

Risk Context

Failure to maintain effective working relationships with the Community (including local Media), Stakeholders, Key Private Sector Companies, Government Agencies and / or Elected Members. This includes activities where communication, feedback or consultation is required and where it is in the best interests to do so. For example;

- Following up on any access & inclusion issues
- Infrastructure Projects
- Local planning initiatives
- Strategic planning initiatives

This does not include instances whereby Community expectations have not been met for standard service provisions such as Community Events, Library Services and / or Bus/Transport services.

Potential causes include;

Relationship breakdowns with community groups	Short lead times
Leadership inattention to current issues	Miscommunication / poor communication
Inadequate documentation or procedures	Inadequate Regional or District Committee attendance.
Budget / funding issues	Inadequate involvement with, or support of community groups
Geographic distance	Media attention

Controls Assurance

Key Controls	Type	Date	Rating	Control Owner
Advisory committees / groups	Preventative	Ongoing	Adequate	CEO
Community-based committees, forums & workshops	Preventative	Ongoing	Adequate	CEO
Community engagement framework	Preventative		Not Rated	CEO
Road side signage - inclusive of Fire Danger Rating and variable message boards	Preventative	Ongoing	Adequate	MOWS
Public Notices / local papers / website communication	Preventative	Ongoing	Adequate	CDO
Social media platforms (Facebook / Twitter, etc.)	Preventative	Ongoing	Adequate	CDO
Support local Volunteer groups	Preventative	Ongoing	Adequate	CEO
Network with other Government agencies (DEC, DOW)	Preventative	Ongoing	Adequate	CEO
Complaints management process	Recovery	Ongoing	Adequate	CEO

Overall Control Ratings: Adequate

Actions	Due Date	Responsibility	Status of Actions / Treatments
Ongoing reviews of website	Ongoing	CDO/GOV	ongoing
Regular use of Whatsapp and Facebook	Ongoing	DCEO/CESM	ongoing

Consequence Category	Risk Ratings	Rating	Risk Rating Changed since the last review
Reputation	Consequence:	Minor (2)	No
	Likelihood:	Possible (3)	No
Overall Risk Ratings:		Moderate	Risk rating trend since last review

Indicators	Type	Benchmark	Result
Complaints from the community referring to lack of opportunity to participate	Lagging		
Number of substantiated complaints referring to poor engagement	Lagging		
Surprise issues being raised in Council, Community or Committee meetings	Lagging		

Comments	Comments