

OVERVIEW

Glenorchy City Council's Risk Appetite Statement is set within the context of our Vision, Mission and Values:

Our Vision

We are a proud city; a city of arts; of opportunity; of partnerships; a city that makes exciting things happen.

Our Mission

Glenorchy City Council will be a leader in local government, representing its local community and ensuring best value services.

Our Values

People: We value our diverse and welcoming community. We believe that each person is equal and has a positive contribution to make, with their rights respected and their opinions heard and valued.

Place: We work together to future proof our City so we can enjoy a good quality of life and a safe, sustainable and healthy environment. We respect our heritage and have pride in our City.

Opportunity: We value innovation, flexibility and imagination and strive to create social and economic choices and opportunity for all.

Together: We commit to work as a united Council team to build relationships and partnerships within and outside our community to make a difference in Glenorchy.

Accountable: We are accountable to each other and the Glenorchy community for the difference we make to the life of our city.

BACKGROUND

Glenorchy City Council (Council) is a public entity, existing and administered under the direction of the Tasmanian *Local Government Act 1993* and is responsible for the following functions:

- to provide for the health, safety and welfare of the community;
- to represent and promote the interests of the community; and
- to provide for the peace, order and good government of the municipal area.

In providing those functions, Council understands that during its normal operations, material risks that require mediation may occur in terms of finances, environment, health and safety of staff and the public, and the brand and operations of the organisation.

The Council funds its operations mainly with the use of public money and is ultimately responsible to its community members. It therefore believes it should mostly hold a low appetite for unmanaged risk.

APPLICATION OF OUR RISK APPETITE

Council's Risk Appetite Statement expressly describes the level of risk Council will accept in carrying out its activities. Where risks are assessed as exceeding these tolerances:

- additional mitigations must be considered (treat); or
- the activity should be ceased (avoid); or
- Council approval should be sought to continue with the activity (escalate).

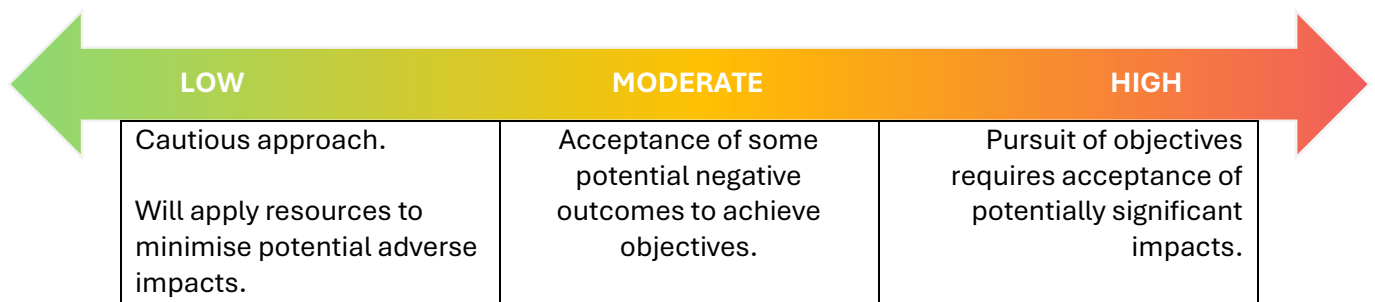
Where risk appetite metrics (as defined below) are not being met, Managers and Directors must consider briefing Council on the emerging situation.

All Elected Members, officers, contractors, and Council sub-committees will have regard to Council’s Risk Appetite Statement in their decision making. As such the Risk Appetite Statement will become an essential part of Council’s risk management framework.

This will enable Council to effectively assess its risks in planning and delivering its strategic and operational goods and services.

The Risk Appetite Statement will be subject to review following each Council election.

RISK APPETITE METRICS



OVERALL RISK APPETITE STATEMENT

Council has a **LOW to MODERATE** risk appetite across its operations. Council is committed to creating a safe living and working environment for its staff and the community.

Council is a provider of services to the community and regulates development activities within the municipality. It is aware of its environmental impacts and endeavours to adopt a sustainable approach to its activities. However, it recognises that the community is complex and subject to many external factors beyond the Council’s control or influence.

Council operates within the laws and regulatory framework to which it is subject and also has a role to play in enforcing these laws. It is important to Council that its systems and services operate efficiently and effectively. Risks need to be effectively managed and balanced in this area to ensure sustainable delivery.

RISK APPETITE BY CATEGORY

CATEGORY	APPETITE STATEMENT
Injury to persons (incl. Workplace Health and Safety)	Council has a LOW risk appetite for injury to Elected Members, employees and contractors. Council has a target risk of zero, wanting all persons to arrive home safely. However, it recognises incidents happen and reflects this in the low tolerance stated.
<i>Significant event outcome</i>	An event occurs resulting in death, or a significant injury (not including minor surgery or precautionary hospitalisation).
<i>Workers Compensation</i>	Workers Compensation claims equal to or below the provision amount.
<i>External Oversight</i>	Council is subject to an investigation by WorkSafe Tasmania regarding potential breach(es) of its obligations under the <i>Work Health and Safety Act 2012</i> .
Regulatory Compliance and Legal	Council has a LOW - MODERATE risk appetite for non-compliance with legislation, regulations and professional standards. This includes laws and regulations that Council administers. Council has NIL tolerance for illegal activities including fraud and corruption.
<i>Local Government Ombudsman</i>	All complaints to the Local Government Ombudsman are actioned within legislated timeframes.
<i>Right to Information Compliance</i>	All Right to Information requests are actioned within legislated timeframes.
<i>Policy Governance and Compliance</i>	Council has no significant breaches of its policies.
Environment and Sustainability	Council has a MODERATE risk appetite for environmental and sustainability risks. It recognises its operations have an environmental impact and seeks to minimise these impacts. Council complies with its regulatory obligations regarding sustainable development.
<i>Environmental Protection Notice Compliance</i>	Council complies with all of its Environmental Protection Notice obligations for the Jackson Street Landfill.
<i>Recycling Programs</i>	Waste collection contracts no longer provide for affordable regular recycling of kerbside waste.
Reputation	Council has a LOW - MODERATE risk appetite for reputational risk. Council notes at times it is necessary to make the “right” decision and not the “most popular” decision.
<i>Customer Feedback</i>	Year on year trending of ratio of complaints / customers served.
<i>Customer Satisfaction Ratings</i>	At least 80% satisfaction rating from customer feedback (electronic pads in Customer Service).

CATEGORY	APPETITE STATEMENT
Business Interruption	Council has a MODERATE risk appetite for business disruption. It acknowledges that severe weather events and cyber risks are possible and seeks to minimise disruption where possible.
<i>Incident Management Plan</i>	Council is able to provide continued and uninterrupted services to our customers.
<i>Municipal Incident Management</i>	Council operates effectively in wider municipal operations and recovery planning.
Workforce	Council has a MODERATE risk appetite for staffing losses in the context of business continuity.
<i>Turnover of Council Staff</i>	Council staff turnover rates are below 20%.
<i>Staff Complaints Management</i>	Significant industrial action in relation to adverse conduct by Council officers.
Loss of Financial Funds / Assets	Council has a MODERATE risk appetite for financial / asset risks in both its strategic and operational functions. This equates to 5% to 15% of the annualised budget.
<i>5% to 15% Annual Budget</i>	\$1 million to \$3 million.
<i>Cash at Hand</i>	At least 3 months of current expenditure.
<i>Underlying Surplus</i>	Council's financial position does not allow it to meet its obligations.
<i>Asset Sustainability Ratio</i>	Council's Asset Sustainability Ratio does not fall below 80%.

DOCUMENT CONTROL

Version:	2.0
Review	Following Council Election
Previous Versions:	Risk Appetite Statement 2020
Responsible Directorate	Community & Corporate Services