

Shire of Wyndham East Kimberley Strategic Risk Register

Risk Identification Number (RID)	Risk Category	Directorate	Community Strategic Plan	Risk Title	Description of Risk (context)	Likelihood	Impact or consequence	Rating	Current Risk Mitigation	Comments or Actions from Current Risk Mitigation	Risk Owner	Residual Risk Rating	Remediation (CBP = Corporate Business Plan Action Number)	Expected completion date	Status update Remediation Report	Status
2	Service Delivery Interruption	Corporate Services	4.3 Ensure a strong and progressive organisation delivering customer focused services	Customer Service	Failure to ensure that customer services at the Shire are accessible and effective in resolving issues, providing services and delivering information to the community.	Likely	Moderate	High	CP CS 3280 Complaints Management Policy CP CS 3281 Customer Service Policy 2017 Customer Service Charter	Review of Customer Service Policy and Charter part of Director Corporate Services KPI for 2020.	Director Corporate Services	High	CBP 487: Service Delivery Review of Customer Services CBP 147: Digitisation of Records	2021	Review of Customer Services was deferred during 2020 due to Covid-19 and Acting responsibilities for CEO and Director Corporate Services positions. Review commenced January 2021 with improvements to reporting of Customer Service Requests implemented. Digitisation deferred in line with application review for the Shire.	Ongoing
5	Community	Planning and Community Development	1.2 Increase community participation in sporting, recreation and leisure activities	Community Services	Failure to provide community services which meet the needs and expectations of the community to support social cohesion and participation.	Likely	Major	High	CP COM 3580 Community Development Recreation Space Strategy 2016 - 2020 Trails Master Plan 2017 Draft Kununurra Leisure Centre Redevelopment Design CP PMG-3780 Leasing of Council Managed Reserve Land - Community CBP 399: Create Community Safety Plan CBP 401: Seek Funding to extend CCTV CBP 405: Provide support to TAMS and Advocate for banned drinkers register	Desktop review of Recreation Space Strategy is in process. Funding for Stage 1 trail from Lakeside Link Path to Celebrity Tree Park has been obtained. Quotes for detailed design being sought, with design to be completed March 2020 Draft KLC Business Case and cost benefit analysis to be presented for comment at February or March 2020 Briefing Session	Director Planning and Community Development	High	CBP 311: Review the Recreation Space Strategy CBP 454: Recreation Facilities Renewal Program Wyndham CBP 428: Recreation Renewal Facilities Program Kununurra CBP 448: Finalise Kununurra Leisure Centre Redevelopment Design and Business Case CBP 395: Implement actions identified in the Trails Master Plan CBP 211: Event Precinct Master Plan CBP 216: Prepare updated land use planning and growth plans Service Area: Provide community leases to various community groups in line with <i>CP PMG-3780 Leasing of Council Managed Reserve Land - Community</i> to support community organisations in the provision of services, facilities and events.	Rec Space July 2021 KLC Redevelopment (plans and business case completed) First stage of Trails Master Plan July 2020	Kununurra Leisure Centre Redevelopment Design and Business Case finalised and lodged with application under BBRF Round 5 in March 2021. Additional State Govt funding was provided to expand the splash pad component and a contract has been awarded for this project which will be completed at the end of the 2021 calendar year. Foreshore Trails pathway is currently under construction.	Ongoing
7	Environment	Infrastructure	2.2 Provide sustainable public infrastructure that serves the current and future needs of the community	Waste Management	Failure to plan and resource a suitable waste management program or facility which is sustainable, reduces environmental degradation, improves public safety and complies with regulatory requirements.	Likely	Moderate	High	Licence Agreements with the Department of Environment Closure Plans for existing sites, developments and costings New KNX site identified and permissions and licencing requirements met	WY landfill site - implementation of Council resolution Budget process 2020/21 to consider waste services manager KNX new landfill site action plan to be developed	Director Infrastructure	High	CBP 487: Development of a Waste Management Strategy for both Landfill sites. CBP 377: Development of Works program for WY Landfill Site and the proposed new KNX site. Table change to establishment request in budget process including funding options.	Jul-20	Waste Management Strategy has not commenced pending determining the remaining useful life of the existing facilities. Consultants have undertaken a study of the remaining life and concluded that Wyndham has 13 years and Kununurra has 4 years. Officers pursuing a new site on Valentine Springs Road as well as potentially extended the one at Kununurra. Officers are also seeking approval for Kununurra to be licenced to take bio-security wast from Wyndham Port. An application has been submitted and we are awaiting the results of an audit.	Ongoing
18	Reputation	Planning and Community Development	1.1 Bring community together and promote our rich culture and heritage	Community Engagement	Failure to undertake effective community engagement strategies which develop the Shire's understanding of the needs and aspirations of the community, grow community capacity and ensure supportable outcomes are reached with stakeholders.	Possible	Major	High	CBP 1 Community Scorecard and Reporting Consultation Strategic Community Plan Consultation Corporate Business Plan Consultation on Key Projects as part of project development Council Reports require comment on Community Consultation Prepare a Reconciliation Action Plan	Ongoing reporting of Corporate Business Plan progress is at Q2	Director Planning and Community Development	High	CBP 57: Review Communications Policy to ensure effective engagement with the community CBP 376: Prepare an Aboriginal Engagement Plan	Jan 2020 and ongoing	The Shire has increased its social media engagement with the community. The website is continually being assessed and adjusted to provide better functionality and readability for both the front end-user and administration team. As such, as part of the Shire's strategic plans, we have completed a turn over from PDF-based forms to web forms. This has allowed forms to be more user friendly for the community. However, the webforms are not yet user-friendly for our administration team. Thus, we are working with Marketcreation to rectify this situation. The communications strategy is being developed. CBP376 - This action will be reviewed and is likely to form an action associated with the economic development portfolio.	In Progress
20	People Health & Safety	Corporate Services	3.3 Develop and retain skilled people that business needs to succeed	Organisational Culture	Failure to create and maintain an organisational culture which promotes a safe and positive work environment, fosters employee satisfaction, motivates employees to perform and increases organisational effectiveness	Likely	Major	High	Workforce Plan 2017-2027 Enterprise Agreement 2017-2020 Bi-Annual Culture Survey Annual Performance Management of the Chief Executive Officer Robust recruitment and retention processes and practices	New CEO appointed after recruitment process Action Plan from Staff Survey to be implemented	Chief Executive Officer/ Director Corporate Services	High	CBP 351: Implement a Shire Development Traineeship Program CBP: Employment of a new Chief Executive Officer CBP 361: Review of Workforce Plan scheduled for 2020 CBP 361: Continuous improvement of recruitment and retention processes and procedures CBP 361: CULTYR Survey Action Plan approved by OMT and EMT CBP 198: Review Workforce Management Plan	Jul-21	The Shire has not developed and implemented a Traineeship Program. However the Shire has engaged with Idigenous Corporations and East Kimberley College to recruit trainees. The Shire has employed two school based trainees. The CEO recruitment process was run by an independent consultant, the Council, HR and Governance staff. A contract was concluded in early July 2020. Recruitment and retention processes are continually being improved. The Shire has made progress toward implementing an online recruitment process under its current Enterprise System. The review of the Workforce plan and the Action Plan arising out of the CULTYR Survey have been deferred. On an informal basis many of the individual recommendations in the separate departments have been implemented.	In Progress
21	People Health & Safety	Corporate Services	3.3 Develop and retain skilled people that business needs to succeed	Staff Deficiency	Failure to attract and retain suitably qualified and experienced technical staff to meet organisational requirements.	Almost Certain	Major	Extreme	Workforce Plan 2017-2027 Adequate Budget Allocation for recruitment and retention of staff Annual Performance Management of the Chief Executive Officer Robust recruitment and retention processes and practices.	Workforce Plan to be reviewed in 2020 Action Plan from Staff Survey to be implemented	Chief Executive Officer/ Director Corporate Services	Extreme	CBP 361: Review of Workforce Plan	Sep-21	The Workforce Plan is due to be commenced in Q4.	Not started