

# Community Safety Internal Audit

Friday, 16 February 2024

Audit and Risk Committee

Strategic Alignment – Our Corporation

**Program Contact:**  
Manager Governance

Public

**Approving Officer:**  
Anthony Spartalis, Acting Chief  
Operating Officer

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## EXECUTIVE SUMMARY

In accordance with the 2023-24 Internal Audit Plan for the City of Adelaide (CoA) an internal audit focusing on the Council's community safety framework was performed.

The internal audit identified two high, five moderate and one low risk rated finding, with four improvement opportunities.

The Internal Audit Plan has been developed in consideration of Council's key strategic risks and critical priorities.

Internal audit is an essential component of a good governance framework. It is the mechanism which enables Council to receive assurance that internal controls and risk management approaches are effective, that it is performing its functions legally, effectively, and to advise how it can improve performance.

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## RECOMMENDATION

### THAT THE AUDIT AND RISK COMMITTEE

1. Notes the internal audit report provided as Attachment A to Item 5.5 on the Agenda for the meeting of the Audit and Risk Committee held on 16 February 2024.
  2. Endorses the responses of the Administration to the Community Safety Internal Audit Report as outlined in Attachment A to Item 5.5 on the Agenda for the meeting of the Audit and Risk Committee held on 16 February 2024.
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# IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	<p><a href="#">Strategic Alignment – Our Corporation</a></p> <p>Internal audit is an essential component of a good governance framework. It enables the Council to ensure it performs its function legally, effectively, and efficiently.</p>
Policy	Not as a result of this report
Consultation	Not as a result of this report
Resource	Not as a result of this report
Risk / Legal / Legislative	<p>The Internal Audit Plan has been developed in consideration of Council’s key strategic risks and critical priorities.</p> <p>Internal audit is an essential component of a good governance framework. It is the mechanism which enables Council to receive assurance that internal controls and risk management approaches are effective, that it is performing its functions legally, effectively, and to advise how it can improve performance</p>
Opportunities	Internal audit suggest a range of improvement opportunities related to the area being reviewed, enhancing functions and services and aligning Council processes to best practice standards.
23/24 Budget Allocation	Not as a result of this report
Proposed 24/25 Budget Allocation	Not as a result of this report
Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
23/24 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	Not as a result of this report
Other Funding Sources	Not as a result of this report

# DISCUSSION

## Background

1. The Community Safety Internal Audit was performed by CoA's Risk and Audit Analyst, in accordance with the 2023-24 Internal Audit Plan. A copy of the Audit Report can be found in **Attachment A**.

## Report

2. This audit aligns with CoA's Strategic Risk – Compliance: Non-compliance of Council policies and legislative requirements.
3. The objective of the Community Safety audit considered the following three elements:
  - 3.1. Community Safety:
    - 3.1.1. CoA's policies and procedures
    - 3.1.2. The overall organisation structure
    - 3.1.3. End-to-end processes for conducting and recording community safety inspections
    - 3.1.4. Processes regarding regulatory enforcement
  - 3.2. Role of Community Safety in Homelessness
  - 3.3. Safer City Action Plan
4. The findings of the internal audit are indexed into the following risk ratings:

Finding	Risk Rating	Management response Report reference
No finalised documented guideline for the prioritisation of requests	High	Attachment A – p.10 of original
No documented processes in place for managing expiations	High	Attachment A – p.12 of original
Finalise the Local Nuisance Exemption Assessment	Moderate	Attachment A – p.14 of original
Inconsistent reporting channel for a work order request	Moderate	Attachment A – p.15 of original
Staff email is used for waste work order request notifications	Moderate	Attachment A – p.17 of original
Inconsistent reporting on actions when on-call	Moderate	Attachment A – p.18 of original
Clarification of roles	Moderate	Attachment A – p.20 of original
No review period was identified for SOPs	Low	Attachment A – p.23 of original
Opportunity to streamline the questions and workflows in Pathway	Improvement Opportunity	Attachment A – p.25 of original
Opportunity to improve monitoring of the Action Plan	Improvement Opportunity	Attachment A – p.27 of original
Opportunity to streamline customer service requests	Improvement Opportunity	Attachment A – p.29 of original
No categorisation for Dry Areas	Improvement Opportunity	Attachment A – p.31 of original

5. Management has considered the findings and provided actions and time frames to address these findings. These have been included in the report in **Attachment A**.

# ATTACHMENTS

**Attachment A** – Community Safety Internal Audit

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