadequate information Reactive decisions due to community pressure Lack of accountability Poor planning 	<ul style="list-style-type: none"> Poor project delivery Legal implications Reputation impact Financial Creating bad precedents Fines Complaints Inefficiencies and confusion ICAC / Ombudsman / State Government intervention 	L	M	M	<ul style="list-style-type: none"> Develop corporate and operational planning frameworks to facilitate effective internal planning, management and reporting on Council operations Implement a performance management system linked to Corporate and Operational Planning framework (IP&R) Improve processes to achieve more efficient teams and enhance internal controls, transparency and efficiencies. Provide end to end business solutions and standard reporting tools for the organisation Commence working towards a electronic basis of records management 	VL	GM Councillors	Management Team Councillors

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COR 005	Failure to adequately resource the organisation	<ul style="list-style-type: none"> ▪ Inadequate systems ▪ Failure to keep records ▪ Staff turnover ▪ Loss of premises or assets 	<ul style="list-style-type: none"> ▪ Service decline or disruption ▪ Loss of corporate knowledge ▪ Non-compliance with legislative requirements ▪ Loss of premises (natural disaster) 	L	M	M	<ul style="list-style-type: none"> ▪ Review waste services to identify: <ul style="list-style-type: none"> - Current services provided, and resources required - Future service delivery obligations - Costs per Unit Output - Alternative service delivery models - Recommendations ▪ Guide the operations over next 4 years to ensure alignment with Councillor objectives by linking with the new Delivery Plan and Operational Plan ▪ Review Core Services and Service Levels in consultation with Councillors, according to financial constraints. ▪ Review overheads models to ensure a simplistic system which is understood throughout the organisation which achieves the allocation of full costs to activities throughout WSC where appropriate. More informed reporting and financial decision making. ▪ Develop long term cultural changes to improve workforce productivity and performance (Workforce Plan). ▪ Timely delivery of high quality design and survey services ▪ Completion of asset management plans. ▪ Business continuity plan is developed for the organisation and organisational risk management framework ▪ Review full cost pricing models to ensure equitable allocation of costs across business activities and that pricing reflects levels that ensure long term financial sustainability, (More informed reporting and financial decision making). 	L	GM	Senior Executives
COR 006	Loss of reputation - reputation risk	<ul style="list-style-type: none"> ▪ Community not provided with correct or adequate information ▪ Community expectations not adequately identified or not realistic ▪ Repeated or serious mistakes ▪ Significant breach of code of conduct ▪ Failure to maintain assets ▪ Poor or negative publicity ▪ Failure to deliver on perceived promises *Staff or Councillors acting outside level of authority 	<ul style="list-style-type: none"> ▪ Service is reactive rather than strategic ▪ Loss of confidence in organisation by community or elected members ▪ Legal action ▪ Council not funded due to lack of confidence ▪ Bad publicity ▪ Spending additional resources to recover reputation 	L	M	M	<ul style="list-style-type: none"> ▪ Expand communication to the public in addition to standard media releases to include a quarterly report card on Council activities in newspapers and on web site. Provide a regular Mayoral column in the local media and on the website. ▪ Provide Councillors and staff with a monthly newsletter on projects, decisions of council and matters of importance across the organisation. ▪ Complete high priority actions for General Complaints Management System ▪ Review Policies for relevance and consistency ▪ Address systemic issues to improve governance ▪ Business continuity plan is developed for the organisation and Organisational Risk Management Framework ▪ Drive a proactive customer service culture within Council and seek to comply with Council's Customer Service Charter, delivering improved service levels. ▪ On a regular basis, review the performance of each group including, but not limited to: <ul style="list-style-type: none"> - Operating Budget Management - Capital Works Program - Strategic Initiatives - Workplace Health and Safety ▪ Facilitate timely response to customer service requests (CRM's) and report quarterly to Council the number and actions. 	VL	GM Councillors	Managers (reporting) All staff
COR 007	Risk of injury / death from major community incident (death or disablement of an external party)	<ul style="list-style-type: none"> ▪ Inadequate response to incident ▪ Human error ▪ Policies and procedures not followed or in place ▪ Community members hurt ▪ Failure to identify and address high risks 	<ul style="list-style-type: none"> ▪ Financial Impact ▪ Reputation impact ▪ Community morale ▪ High insurance premiums ▪ Litigation 	L	M	H	<ul style="list-style-type: none"> ▪ Continue the development of the Local Disaster Management Plan and Sub Plans as required by the Act. ▪ Develop a safety culture to ensure safe workplaces and practices. ▪ Provision of quality road and drainage maintenance services to the region ▪ Facilitate timely responses to customer service requests for maintenance services ▪ Conduct community resilience education sessions for emergency response personnel and community members on natural disaster management and provide opportunity to learn from best practice that is emerging across the region 	L	Managers	WH&S Officer All Staff

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COR 008	Risk of injury/death from major workplace incident (death or disablement of an internal party)	<ul style="list-style-type: none"> Human error / accident Policies and procedures not in place or failure to follow Inappropriate vehicles and assets Lack of communication Complacency Employees not trained properly Failure to maintain assets Inadequate WH&S 	<ul style="list-style-type: none"> Reputation damage Legal implications Involvement by regulator WorkCover Absent from work Increased premiums Staff morale decreased Work hours lost 	L	M	M	<ul style="list-style-type: none"> Develop a safety culture to ensure safe workplaces and practices. Focus on a safe workplace and contribute to departmental safety initiatives Drug and alcohol management policy 	L	GM	WH&S Officer All staff
COR 009	Non compliance with legislation	<ul style="list-style-type: none"> State Government requirements change New Legislation introduced or changed Lack of knowledge of legislation and or regulations 	<ul style="list-style-type: none"> Resources not available to keep up with changes Increased work loads to adapt to changed legislation Fines Litigation Loss of reputation 	L	L	L	<ul style="list-style-type: none"> Ensure compliance with conditions of approval and investigate complaints regarding unlawful development activity Ensure compliance with regulatory requirements for Evacuation Plans, Risk Management, Asbestos Management and WH&S responsibilities Update desktop review for compliance with the National Regulatory Authority Have in place appropriate Crown, private and Indigenous Land Use Agreements Implement OLG Legislation Compliance Checklist 	VL	Managers	All staff administering legislation
COR 010	Failure to provide adequate essential services now and in the future	<ul style="list-style-type: none"> Projects not fit for purpose Inability to sustain critical processes Decrease service delivery levels and loss of confidence Increase risk to community safety and infrastructure Failure to adequately respond to major changes Political decisions that disadvantage the region Poor maintenance of essential emergency protection or service areas. 	<ul style="list-style-type: none"> Reputation loss Loss of investment confidence Negative impacts on environmental and community health Debt Lost opportunities Loss of community and business 	L	L	L	<ul style="list-style-type: none"> Understand the implications of implementing water usage based charging regime on current ratepayer classification types By participating in OROC (JO), Council's economic development initiatives have a regional focus, opportunity to capitalise on regional investment and development initiatives. Work in partnership with, chambers, business and community groups to develop a regional understanding of what advantages the NBN can provide and develop real examples of how WSC will utilise NBN when it arrives. Use this information to lobby the Federal and State Gov'ts. Develop strategic partnerships with clearly defined roles and responsibilities and funding mechanisms for the ongoing development of the region or sub regional councils. Identify strategic opportunities for large scale investment within the region and secure sustainable expansion of existing industries or the introduction of new industries. Provide opportunity to learn from best practice across the region. Provide and develop community opportunities for the arts and foster new initiatives Commence work on plans for infrastructure, transport, stormwater and open space Understand the land Council owns, maintains and the demand to retain (Crown Lands) Strategic land is acquired for future town development Ensure applications assessed in a timely manner and the impacts of development are managed Develop a strategic policy for the Warren Aerodrome on utilisation, future expansion and maintenance Modernise website with online forms etc and make more user friendly and consistent with other local governments. Establish NDRRA framework for future disaster events (flooding and bush fire) Conduct community resilience education sessions for emergency response personnel and community members on natural disaster management (fire, flooding). 	L	Councillors	Senior Executives, LEMO and EDO's