Shire of Bruce Rock

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Minutes

Audit Risk and Improvement Committee

Held in Council Chambers
54 Johnson Street, Bruce Rock
Thursday 23 July 2026

MINUTES
AUDIT RISK AND IMPROVEMENT COMMITTEE MEETING
23 JULY 2026

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SHIRE OF BRUCE ROCK
MINUTES
AUDIT RISK AND IMPROVEMENT COMMITTEE MEETING
23 JULY 2026

Disclaimer

The recommendations in the Agenda are subject to confirmation by Council. The Shire of Bruce Rock warns that anyone who has any application lodged with Council must obtain, and should only rely on, written confirmation of the outcomes of the application following the Council meeting, and any conditions attaching to the decision made by the Council in respect of the application. No responsibility whatsoever is implied or accepted by the Shire of Bruce Rock for any act, omission or statement or intimation occurring during a Council Committee meeting.

1. Declaration of Opening

The Chair Mr Phillip Negri welcomed everyone and opened the meeting at 9.52 am.

2. Record of Attendance / Apologies / Leave of Absence (Previously Approved)

Chairperson	Mr P Negri
Shire President	Cr R Rajagopalan
Councillors	Cr A Buegge
	Cr KP Foss
	Cr PK Hodgkiss
	Cr S Strange
	Cr J Verhoogt
Chief Executive Officer	Mr M Furr
Executive Manager Corporate Services	Mr M Darby
Executive Services Manager	Mrs V Ward

Apologies

Cr AR Crooks Deputy President

Leave of Absence (Previously Approved)

Nil

3. Response to Previous Public Questions Taken on Notice

Nil

4. Declarations of Interest

In accordance with section 5.65 of the Local Government Act 1995, the following disclosures of **Financial (Both Direct and Indirect)** interest were made at the Council meeting.

Date	Name	Item No	Reason

In accordance with section 5.65 of the Local Government Act 1995, the following disclosures of **Closely Associated Person and Impartiality** interest were made at the Council meeting.

Date	Name	Item No	Reason

In accordance with sections 5.60B and 5.65 of the Local Government Act 1995, the following disclosures of **Proximity** interest were made at the Council meeting.

Date	Name	Item No	Reason

5. Public Question Time

Nil

6. Petitions / Deputations / Presentations / Submissions

Nil

7. Confirmation of Previous Meeting Minutes

Moved: Cr Rajagopalan **Seconded: Cr Strange**

That the minutes of the Audit Risk and Improvement Committee held on 22 April 2026 be confirmed as an accurate record of the proceedings.

CARRIED 7/0

For: **Mr Negri, Cr Rajagopalan, Cr Buegge, Cr Foss, Cr Hodgkiss, Cr Strange, Cr Verhoogt**
Against: **Nil**

8. Business Arising from Previous Meeting

Clarification around the change of the motion – Gifts, Benefits

9. Financial and Audit Matters

9.1 OAG Annual Audit, FMR and Reg 17 Review Audit Recommendations Status

Verbal Update to be provided - (See Attachment 1)

9.2 Other Finance Matters

9.2.1 Interim / Final Audit

Verbal Update to be provided- (See Attachment 2)

9.2.2 Budget 26/27

Verbal Update to be provided (Attachment 3 Under Separate Cover)

9.2.3 Monthly Financial Performance Overview

Verbal Update to be provided (Attachment 4 Under Separate Cover)

ATTACHMENT 1

SHIRE OF BRUCE ROCK - CONSOLIDATED AUDIT FINDINGS REGISTER

As July 2026

Item	Audit	Year	Finding	Risk	Date for Completion	Status	Comment
1	FMR	2024/25	Procurement Policy Compliance: Instances of non-compliance with procurement thresholds and documentation requirements.	Medium	Feb-26	Completed	Management will continue training, implement monthly supplier spend reports, and review the procurement policy. 24/02/26 - Procurement policy and PO thresholds reviewed and resolved by Council 18 dec 25.
2	FMR	2024/25	Contract Management: Lack of formal procedures and a centralised register.	Low	Aug-26	On Track	Management will develop formal procedures and establish a register.
3	FMR	2024/25	System Access Controls: Review required to restrict edit access to relevant roles.	Low	Jul-26	On Track	24/02/26 - Liaison with ReadyTech to confirm process completed. EMCS to complete by July.
4	FMR	2024/25	Cash Handling: New procedures implemented; CCTV and duress alarm options to be explored as funding allows.	Low	Feb-26	Completed	24/02/26 - CCTV recordings and duress alarm for consideration in 2026/27 budget. Cash handling procedures implemented and meets requirements.
5	FMR	2024/25	Investment Management: Implementation of cashflow forecasting and investment register.	Low	Aug-26	On Track	24/02/26 - Investment register to be initiated for 2026/27 budget.
6	FMR	2024/25	Strategic Resource Plan, (Asset Management Policy),to be updated to include asset capitalisation, stocktaking, and write-off procedures	Low	Sep-26	On Track	24/02/26 - Asset management Plans to be updated from 2013 to include FMR requirements. 07/06/2026 - Engaged Moore Australia plus two other companies for quotes, commencing work after budget completion.
7	Reg 17	2024/25	Lack of Ongoing Risk Identification, Monitoring, and Reporting Processes.	Medium	Aug-26	On Track	The Shire has established strategic and operational risk registers but lacks a formalised process for continual risk review or reporting to the Audit and Risk Committee. Management will embed a structured process for risk identification, assessment, and reporting, and ensure the Audit and Risk Committee reviews risk registers regularly. 24/02/26 - Operational Risk Register to be completed in August 26.
8	Reg 17	2024/25	Lack of Business Continuity Plan (BCP).	Low	Apr-26	Completed	The Shire will consolidate and develop a comprehensive Business Continuity Plan that is tested and regularly updated. 24/02/26 - Working with DGoV and to be completed by April 2026.
9	Reg 17	2024/25	Induction Program for Audit and Risk Committee Members.	Low	Feb-26	Completed	Management will develop and implement a formal induction program. 24/02/26 - To be implemented at first ARIC meeting 22/4/26.
10	Reg 17	2024/25	Absence of Legislative Compliance Framework.	Low	Aug-26	On Track	The Shire will develop a legislative compliance policy and framework to integrate with ATTAIN software and reference legislative obligations in policies. 24/02/26 - Shire management moving from Attain to Smartsheet, and will complete Reg17 requirements by August 26.

11	Reg 17	2024/25	Gifts Policy to be developed.	Low	Feb-26	Completed	The Shire will develop a Gifts Policy for staff and elected members. 24/02/26 - To be completed by Mar 26. 17/04/26 - Draft Policy for review by ARIC.
12	Interim - Finance	2024/25	Legislative non- compliance	Significant	Mar-25	Completed	In accordance with Regulation 33A(4) of the Regulations, a copy of the budget review is to be submitted to the Departmental CEO within 14 days after Council adoption. 24/02/26 - Note to ARIC that this has been also completed for 2025/26 Budget Review.
13	Interim - Finance	2024/25	Cyber security management response plan	Moderate	Jun-26	Completed	The Shire entered into an agreement with the Office of Digital Government's (DGov) Cyber Security Unit for the period from 23 October 2024 to 30 June 2026 to participate in the Local Government Cyber Security Uplift Pilot Project, through which the matters outlined above will be addressed. 24/02/26 - Ontrack for completion in Apr 26.
14	Interim - Finance	2024/25	Review of IT policies and procedures	Moderate	Jun-26	Completed	The Shire entered into an agreement with the Office of Digital Government's (DGov) Cyber Security Unit for the period from 23 October 2024 to 30 June 2026 to participate in the Local Government Cyber Security Uplift Pilot Project, through which the matters outlined above will be addressed. 24/02/26 - Ontrack for completion in Apr 26.
15	Interim - Finance	2024/25	The operational risk register and the strategic risk register were last reviewed and updated in August 2023.	Moderate	Aug-26	On Track	This area was identified by the CEO upon commencing tenure and is scheduled to be completed Aug 26. 24/05/26 - Ontrack for completion in Aug 26.
16	Interim - Finance	2024/25	Independent review of fixed asset reconciliation	Moderate	Feb-26	Completed	Management will ensure there is documented evidence of this review process. 24/02/26 -EMCS undertakes monthly review after cosolidation of monthly financial by BW associates.
17	Interim - Finance	2024/25	Review of related party policy	Moderate	Oct-25	Completed	The Council Policy Manual has been reviewed and updated. 24/02/26 - Additional review completed in 2026.
18	Final - Finance	2024/25	Management should ensure that all joint arrangements are accurately recorded, and all relevant disclosures are appropriately included in the financial statements. A list of all joint venture and lease arrangements should be maintained and monitored on a regular basis to ensure that appropriate accounting treatment can be applied as required.	Significant	Dec-25	Completed	24/02/24 - No further action required, regarding joint Ventures, however lease register to be updated and maintained.
19	Final - Finance	2024/25	The Shire should continue to manage and monitor the excessive leave balances to reduce the liability, risk of business interruption and potential fraud.	Minor	Jul-26	Completed	Management accepts this recommendation and will ensure this matter will be addressed by the 30 June 2026. 24/02/26 - Individuals concerned have been advised of requirement to reduce leave balances. Shire will be able to evidence management of this minor finding to the Auditor.

20	Final - Finance	2024/25	Recommend a comprehensive risk identification, evaluation and mitigation process be undertaken to ensure all potential risks associated with Information technology, specifically Cyber Security are considered and documented. Subsequently we recommend the risk register be updated to include specific Information Technology and Cyber Security risks such as Ransomware breaches, data breaches due to phishing emails, general data breaches, reputational damage and related media which may be required in the event of a Cyber Security breach etc.	Minor	Aug-26	On Track	Management accepts this recommendation and will ensure this matter will be addressed by the 14 August 2026. 24/02/26 - Ontrack for completion in Aug 26.
21	Final - Finance	2024/25	Recommend that management implement timely renewal or renegotiation of lease agreements. Updated lease documentation should be maintained to accurately reflect the occupancy terms and minimise financial and operational risks.	Minor	Jul-26	On Track	Management accepts this recommendation and will ensure this matter will be addressed by the 30 June 2026. 24/02/26 - Progress made and currently expecting completion in June 26. 04/06/26 - Working with Council on housing strategy that includes leases, all leases to be reviewed and renewed in July 2026. Housing Policy 1 of 4 at Council in June.

ATTACHMENT 2

SHIRE OF BRUCE ROCK

PERIOD OF AUDIT: YEAR ENDED 30 JUNE 2026

FINDINGS IDENTIFIED DURING THE INTERIM AUDIT

Index of findings	Potential impact on audit opinion	Rating	Year first raised
1. Purchase order exceptions	No	Minor	2026

Ratings
The ratings in this management letter reflect our assessment of risks based on the likelihood and potential impact if no action is taken. These outcomes consider both quantitative impact (such as financial loss) and qualitative impact (such as inefficiency, non-compliance, poor service to the public or loss of public confidence).

● **Significant** – Findings where there is potentially a significant risk to the entity should the finding not be addressed by the entity promptly. A significant rating could indicate the need for a modified audit opinion in the current year, or in a subsequent reporting period if not addressed. However, even if the issue is not likely to impact the audit opinion, it should be addressed promptly.

● **Moderate** – Those findings which are of sufficient concern to warrant action being taken by the entity as soon as practicable.

● **Minor** – Those findings that are not of primary concern but still warrant action being taken.

[Guidance: Include only if draft letter provided for comment, remove when issuing: The ratings included are preliminary ratings and could be modified pending other findings being identified, rated and the consideration of them collectively on the ratings and any potential impact on the audit opinion.]

ATTACHMENT

SHIRE OF BRUCE ROCK

PERIOD OF AUDIT: YEAR ENDED 30 JUNE 2026

FINDINGS IDENTIFIED DURING THE INTERIM AUDIT

1. Purchase order exceptions

From our expenditure testing, we identified 3 purchase orders, out of 24 samples tested, that were raised after the related invoice dates. The delays between the invoice dates and purchase order creation dates ranged from 1 to 2 days.

Rating: Minor

Implication
This increases the risk of unauthorised or non-compliant expenditure, weakens procurement controls, and reduces assurance that purchases are appropriately approved and achieve value for money.

Recommendation
We recommend that the Shire ensures purchase orders are raised and approved before expenditure is incurred to maintain effective procurement controls and support value-for-money outcomes.

Management comment
Whilst the Shire has conducted ongoing reviews and subsequent improvements to its procurement policy and processes during the past 12 months, the Shire acknowledges that there were some anomalies to these improvements. To mitigate theses risks, the EMCS has introduced a fortnightly Creditors report that identifies PO's raised dates, versus invoice dates. Purchasing staff will be managed accordingly to ensure compliance with this requirement. The Shire is confident that by Final Audit it will be able to evidence this process embedded as part of the purchasers procurement routine.

Responsible person: Mark Furr, Chief Executive Officer
Completion date: **30 September 2026**

Auditors' response
[Guidance: only include if necessary to respond to management comment]

10 Risk Management

10.1 Strategic and Operational Risk Registers

Verbal Update to be provided (Attachment 5a & b Under Separate Cover)

10.2 Business Continuity Planning

10.2.1 Business Continuity Plan 2026

For Noting – (Attachment 6 Under Separate Cover)

10.2.2 Cyber Incident Response Plan 2026

For Noting – (Attachment 7 Under Separate Cover)

10.2.3 IT Disaster Recovery Plan 2026

For Noting - (Attachment 8 Under Separate Cover)

11 Governance and Compliance

11.1 Statutory Compliance Items

11.1.1 Compliance Audit Report Update

Verbal Update to be provided

11.1.2 Local Laws Review Update

Verbal Update to be provided – (Attachment 9 Under Separate Cover)

11.1.3 Town Planning Scheme Review Update

Verbal Update to be provided

11.1.4 Draft Council Policy – Complaints Management

File Reference	
Disclosure of Interest	Neither the Author nor Authorising Officer have any Impartiality, Financial or Proximity Interest that requires disclosure.
Applicant	Nil
Previous Item Numbers	Nil
Date	15 July 2026
Author	Vanessa Ward – Executive Services Manager
Authorising Officer	Mark Furr – Chief Executive Officer
Attachments 1. Draft Complaints Management Policy (Attachment 10)	

Summary

The purpose of this report is to present the proposed Complaints Management Policy to Council for adoption. The policy establishes a consistent, transparent and accessible framework for the receipt, assessment, investigation, resolution and review of complaints received by the Shire of Bruce Rock

Background

The Shire of Bruce Rock is committed to providing high-quality customer service and maintaining public confidence in its operations. Effective complaints management is an important component of good governance and provides an opportunity to improve services, identify systemic issues and strengthen accountability.

The proposed Complaints Management Policy has been developed to provide a clear and consistent approach to managing complaints from members of the public regarding Shire services, employees, administrative processes and facilities. The policy also outlines responsibilities, complaint handling principles, internal review processes and reporting requirements.

Comment

The policy has been prepared in accordance with recognised complaints handling principles, including accessibility, fairness, impartiality, confidentiality, transparency, accountability and continuous improvement.

The policy:

- Establishes a clear process for receiving, assessing, investigating and responding to complaints;
- Distinguishes complaints from requests for service and other statutory processes;
- Provides appropriate review mechanisms where complainants remain dissatisfied;
- Supports continuous improvement through monitoring and reporting of complaint trends;
- Outlines the responsibilities of Council, the Chief Executive Officer, managers, employees and contractors; and
- Promotes consistency in complaint handling across the organisation.

The policy aligns with the Shire's commitment to good governance, customer service and organisational accountability. Adoption of the policy will provide a contemporary framework that supports effective complaint management while ensuring compliance with relevant legislative obligations.

Consultation

Nil

Statutory Environment

Relevant legislation includes:

- Corruption, Crime and Misconduct Act 2003;
- Freedom of Information Act 1992;
- Local Government Act 1995;
- Local Government (Rules of Conduct) Regulations 2007;
- Privacy Act 1988 (Cth);
- State Records Act 2000.

The policy also supports the Shire's governance framework, Customer Service Charter and Codes of Conduct.

Policy Implications

Adoption of the Complaints Management Policy will introduce a formal policy to guide the consistent management of complaints across the organisation and replace any previous administrative practices relating to complaint handling.

Financial Implications

Nil

Strategic Implications

Shire of Bruce Rock Strategic Community Plan 2022-2032	
Outcome:	4.0 Governance Priorities
Strategy:	4.1 Our organisation is well positioned and has capacity for the future.

Risk Implications

Risk	Risk Likelihood	Risk Impact / Consequence	Risk Rating	Principal Risk Theme	Risk Action Plan (Controls or Treatment proposed)
Failure to adopt a contemporary complaints management framework may result in inconsistent complaint handling, reputational damage and reduced public confidence.	Unlikely (2)	Moderate (3)	Medium (5-9)	Compliance Requirements	Accept Officer Recommendation

Risk Matrix

Consequence / Likelihood		Insignificant	Minor	Moderate	Major	Catastrophic
		1	2	3	4	5
Almost Certain	5	Medium (5)	High (10)	High (15)	Extreme (20)	Extreme (25)
Likely	4	Low (4)	Medium (8)	High (12)	High (16)	Extreme (20)
Possible	3	Low (3)	Medium (6)	Medium (9)	High (12)	High (15)
Unlikely	2	Low (2)	Low (4)	Medium (6)	Medium (8)	High (10)
Rare	1	Low (1)	Low (2)	Low (3)	Low (4)	Medium (5)

A risk is often specified in terms of an event or circumstance and the consequences that may flow from it. An effect may be positive, negative or a deviation from the expected and may be related to the following objectives; occupational health and safety, financial, service interruption, compliance, reputation and environment. A risk matrix has been prepared and a risk rating of six (6) has been determined for this item. Any items with a risk rating over 10 or greater (considered to be high or extreme risk) will be added to the Risk Register, and any item with a risk rating of 16 or greater will require a specific risk treatment plan to be developed.

Conclusion

The proposed Complaints Management Policy provides Council with a contemporary governance framework for managing complaints fairly, consistently and transparently. Adoption of the policy will strengthen accountability, improve customer service outcomes and support continuous organisational improvement.

Voting Requirements

Simple Majority

COMMITTEE RECOMMENDATION AND RESOLUTION

MOVED: Cr Strange **SECONDED: Cr Rajagopalan**

That the Audit Risk and Improvement Committee recommend that Council:

1. **Adopt the Shire of Bruce Rock Complaints Management Policy as attached to this report;**
2. **Include the policy within the Shire of Bruce Rock Council Policy Manual; and**
3. **That the Complaints Management policy, maintained by the Chief Executive Officer, be periodically reviewed by the Audit, Risk and Improvement Committee as part of its governance oversight responsibilities.**

CARRIED 7/0

For: **Mr Negri, Cr Rajagopalan, Cr Buegge, Cr Foss, Cr Hodgkiss, Cr Strange, Cr Verhoogt**
Against: **Nil**

3.15 Complaints Management Policy

Statutory Context:	Corruption, Crime and Misconduct Act 2003 Freedom of Information Act (WA) 1992 Local Government Act 1995 Local Government (Rules of Conduct) Regulations 2007 Privacy Act 1998
Corporate Context:	Council Policy Manual 2.1 Councillor Code of Conduct 7.28 Employee Code of Conduct Customer Service Charter
Date Adopted:	

Policy Objective

The Shire of Bruce Rock is committed to providing high-quality services and maintaining positive relationships with its community. The Shire recognises that complaints provide valuable feedback and an opportunity to identify areas for improvement, address concerns and enhance service delivery.

The purpose of this Policy is to establish a fair, accessible, transparent and consistent framework for the management and resolution of complaints received by the Shire.

Scope

This Policy applies to complaints received from members of the public, residents, ratepayers, customers, community groups and other stakeholders regarding:

- services provided by the Shire;
- actions, decisions or conduct of Shire employees;
- administrative processes and procedures;
- facilities, programs or activities provided or managed by the Shire;
- failure to provide a service or meet an expected service standard; and
- other matters within the Shire's responsibility or control.

This Policy applies to all Shire employees and contractors involved in receiving, assessing, investigating, responding to or resolving complaints.

This Policy does not apply to matters that are subject to separate statutory, regulatory or review processes, including:

- requests for service or maintenance;
- objections and appeals relating to rates, valuations, planning or building decisions where a statutory review or appeal process applies;
- Freedom of Information applications;
- complaints relating to elected members that are required to be dealt with under the Local Government Act 1995, applicable regulations, codes of conduct or other statutory processes;
- public interest disclosures;
- employment-related grievances raised by Shire employees;
- insurance claims;
- allegations of criminal conduct, corruption or serious misconduct that must be referred to an

appropriate external authority; and

- matters that have already been determined by a court, tribunal or other external review body.

Where another statutory or administrative process applies, the complainant will, where appropriate, be advised of the relevant process.

Definitions

Complaint means an expression of dissatisfaction made to or about the Shire, its services, employees, contractors, actions, decisions or complaint-handling process, where a response or resolution is explicitly or implicitly expected.

Complainant means a person, organisation or representative who makes a complaint.

Complaint handling means the process of receiving, recording, assessing, investigating, responding to and resolving a complaint.

Request for service means a request for the Shire to provide a service or undertake an action, such as repairing a road, collecting waste or maintaining a public facility. A request for service is not ordinarily considered a complaint unless it concerns dissatisfaction with how a previous request was handled.

Unreasonable complainant conduct means behaviour by a complainant which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the Shire, its employees, other service users or the complainant themselves.

Policy Statement

The Shire will manage complaints in accordance with the following principles:

Accessibility

Information about how to make a complaint will be readily available. Complaints may be submitted through reasonable communication channels, including in person, by telephone, in writing, by email or through the Shire's website where available.

The Shire will provide reasonable assistance to people who may experience difficulty making a complaint.

Fairness and Impartiality

Complaints will be managed objectively, fairly and without bias.

Where practicable, a complaint will not be investigated by an employee whose actions or decisions are the subject of the complaint.

Complainants will be given a reasonable opportunity to provide relevant information and explain their concerns.

Confidentiality and Privacy

Complaints will be handled with appropriate confidentiality and in accordance with applicable privacy, information-sharing and recordkeeping requirements.

Personal information will only be collected, used and disclosed where necessary and authorised by law.

Anonymous complaints may be accepted; however, the Shire's ability to investigate or respond may be limited where insufficient information is provided.

Accountability and Transparency

The Shire will maintain appropriate records of complaints and their outcomes.

Complainants will be informed of the outcome of their complaint and, where appropriate, the reasons for the decision, subject to legal, privacy and confidentiality requirements.

Timeliness

Complaints will be acknowledged and addressed as promptly as reasonably practicable.

The Shire aims to:

- acknowledge written complaints within five (5) business days of receipt;
- resolve straightforward complaints as quickly as practicable; and
- provide a substantive response within twenty (20) business days where practicable.

Where a complaint is complex or requires additional investigation, the complainant will be advised of any delay and, where possible, provided with an expected timeframe for completion.

Continuous Improvement

Complaint information will be used, where appropriate, to identify:

- recurring or systemic issues;
- opportunities to improve services and processes;
- training or development needs;
- risks requiring further management action; and
- opportunities to improve customer experience.

Making a Complaint

A complaint should, where possible, include:

- the complainant's name and contact details;
- a clear description of the issue;
- relevant dates, locations and persons involved;
- supporting information or documentation; and
- the outcome or resolution sought.

Complaints may be made verbally or in writing. The Shire may request that complex complaints be submitted in writing to ensure the matters raised are clearly understood and accurately recorded.

Complaint Management Process

The Shire will generally manage complaints through the following process:

Step 1 – Receive and Record

The complaint is received, acknowledged and recorded in the Shire's recordkeeping or complaints management system, where appropriate.

Step 2 – Assess

The complaint is assessed to determine:

- whether it falls within the scope of this Policy;
- the seriousness and complexity of the matter;
- whether immediate action is required;
- whether another statutory or administrative process applies;
- whether there is a conflict of interest; and
- the appropriate person responsible for managing the complaint.

Step 3 – Investigate

Where investigation is required, relevant information will be gathered and considered objectively. This may include reviewing records, speaking with relevant persons and seeking additional information from the complainant.

The level of investigation will be proportionate to the seriousness, complexity and potential consequences

of the complaint.

Step 4 – Determine Outcome

Following assessment or investigation, the Shire will determine an appropriate outcome.

Possible outcomes may include:

- providing an explanation or additional information;
- correcting an error;
- taking remedial action;
- providing an apology where appropriate;
- reviewing or changing a procedure or service;
- providing staff training or guidance;
- determining that no further action is required; or
- referring the matter to another internal or external process.

Step 5 – Respond

The complainant will be advised of the outcome and, where appropriate, the reasons for the decision and any action taken or proposed.

Step 6 – Close and Review

The complaint will be formally closed and appropriately recorded. Relevant trends, systemic issues and improvement opportunities may be identified and considered as part of the Shire's continuous improvement and risk management processes.

Internal Review

Where a complainant is dissatisfied with the outcome of a complaint, they may request an internal review.

A request for review should:

- identify the original complaint;
- explain why the complainant considers the outcome to be incorrect or inadequate; and
- provide any relevant new information.

Where practicable, an internal review will be undertaken by an employee who was not directly involved in the original decision or investigation and who has appropriate authority to conduct the review.

The outcome of the internal review will be communicated to the complainant.

External Review

Where a complainant remains dissatisfied after the Shire's internal complaint and review processes have been completed, they may have the right to approach an external review or oversight body, depending on the nature of the complaint.

Relevant bodies may include:

- the Western Australian Ombudsman;
- the Office of the Information Commissioner;
- the Department of Local Government, Industry Regulation and Safety;
- the Corruption and Crime Commission;
- the State Administrative Tribunal; or
- another relevant regulatory or review body.

The availability of external review will depend on the subject matter and circumstances of the complaint.

Unreasonable Complainant Conduct

The Shire recognises that people may be frustrated, distressed or dissatisfied when making a complaint. Complainants will be treated with courtesy, dignity and respect.

However, the Shire is committed to protecting employees, elected members and other persons from conduct that is abusive, threatening, harassing, discriminatory, excessively demanding or otherwise unreasonable.

Where complainant conduct is assessed as unreasonable, the Shire may take proportionate action to manage the conduct while maintaining reasonable access to Shire services.

Actions may include:

- limiting the subject matter or frequency of communications;
- requiring communication through a nominated contact person or communication channel;
- declining to respond to repetitive correspondence where no new information is provided;
- setting reasonable timeframes and communication protocols;
- terminating abusive or threatening telephone calls or meetings; or
- referring threats, violence or potentially unlawful conduct to the appropriate authority.

Any decision to significantly restrict a person's contact with the Shire should be authorised by the Chief Executive Officer or an appropriately delegated senior employee and documented with reasons.

Complaints About the Chief Executive Officer

Complaints concerning the conduct or performance of the Chief Executive Officer will be managed in accordance with the Local Government Act 1995, the Chief Executive Officer's employment contract, applicable standards and any relevant Council policies or procedures.

Where appropriate, such complaints may be referred to the Shire President or Council for consideration.

Complaints About Council Members

Complaints concerning Council members will be managed in accordance with the Local Government Act 1995, applicable regulations, the Shire's Code of Conduct for Council Members, Committee Members and Candidates, and any other relevant statutory requirements or policies.

Complaints About Employees

Complaints concerning Shire employees will be managed in accordance with this Policy and, where appropriate, relevant human resources policies and procedures.

Employment, disciplinary and personal information will remain confidential and will not ordinarily be disclosed to the complainant.

Anonymous Complaints

The Shire may consider anonymous complaints where sufficient information is available to enable the matter to be assessed or investigated.

In determining whether to investigate an anonymous complaint, consideration may be given to:

- the seriousness of the allegations;
- the level of detail and supporting evidence provided;
- whether the information can be independently verified;
- potential risks to public safety, Shire operations or public funds; and
- whether investigation is in the public interest.

Vexatious, Frivolous or Repetitive Complaints

The Shire may decline to investigate or continue dealing with a complaint where it is determined that:

- the complaint is frivolous, vexatious or lacking in substance;
- the matter has previously been considered and no new relevant information has been provided;
- the complaint is outside the Shire's jurisdiction or responsibility;
- the complainant refuses to provide information reasonably required to investigate the matter; or
- further investigation would be an unreasonable use of Shire resources and is unlikely to achieve a different outcome.

Any such decision should be documented and communicated to the complainant where appropriate.

Recordkeeping

Records relating to complaints will be created, maintained, retained and disposed of in accordance with the State Records Act 2000, the Shire's Recordkeeping Plan and applicable legislative requirements.

Complaint records should include, where relevant:

- details of the complaint;
- correspondence and supporting information;
- assessment and investigation records;
- decisions and reasons;
- actions taken;
- communications with the complainant; and
- the final outcome.

Reporting and Monitoring

The Chief Executive Officer may establish administrative procedures for monitoring and reporting complaint information.

Reporting may include:

- number and type of complaints received;
- complaint response and resolution timeframes;
- outcomes;
- recurring or systemic issues;
- service improvement opportunities; and
- trends requiring management attention.

Reporting will protect personal information and confidentiality.

Roles and Responsibilities

Council is responsible for adopting this Policy and overseeing matters within its statutory responsibilities.

Chief Executive Officer is responsible for ensuring appropriate systems and procedures are established to implement this Policy.

Managers and Supervisors are responsible for ensuring complaints within their areas of responsibility are appropriately assessed, managed and resolved.

Employees and Contractors are responsible for treating complainants respectfully, promptly referring complaints to the appropriate person and complying with relevant complaint-handling procedures.

Version Control:

1	Policy adopted on 18 September 2025.

11.1.5 Freedom of Information Statement 2026/27

File Reference	072025.10.5.1
Disclosure of Interest	Neither the Author nor Authorising Officer have any Impartiality, Financial or Proximity Interest that requires disclosure.
Applicant	Nil
Previous Item Numbers	Nil
Date	13 July 2026
Author	Vanessa Ward – Executive Services Manager
Authorising Officer	Mark Furr – Chief Executive Officer
Attachments 1. Freedom of Information Statement 2026/27 (Attachment 11)	

Summary

Legislation requires Local Governments to undertake an annual review of their Freedom of Information Statements. Council is asked to adopt the Shire of Bruce Rock's (Shire) Freedom of Information Statement 2026/27 as attached.

Background Consultation

Under section 96 of the Freedom of Information Act 1992 (Act), agencies (including Local Governments) are required to ensure that an up-to-date Information Statement about the agency is published at intervals of not more than 12 months.

An agency's Information Statement should inform the public of the structure and functions of the agency, outline the types of documents held by the agency, and explain how the agency's documents can be accessed by the public.

Council endorsed the Shire's Freedom of Information Statement 2025/26 in July 2025. An updated statement is due for consideration and publication.

Under section 97 of the Act, an agency must also provide a copy of its Information Statement to the Information Commissioner as soon as practicable after the statement is published or a new edition produced.

Consultation

Nil

Statutory Environment

Freedom of Information Act 1992, sections 96(1) and 97(2) relate.

Policy Implications

Nil

Financial Implications

Nil

Strategic Implications

Outcome:	4.0 Governance Priorities
Strategy:	4.3 A proactive and well governed Shire.

Risk Implications

Risk	Risk Likelihood	Risk Impact / Consequence	Risk Rating	Principal Risk Theme	Risk Action Plan (Controls or Treatment proposed)
That Council does not publish an updated Freedom of Information statement every twelve months and, as a result, is in breach of section 96 of the Freedom of Information Act 1992.	Rare (1)	Minor (2)	Low (1-4)	Compliance Requirements	Accept Officer Recommendation

Risk Matrix

Consequence / Likelihood		Insignificant	Minor	Moderate	Major	Catastrophic
		1	2	3	4	5
Almost Certain	5	Medium (5)	High (10)	High (15)	Extreme (20)	Extreme (25)
Likely	4	Low (4)	Medium (8)	High (12)	High (16)	Extreme (20)
Possible	3	Low (3)	Medium (6)	Medium (9)	High (12)	High (15)
Unlikely	2	Low (2)	Low (4)	Medium (6)	Medium (8)	High (10)
Rare	1	Low (1)	Low (2)	Low (3)	Low (4)	Medium (5)

A risk is often specified in terms of an event or circumstance and the consequences that may flow from it. An effect may be positive, negative or a deviation from the expected and may be related to the following objectives: occupational health and safety, financial, service interruption, compliance, reputation and environment. A risk matrix has been prepared and a risk rating of two (2) has been determined for this item. Any items with a risk rating over ten (10) or greater (considered to be high or extreme risk) will be added to the Risk Register, and any item with a risk rating of 16 or greater will require a specific risk treatment plan to be developed.

This risk is not needed to be added to the Shire's Risk Register and does not require a risk treatment plan.

Comment/Conclusion

The Shire's Freedom of Information Statement 2025/26 has been reviewed, and changes have been made to reflect organisational changes made to the administration team and also the introduction of the new Privacy and Responsible Information Sharing Act 2024 in the 2026/27 version. The date of the next Local Government election has also been updated.

Voting Requirements

Simple Majority

COMMITTEE RECOMMENDATION AND RESOLUTION

Moved: Cr Verhoogt **Seconded: Cr Foss**

That Council:

1. **Adopt the Shire of Bruce Rock's Freedom of Information Statement 2026/27, as presented; and**
2. **Agree to the Chief Executive Officer submitting a copy of the Freedom of Information Statement to the Information Commissioner, following its publication on the Shire of Bruce Rock's website.**

CARRIED 7/0

For: **Mr Negri, Cr Rajagopalan, Cr Buegge, Cr Foss, Cr Hodgkiss, Cr Strange, Cr Verhoogt**
Against: **Nil**

ATTACHMENT 11

Shire of Bruce Rock

Where friends become family

Freedom of Information Statement 2026-27

Document Control

Effective date	Next review date	Amendment details	Prepared by	Endorsed by	Approved by
August 2024	July 2025		Manager of Governance and Community Services	Chief Executive Officer	Council
July 2025	July 2026		Manager of Governance and Community Services		
July 2026	July 2027		Executive Services Manager	Chief Executive Officer	

Introduction

Section 96(1) of the Freedom of Information Act 1992 (Act) requires each government agency, including Local Governments, to annually prepare and publish an Information Statement.

In accordance with section 94 of the Act, the Information Statement must include the following information:

1. The agency's functions and organisational structure.
2. A description of the ways in which the functions of the agency, and in particular decision-making functions, affect members of the public.
3. A description of arrangements that exist for public participation in the agency's formulation of policy and the performance of its functions.
4. A description of the kinds of documents that are usually held by the agency, including those that can be:
    - inspected at the agency under a written law, other than the Act;
    - purchased; and
    - obtained free of charge.
5. A description of the agency's arrangements to give members of the public access to the types of documents described in section 4 (above).
6. A description of the agency's procedures to give members of the public access to documents of the agency pursuant to a Freedom of Information (FOI) application made under the Act.
7. A description of the agency's procedures to amend personal information contained in documents of the agency.

This Information Statement has been developed to comply with the requirements of the Act, and is correct as at July 2026. Copies of this document may be obtained from:

Freedom of Information Coordinator
Shire of Bruce Rock
54 Johnson Street
Bruce Rock WA 6418

Or on the Shire's website at www.brucerock.wa.gov.au.

Enquiries may also be made on telephone (08) 9061 1377, Monday to Friday 8.30am to 4.30pm, or by email at admin@brucerock.wa.gov.au.

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Strategic focus

The Shire of Bruce Rock's (Shire) Strategic Community Plan 2022-2032 (Plan) provides the framework under which the Shire provides its services to the community.

The Plan identifies four areas of strategic priority.

1. Community priorities

1.1. Our community is engaged and has a healthy lifestyle.
1.2. We provide inclusive community activities, events and initiatives.
1.3. The Shire facilities are maintained in a strategic manner to meet community needs.
1.4. We provide suitable support and emergency services planning, response and recovery.

2. Economic priorities

2.1. We assist the local community to grow.
2.2. We recognise roads are a key economic driver across the Shire.
2.3. Workers and their families can work and reside in the Shire.
2.4. Tourism helps diversify the local economy.

3. Environmental priorities

3.1. We maintain a high standard of environmental health and waste services.
3.2. The conservation of our natural environment and resources is a priority.

4. Governance priorities

4.1. Our organisation is well positioned and has capacity for the future.
4.2. Shire communication is regular, clear and transparent.
4.3. We have a proactive and well governed Shire.

This document contributes to the achievement of strategic governance priorities 4.2 and 4.3.

Organisational structure

The Council

The Council is made up of members of the local community, who are elected to office by residents and ratepayers of the Shire. The Council comprises seven Councillors, one of whom is nominated as Shire President. As a group, they are the decision and policy making body of the Shire.

Each Councillor (including the President) is nominated for a prescribed term (up to four years). The next Local Government election is scheduled to be held in October 2027.

A current list of Councillors is available on the Shire's website (www.brucerock.wa.gov.au).

Management

All staff employed by the Shire report to the Chief Executive Officer.

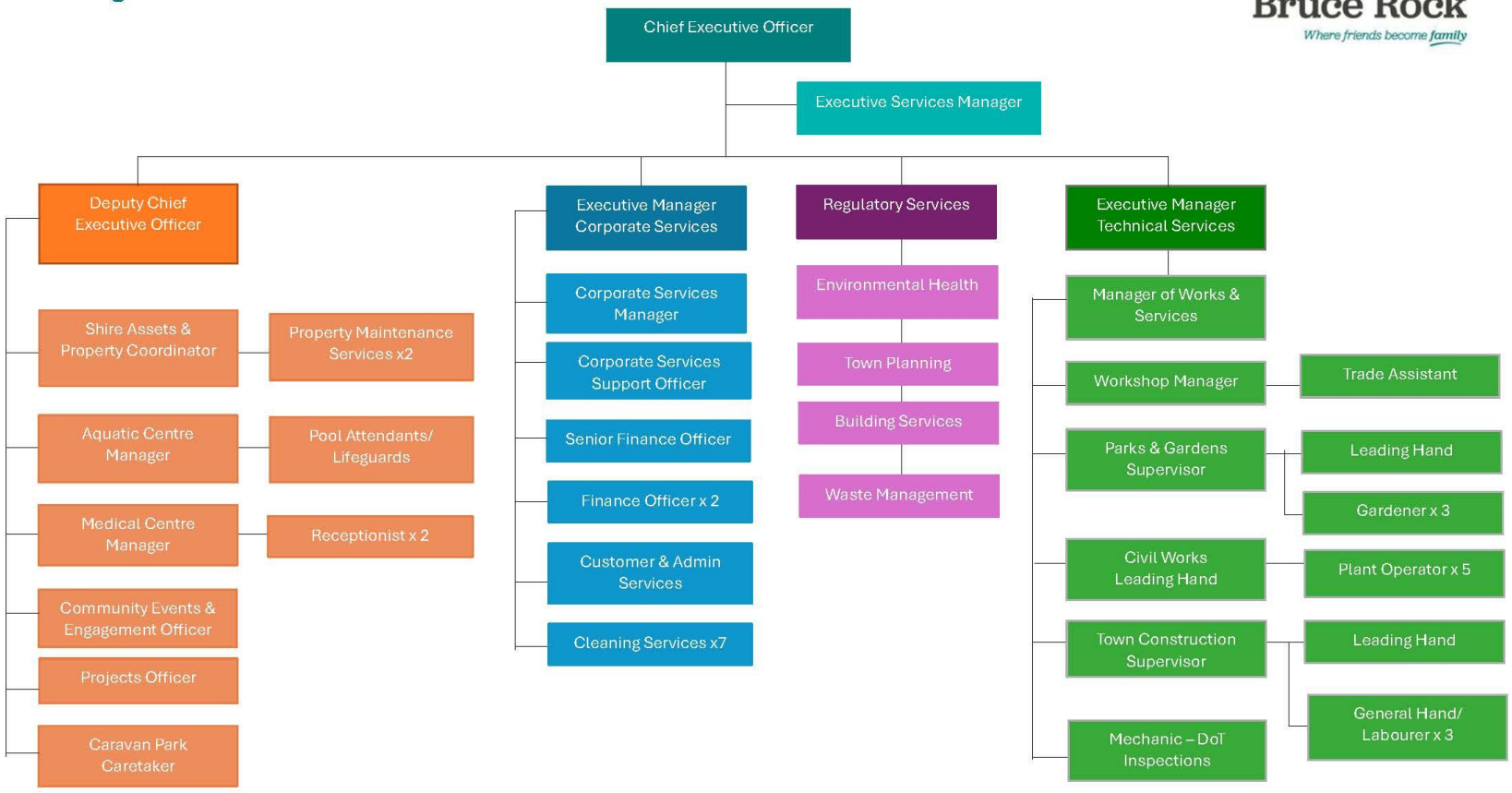
The Chief Executive Officer is employed by the Council and, with delegated authority from the Council, manages the day-to-day operations of the Shire.

The Shire's Executive Team includes the following positions:

- Deputy Chief Executive Officer
- Executive Manager Corporate Services
- Executive Manager Technical Services

The Shire's organisational structure is outlined in the following chart.

Organisational chart



The responsibilities of each business unit are summarised in the following table.

Business unit	Responsibilities	
Office of the Chief Executive Officer	• Managing the organisational structure. • Providing advice to Council. • Ensuring that Council decisions are implemented. • Delivering the strategic goals of Council. • Managing the day-to-day operation of the organisation. • Insurance. • Development and implementation of governance arrangements. • Legislative compliance.	• Emergency management. • Workforce planning. • Integrated planning. • Strategic projects. • Town planning. • Building approvals. • Property maintenance. • Refuse site. • Environmental health. • Advocacy. • Risk management. • Civic ceremonies • Ranger services.
Office of the Deputy Chief Executive Officer	• Economic development. • Tourism. • Management of Shire assets. • Medical Centre. • Aquatic Centre.	• Strategic Business Development • Small grant funding sourcing. • Community engagement and communication. • Caravan Park
Corporate Services	• Council finances. • Accounts payable and receivable. • Budget. • Monthly and annual statements • Asset management. • Long-term financial planning. • Human resources. • Administration. • Procurement. • Record keeping. • Information technology. • Work Health and Safety.	• Financial audits. • Payroll • Freedom of Information coordination. • Licencing (on behalf of the Department of Transport). • Dog and Cat registration. • Library. • Heritage. • Cemetery. • Cleaners.
Works and Services	• Road works and maintenance. • Building maintenance. • Plant and equipment. • Gardens and recreation grounds.	

Functions

Part 3 of the Act details the functions of Local Governments. Under the Act, the Shire has general, legislative and executive functions.

General functions

The Shire's general function is to provide for the good government of people living in its district. In performing this function, the Shire is required to:

- promote the economic, social and environmental sustainability of the Shire;
- plan for, and plan for mitigating, risks associated with climate change;
- consider potential long-term consequences and impacts on future generations in making decisions;
- recognise the particular interests of Aboriginal people;
- involve Aboriginal people in decision-making processes; and
- consider collaboration with other Local Governments.

Legislative functions

The Shire may make local laws that are necessary or convenient to enable the Shire to perform any of its functions. All local laws for the Shire are contained in the Local Laws Register at the Shire Administration Office.

Executive functions

The Shire is to administer its local laws, and may do all other things that are necessary or convenient to be done for, or in connection with, performing its functions under the Act.

Decision making

Council makes decisions on a range of issues that affect the Bruce Rock community, including individuals and businesses, in the short, medium and long term. For instance, Council regularly makes decisions on the Shire's budget, investment in infrastructure (such as roads and housing), the management of land, the provision of amenities, and the collection of waste, just to mention a few matters that directly affect the Bruce Rock community.

Decisions are made in a structured manner, as prescribed by the Act and outlined below.

Ordinary Council meetings

The Council is the policy and decision-making body of the Shire, with a focus on strategic direction. Council makes all its decisions at formal meetings.

The Council meets every fourth Thursday of each month, except for January and December. The dates of Council Meetings can be found on the website www.brucerock.wa.gov.au

The Chief Executive Officer and senior staff members attend these meetings to assist Council in making informed decisions.

The Shire President chairs these meetings and, in his/her absence, the Deputy President.

Special Council meetings

Special Council meetings can be convened to consider urgent matters, or matters that involve special circumstances.

Electors' special meetings

Council has established a number of Advisory and Occasional Committees and is also represented on a number of external organisations.

Electors' general meetings

The electors' general meeting is to be held once a year. Reports considered at these meetings may include confirmation of the previous year's meeting, the Annual Report, Annual Financial Statements, Auditors' reports for the previous financial year and other general business, as the Chairperson or the majority of electors determine.

Special Electors' meetings

A special meeting of the electors of the Shire is to be held on the request of not less than 5% of the number of electors, or one third of the number of Council members. The request is to specify the matters to be discussed at the meeting.

Emergency powers

The Shire President has special emergency powers for decision and direction to the Chief Executive Officer.

Delegated authority

The Chief Executive Officer has delegated authority from the Council to make decisions on a number of specified administrative and policy matters. All delegations are listed in a Register and are reviewed annually by the Council.

Council policies

The Council adopts, and regularly reviews, a Policy Manual that provides guidance for decision-making by Shire officers. A copy of the Policy Manual can be viewed at www.brucerock.wa.gov.au

Public participation

Members of the public have several opportunities to participate in the formulation of the Shire's plans, policies and strategies, as well as to comment on the performance of the Shire's functions. The participation channels available to the public are outlined below.

Elected Members

Members of the public can contact the Elected Members of the Council to discuss any issue relevant to the Shire.

The contact details for Councillors are listed on the Shire website (www.brucerock.wa.gov.au).

Council meetings

Deputations

A deputation is an opportunity for a person or organisation who has an interest in an item on the Council Agenda to address Council and put forward their views. A deputation should relate to an item on the Council meeting agenda. Each deputation is normally allotted a period of around three (3) minutes, although this period may be extended or reduced depending on the number of deputations scheduled.

Requests for a deputation should be registered by 5.00pm on the third Thursday of each month.

To request a deputation or for further information, contact the Shire's Executive Services Manager on 9061 1377 or email admin@brucerock.wa.gov.au

Public question time

In accordance with the Local Government (Administration) Regulations 1996, at each Committee and Council meeting, a minimum of 15 minutes is available for Public Question Time. Members of the public are able to ask questions (preferably in writing) on any matters affecting the Shire in the time set aside for this purpose, prior to the commencement of the Council meeting.

A period of 15 minutes is allocated at each meeting for "public question time". Time allowed can be extended by resolution of Council.

To submit a question or for further information please contact the Shire's Executive Services Manager on 9061 1377 or email admin@brucerock.wa.gov.au

Written requests

A member of the public can write to the Council on any policy, activity or service of the Shire.

Community consultation

The whole community may be asked to comment or provide feedback on a particular issue, while in other instances only the community members directly affected by an issue will be consulted.

The consultation process may take many forms including newspaper advertising, Community Meetings, questionnaires, surveys, displays, information sessions, workshops and leaflet drops.

The Council has a statutory obligation to advertise and invite public submissions relating to proposals to adopt or modify local laws.

Advertising

Residents may be notified of issues by written notifications, on-site signs or advertising in local newspapers.

Complaints Management

The Shire deals with complaints in accordance with Council Policy 3.15 Complaints Management Policy and welcomes feedback to improve our services. The Shire will investigate and resolve a complaint in an efficient manner, and a decision made or action taken regarding the complaint will be communicated to the customer.

Documents held

The Shire is committed to the principle of transparency and, as such, will facilitate access to the information it holds, where possible and allowed by relevant legislation. Where the Shire does not incur a cost in providing access to information, the information will be provided free of charge.

Availability of information is subject to provisions established in legislation such as the Freedom of Information Act 1992 (WA), the Local Government Act 1995, and various other Acts. Access to information may be subject to fees and charges. Under section 5.95 of the Local Government Act 1995, the CEO or Council may determine that certain information is confidential.

The following table details the categories of documents that are available on the Shire website and those that are available for inspection at the Shire Administration Office.

Document category	On website	At the Shire Office
Access to information by authorised persons, police and emergency services		✓
Annual budget*	✓	
Annual budget (any)*		✓
Annual reports*	✓	
Annual returns		✓
Any information relating to the Shire required by a provision of the Local Government Act 1995 to be available for public inspection, or as may be prescribed*		✓
Any proposed local law of which the Shire has given public notice*	✓	✓
Any subsidiary legislation made or adopted by the Shire under any written law (other than the Local Government Act 1995)*		✓
Any text that is adopted by a local law or regulation (to operate as a local law), or would be adopted by a proposed local law of which the Shire has given public notice*		✓
Any written law having a provision in respect of which the Shire has a power or duty to enforce*		✓

Document category	On website	At the Shire Office
Code of Conduct (any)*	✓	
Confirmed Minutes of Council and Committee meetings (unless classified as confidential)*	✓	
Confirmed Minutes of Council and Committee meetings (any)(unless classified as confidential)*		✓
Corporate Business Plan	✓	
Delegated authority register		✓
Disability Access and Inclusion Plan	✓	
Documents produced by the Shire or a Committee for presentation at a Council or Committee meeting*	✓	
Documents produced by the Shire or a Committee for presentation at a Council or Committee meeting (any)*		✓
Fees and charges*	✓	
Fees and charges (any)*		✓
Gifts register*	✓	
Freedom of Information Statement	✓	
Leaflets and brochures on Shire programs and services		✓
Local laws (consolidated version)*	✓	
Local laws made by the Shire (any)*		✓
Map of the Shire, showing boundaries*	✓	
Minutes of electors' meetings*	✓	
Minutes of electors' meetings (any)*		✓
Municipal heritage inventory	✓	
News and events	✓	
Notice papers and agendas for Council and Committee meetings*	✓	
Notice papers and agendas for Council and Committee meetings (any)*		✓
Original septic plans for a property you own		✓
Planning approvals and building licences for a property you own		✓
Plans for the future of the Shire (any)*		✓
Policy Manual	✓	
Rate records (any)*		✓
Register of complaints*		✓
Register of financial interests*		✓
Register of owners and occupiers under section 4.32(6) of the Local Government Act 1995 and electoral rolls (any)*		✓

Document category	On website	At the Shire Office
Regulations made by the Governor that operate as if they were local laws of the Shire (any)*		✓
Reports and other documents tabled at a Council or Committee meeting (any)*		✓
Reports on supplementary audits prepared under section 7.12AH(1) of the Local Government Act 1995*		✓
Reports of reviews of local laws (any)*		✓
Strategic Community Plan*	✓	
Tender register		✓
Town Planning Scheme	✓	
10-Year Long-term Financial Plan*	✓	

** Required to be published on the Shire's website under section 5.96A of the Local Government Act 1995.*
** Subject to the conditions set out in section 5.95, required to be available for inspection, free of charge, during Shire office hours under section 5.94 of the Local Government Act 1995.*

- Section 5.95(1) advises that the right to inspect does not extend to information that is not current at time of inspection and which, in the CEO's opinion, would divert a substantial and unreasonable portion of the City's resources away from other functions.
- Section 5.95(2) excludes information that relates to any debt owed to the City, unless the person requesting the information is the debtor.
- Sections 5.95(3) and (4) excludes the right to inspection of confidential information from a meeting, other than the decision.
- Sections 5.95(6) and (7), and Administration Regulation 29A(2) and (3) prescribes that information that would reveal information about the property prices for sale or purchase by the City, and information about discussion of this matter, is only confidential until the sale or purchase has taken place, of a decision has been made that a sale or purchase will not take place.
- Section 5.95(8) excludes the right to inspect silent electors
- Administration Regulation 14(2) provides that nothing entitles members of the public for inspection information contained in notice papers, agenda or information to be tabled at a meeting and provided to council or committee members, if in the CEO's opinion, the meeting of that part of the meeting to which the information refers is likely to be closed to the public under section 5.23(2).
- Administration Regulation 29B requires that the CEO be satisfied (via Statutory Declaration) that the information will not be used for a commercial purpose.

Documents not listed above are not freely available to the public and access will be determined through making an FOI application to the Shire. Examples of such documents include, but are not limited to:

- internal Shire decision-making documents;
- correspondence to community members; and
- payroll information not related to the applicant.

FOI process

Your rights under the Act

The Act gives you the legally enforceable right to:

- access records held by the Shire without needing to demonstrate any connection to, or reason for, seeking access to these records; and
- apply to have personal information the Shire holds (that you believe is inaccurate) to be altered at no cost.

The Act also requires the Shire to make available certain information about the way it operates.

Records under the Act

The records you can seek access to under the Act include paper, sound, image and digital based records.

Application fees and charges

The following tables provide an overview of FOI application fees and charges.

Apart from the application fee for non-personal information, all charges are discretionary.

If the cost that is additional to the initial application fee is anticipated to exceed $25, the Shire will provide you with a cost estimate. You must respond if you want to proceed with your FOI application within 30 days from the receipt of the cost estimate.

Fees*	Amount
Application fee (for non-personal information).	$30
Application fee for personal information.	No fee

Charges*	Amount
Charge for time taken by staff dealing with the application (per hour, or pro rata for a part of an hour).	$30
Charge for time taken by staff supervising the inspection of records by the applicant (per hour, or pro rata for a part of an hour).	$30
Charge for time taken by staff photocopying (per hour, or pro rata for a part of an hour).	$30
Charge per photocopy.	$0.20
Charge for time taken by staff transcribing information from a tape or other device (per hour, or pro rata for a part of an hour).	$30

Other costs	Amount
Duplicating tape, film or computer information.	Actual cost
Delivery, packaging and postage.	Actual cost
Hiring of facilities or equipment to access information.	Actual cost

** These fees and charges are exempt from GST.*

Charges can be waived or reduced by 25% for impecunious applicants. The Act does not define what constitutes being 'impecunious', leaving this at the discretion of the Shire. The Shire requires that such a claim be supported by written evidence, such as a letter from Centrelink.

Charges may also be reduced by 25% for applicants holding a valid pensioner concession card, as prescribed in the Rates and Charges (Rebates and Deferments) Act 1992.

The waiver or reduction of charges only applies to processing costs, not the initial application fee of $30 (if applying for non-personal information).

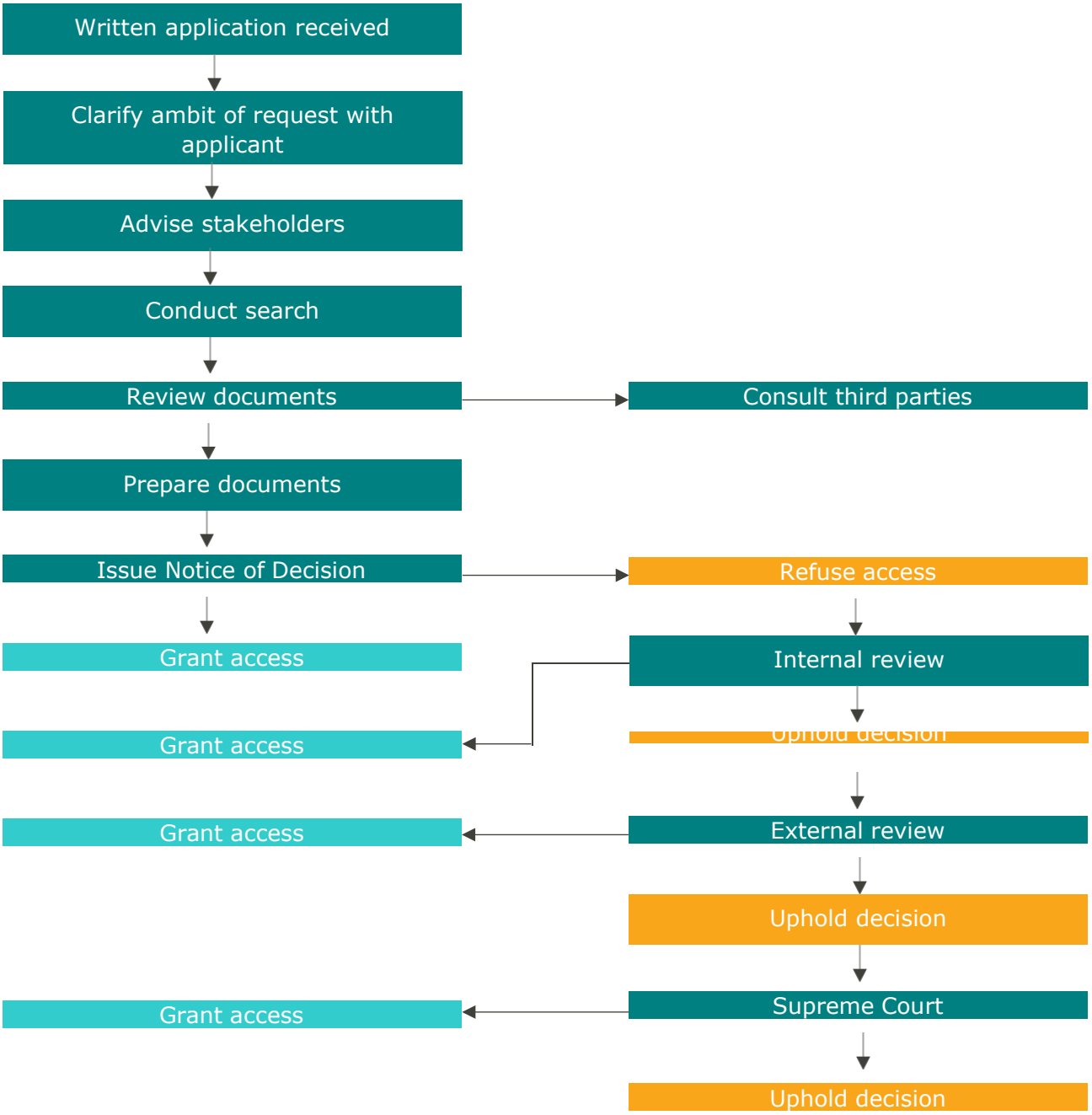
Under section 18 of the Act, the Shire may require an applicant to provide advance deposits of an estimated FOI application cost, as outlined in the table below.

Advance deposits	Amount
Initial advance deposit.	25%
Further advance deposit, if deemed required by the Shire to meet the charges for dealing with the application.	75%

Making enquiries

Enquiries can be directed to the Freedom of Information Coordinator in person (at the Shire Administration Office), by phone or in writing (by post or email).

Application and assessment process flowchart



Lodging an application

You must lodge your application in writing. Your application must:

- give enough information to enable the identification of the documents sought; and
- give an Australian address to which notices can be sent.

The application can be lodged in the following ways:

- By post

  Freedom of Information Coordinator
  Shire of Bruce Rock
  PO Box 113
  Bruce Rock WA 6418

- In person

  Freedom of Information Coordinator
  Shire of Bruce Rock
  54 Johnson Street
  Bruce Rock WA 6418

- By email

  admin@brucerock.wa.gov.au
  Attention: Freedom of Information Coordinator

Third party consultation

The Shire is required to consult with third parties where a record contains the following information about a person who is not the applicant:

- personal information about an individual;
- information about the trade secrets of a person;
- information (other than trade secrets) that has a commercial value to that person; or
- information about the business, professional, commercial or financial affairs of a person.

There is no requirement to consult if the Shire:

- does not propose to grant access to the relevant record; or
- releases the record with the relevant personal, business, professional, commercial and financial information deleted from the record.

If the Shire takes reasonable steps to consult with a third party, but does not receive a response, the Shire must make its decision on access based on the information and facts before it.

If the views of a third party are obtained and the third party objects to disclosure, the onus remains with the Shire's decision-maker to determine whether the information is actually exempt from disclosure. The third party has review rights if the Shire decides to give access to a document, acting against the third party's claim that the document should be exempt from release.

Notice of Decision

The Shire is required to provide you with a Notice of Decision within 45 calendar days from the lodgment of your application. If your application involves a large search, or requires consultation with a significant number of third parties, the Shire will contact you to negotiate an extension to the 45 day limit.

The Notice of Decision will include the following information:

- The date on which the decision was made.
- The name and the designation of the officer who made the decision.
- The reason why documents are considered exempt, or why access is given to edited records.

- Information on your right to review, and the process to be followed to exercise that right.

Access to records

Access to records can be granted in many ways including, for example, by way of inspection, a copy of a document, a copy of an audio or video tape, or a transcript of a recording. If any document is subject to copyright, the Shire will give access by way of inspection only.

Access refusal

Schedule 1 of the Act outlines the matters that may be exempt from release in response to an FOI request. These include matters relating to the following:

- Cabinet and Executive Council deliberations.
- Intergovernmental relations.
- Personal information.
- Commercial or business information.
- Law enforcement, public safety and property security.
- Deliberative processes of government.
- Legal professional privilege.
- Confidential communications.
- The State's economy.
- The State's financial and property affairs.
- Matters impairing the effective operation of the Shire.
- Information protected by certain statutory provisions.

The public interest test

Some of the exemptions provided in Schedule 1 of the Act, require the Shire's decision-maker to decide whether disclosing certain information would be, on balance, in the public interest. If the Shire considers that disclosure is, on balance, in the public interest, the Shire is required to provide access to that information, even if it would have otherwise been considered exempt from disclosure.

The public interest test is not concerned with the personal interest of the applicant or with public curiosity. The question is whether, on balance, giving access to the information would be of some benefit to the public generally.

The public interest test requires the decision-maker to identify and weight the relevant competing public interests for and against disclosure of the information, and to decide where the balance lies.

Internal review

If you are dissatisfied with the Shire's Notice of Decision, you have 30 calendar days in which to lodge an application for internal review.

The Shire's decision-maker for internal reviews is the Chief Executive Officer, who must respond to the request for review within 15 calendar days.

Applications for internal review must be made in writing, addressed to the Chief Executive Officer, and submitted in person, by post or email (ceo@brucerock.wa.gov.au).

External review

If you are dissatisfied with the outcome of the internal review conducted by the Chief Executive Officer, you have 60 calendar days to submit an application for external review to the Information Commissioner, who must respond to your request within 30 calendar days.

The request submitted to the Information Commissioner must:

- be made in writing;
- give particulars of the decision to which your complaint relates;
- attach a copy of the Shire's Notice of Decision; and
- give an address in Australia.

There is no charge for lodging a complaint with the Information Commissioner's Office.

The address for lodgement of a complaint is:

Office of the Information Commissioner
Albert Facey House
469 Wellington Street
Perth WA 6000

Email: info@foi.wa.gov.au

If you are a third party to an application for access to personal, commercial or business information concerning yourself, your complaint must be lodged within 30 days of being given written notice of a decision.

Appeal to the Supreme Court

All parties involved in an Information Commissioner's decision have the right to lodge an appeal against that decision with the Supreme Court. The right of appeal is limited to a question of law.

The timing and process to lodge an appeal is governed by the Rules of the Supreme Court 1971.

Personal information

Under the Act, you have the right to request the Shire to amend personal information it holds about you. This ensures information does not unfairly harm you, misrepresent facts about you, or give a misleading impression.

You can make an application to the Shire's Freedom of Information Coordinator to correct or amend any documentation containing your personal information. Your application must:

- be in writing;
- give enough details to enable the document that contains the information to be identified;
- give details of the matters in relation to which you believe the information is inaccurate, incomplete, out of date or misleading;
- give your reasons for holding that belief;
- give details of the amendment you want to have made, specifying whether you would like the amendment to be made by altering, striking out or deleting the information, or inserting a note in relation to the information;
- give an Australian address to which notices can be sent; and
- be lodged at the Shire's Administration Office.

Your application should also include some evidence or information to establish that the personal information that you seek to have amended is inaccurate, incomplete, out of date or misleading, as you claim.

The process to assess and review an application related to personal information is the same as that described to seek access to non-personal information.

Personal Information Collection, Use and Storage

The Shire of Bruce Rock is committed to protecting the privacy of individuals and responsibly managing personal information in accordance with the Privacy and Responsible Information Sharing Act 2024 (WA) and the Information Privacy Principles contained in Schedule 1 of that Act.

The Shire may collect personal information where it is necessary for, or directly related to, the performance of its functions and activities, the delivery of services and facilities to the community, the administration of local laws and statutory responsibilities, and compliance with legislative and regulatory requirements.

Personal information collected by the Shire may include, but is not limited to, names, contact details, residential or property information, financial information, correspondence, images, recordings and other information reasonably required to carry out the Shire's functions and activities.

The Shire will take reasonable steps to ensure that personal information is:

- collected by lawful, fair and reasonable means;
- used and disclosed only for the purpose for which it was collected, for a related purpose reasonably expected by the individual, with the individual's consent, or where otherwise authorised or required by law;
- accurate, complete and up to date, having regard to the purpose for which it is used;
- protected by appropriate administrative, physical and technological safeguards against misuse, interference, loss, unauthorised access, modification or disclosure; and
- retained and disposed of in accordance with applicable legislative requirements, records management obligations and the Shire's approved recordkeeping practices.

Personal information may be stored in physical records, electronic systems, cloud-based platforms or other approved information management systems. Where the Shire engages contractors, consultants or service providers to handle personal information on its behalf, appropriate measures will be taken to ensure that the information is handled securely and consistently with applicable privacy obligations.

Individuals may have rights to request access to, or correction of, their personal information in accordance with the Privacy and Responsible Information Sharing Act 2024 (WA) and, where applicable, the Freedom of Information Act 1992 (WA).

The Shire is committed to transparency and accountability in its handling of personal information and will respond appropriately to privacy enquiries and complaints in accordance with applicable legislation and Shire policies and procedures.

12 Confidential Items

OFFICERS' RECOMMENDATION AND COMMITTEE RESOLUTION

MOVED: Cr Rajagopalan **SECONDED: Cr Verhoogt**

That, in accordance with section 5.23(2) of the Local Government Act 1995, the meeting is closed to the members of the public for this item, as if disclosed, the matter to be discussed would reveal information that has a commercial value to a person, and information about the business, professional, commercial or financial affairs of a person.

CARRIED 7/0

For: **Mr Negri, Cr Rajagopalan, Cr Buegge, Cr Foss, Cr Hodgkiss, Cr Strange, Cr Verhoogt**
Against: **Nil**

12.1. Organisational Health Check

Verbal Update to be provided (See Attachment 12)

OFFICER RECOMMENDATION

MOVED: Cr Foss **SECONDED: Cr Rajagopalan**

That, in accordance with section 5.23(2) of the Local Government Act 1995, Council reopens the meeting to the members of the public.

CARRIED 7/0

For: **Mr Negri, Cr Rajagopalan, Cr Buegge, Cr Foss, Cr Hodgkiss, Cr Strange, Cr Verhoogt**
Against: **Nil**

13. Officers Report

13.1 Audit, Risk And Improvement Committee – Consolidated Officer's Report

File Reference	3.00071
Disclosure of Interest	Neither the Author nor Authorising Officer have any Impartiality, Financial or Proximity Interest that requires disclosure.
Applicant	Nil
Previous Item Numbers	Nil
Date	15 July 2026
Author	Mark Furr - Chief Executive Officer
Authorising Officer	Mark Furr - Chief Executive Officer
Attachments Nil	

Summary

This report provides Council with a consolidated overview of the matters considered by the Audit, Risk and Improvement Committee at its meeting, including audit and financial management matters, risk management, governance and compliance activities, and other relevant oversight matters within the Committee's terms of reference. The report is intended to support Council in its governance and oversight role by summarising the key matters reviewed by the Committee.

Purpose

The purpose of this report is to provide Council with a consolidated update arising from the Audit, Risk and Improvement Committee meeting and to outline the key matters considered by the Committee in relation to audit, financial management, risk management, governance and legislative compliance.

Background

The Audit, Risk and Improvement Committee is a standing committee of Council established under the Local Government Act 1995 and the Local Government (Audit) Regulations 1996. From 1 January 2026, the regulatory framework for audit committees in Western Australia was amended to provide for Audit, Risk and Improvement Committees, with broadened functions relating to audit, financial management, legislative compliance, risk management and continuous improvement. The regulations require the Committee to meet at least once every four (4) months and prescribe functions including the review of audit reports, compliance audit matters and the appropriateness and effectiveness of the local government's systems and procedures in relation to financial management, legislative compliance and risk management.

The Shire's Committee is chaired by an independent presiding member and includes three (3) elected members. The Chief Executive Officer and Executive Manager Corporate Services attend the meeting in an advisory capacity, with governance and minute support provided by the Executive Services Manager. This report is presented in a consolidated format to provide Council with a clear overview of the key matters considered by the Committee and the progress of related governance and improvement actions.

Consultation

Internal consultation has occurred with the administration to ensure alignment with governance obligations and existing codes of conduct.

Statutory Environment

This report relates to the functions of the Audit, Risk and Improvement Committee under the Local Government (Audit) Regulations 1996, including the review of audit reports, compliance audit matters and regulation 17 review matters, and the consideration of the appropriateness and effectiveness of the Shire's systems and procedures in relation to financial management, legislative compliance and risk management. The regulations require the Committee to meet at least once every four (4) months. The report also references governance actions being undertaken under the Local Government Act 1995, including the local laws review process.

Policy Implications

There are no direct policy implications arising from this report itself. However, the report notes the progression and consideration of governance-related policy matters, including the Council Code of Conduct and the Gifts, Benefits and Hospitality Policy.

Financial Implications

There are no direct financial implications arising from this report. The report does, however, note matters relating to the audit timetable, monthly financial performance and progression of the 2026/27 Budget.

Strategic Implications

Shire of Bruce Rock Strategic Community Plan 2022-2032	
Outcome:	4.0 Governance Priorities
Strategy:	4.1 Our organisation is well positioned and has capacity for the future.

Risk Implications

Risk	Risk Likelihood	Risk Impact / Consequence	Risk Rating	Principal Risk Theme	Risk Action Plan (Controls or Treatment proposed)
If audit findings, compliance matters, business continuity arrangements, cyber preparedness and governance actions are not actively monitored and progressed, the Shire may be exposed to governance, financial, legislative, operational and reputational risk.	Unlikely (2)	Moderate (3)	Low (1-4)	Compliance Requirements	Accept Officer Recommendation

Risk Matrix

Consequence / Likelihood		Insignificant	Minor	Moderate	Major	Catastrophic
		1	2	3	4	5
Almost Certain	5	Medium (5)	High (10)	High (15)	Extreme (20)	Extreme (25)
Likely	4	Low (4)	Medium (8)	High (12)	High (16)	Extreme (20)
Possible	3	Low (3)	Medium (6)	Medium (9)	High (12)	High (15)
Unlikely	2	Low (2)	Low (4)	Medium (6)	Medium (8)	High (10)
Rare	1	Low (1)	Low (2)	Low (3)	Low (4)	Medium (5)

A risk is often specified in terms of an event or circumstance and the consequences that may flow from it. An effect may be positive, negative or a deviation from the expected and may be related to the following objectives; occupational health and safety, financial, service interruption, compliance, reputation and environment. A risk matrix has been prepared and a risk rating of six (6) has been determined for this item. Any items with a risk rating over 10 or greater (considered to be high or extreme risk) will be added to the Risk Register, and any item with a risk rating of 16 or greater will require a specific risk treatment plan to be developed.

Comment/Conclusion

1. Audit, Financial Management and Audit Recommendation Oversight

The Committee considered standing agenda items relating to the Office of the Auditor General annual audit, financial management review matters, and the status of recommendations arising from the regulation 17 review and other audit processes. A consolidated audit findings register was presented to the Committee.

The register brings together audit actions arising from the annual audit, financial management review and regulation 17 review into a single monitoring document to support oversight and progress tracking. At the time of the meeting, the consolidated register identified a total of 21 audit actions. Of these, 12 had been completed, and 9 were in progress and on track to be completed before final audit commences in 2026. The Committee reviewed the register and was satisfied that progress against the outstanding actions is being actively monitored and advanced.

The Committee also noted the development of the Complaints Management Policy, which addresses a governance gap identified through the governance review processes and an agenda item was provided recommending the drafted policy be adopted by Council at its next OCM.

The Freedom of Information Statement was also presented to the Committee, as part of the annual review process prior to being recommended to Council for endorsement at the next OCM.

In relation to the 2025/26 audit program, the Committee noted the interim audit draft management letter that identified one (1) minor finding associated with purchase order exceptions. The final audit is scheduled to commence in late October 2026.

The statutory budget for 2026/27 was provided to the committee for consideration and recommendation to Council. A brief verbal update was also provided regarding monthly financial performance, with the Shire presently tracking satisfactorily, noting that the detailed monthly financial report was to be presented separately to the Ordinary Council Meeting later that day.

2. Risk Management and Organisational Assurance

The Committee was presented with the Shire's current strategic and operational risk registers. The strategic risk register was noted as having been reviewed and consolidated in 2025, resulting in a refined register of eight strategic risks. This was noted as a positive step in sharpening the Shire's strategic risk focus and supporting clearer risk oversight at a governance level.

The operational risk register currently contains 15 operational risks. These are under active review and are expected to be further refined for presentation to the Committee at its next meeting. It is anticipated that the number and form of these risks may change as they are aligned with the development of the Integrated Council Plan, which is intended to bring together the Strategic Community Plan and Corporate Business Plan into a more integrated planning framework.

The Committee also noted the completed Business Continuity Plan, Cyber Incident Response Plan and IT Disaster Recovery Plan. These documents have been reviewed and updated during 2026 as part of the Shire's broader governance and resilience work, including engagement with the Department of Digital Government.

3. Governance and Legislative Compliance

The Committee considered a number of governance and compliance matters as part of its standing oversight role. An update was provided regarding the 2025 Compliance Audit Return (CAR). The Committee noted that, while the return would ordinarily be submitted by 31 March, changes associated with the Inspectorate and amendments to the compliance audit template and portal arrangements have resulted in the submission deadline being extended to the end of September 2026.

As a consequence the Committee was advised that the question format for the CAR had been promulgated, and the return was accessible on the portal from July. The Committee was advised that the Shire had formally written to the Inspectorate Department (LGIR's) to advise them of this completed work, and whilst not a legislative requirement is considered good practice.

The Committee also noted that the Shire's external town planning consultant has commenced the Town Planning Scheme review and that the Shire is awaiting a formal response from DPLH.

4. General Business

Under general business, the Committee resolved that its next meeting be held on Thursday, 26 November 2026. It was noted that the next meeting is expected to focus primarily on the 2026/27 Budget, together with the Committee's other standing audit, financial management, governance, compliance and risk matters.

5. Confidential Matter

A separate confidential Organisational Health Check was also considered by the Committee.

Voting Requirements

Simple Majority.

COMMITTEE RECOMMENDATION AND RESOLUTION

MOVED: Cr Hodgkiss **SECONDED: Cr Buegge**

That the Audit Risk and Improvement Committee recommend that Council:

1. **Receives the Consolidated Officer's Report arising from the Audit, Risk and Improvement Committee meeting;**
2. **Notes the matters considered by the Committee in relation to audit, financial management, risk management, governance and legislative compliance;**
3. **Notes the progress of audit recommendations as outlined in the consolidated audit findings register; and**
4. **Notes that the next meeting of the Audit, Risk and Improvement Committee is scheduled to be held on Thursday, 26 November 2026.**

CARRIED 7/0

For: **Mr Negri, Cr Rajagopalan, Cr Buegge, Cr Foss, Cr Hodgkiss, Cr Strange, Cr Verhoogt**
Against: **Nil**

14. General Business

Special Meeting to consider Annual Financials – September 2026

15. Next Meeting

The next meeting of the Audit Risk and Improvement Committee will be held on Thursday 26 November 2026.

16. Closure of Meeting

Being no further business the Chairperson declared the meeting closed at 10.50 am.

These minutes were confirmed at the meeting held on Thursday 24 September 2026

Mr P Negri
Chair