

Licence clause	Issue	Recommendation	Post-Audit Implementation Plan - Actions recent and current	Organisation / Position Responsible	Date of Completion
			<p>sufficient detail in the Complaints Register to prove the complaint was appropriately resolved.</p> <ul style="list-style-type: none"> ▪ The Complaints Register provides sufficient details of the outcome of customer complaints received irrespective of the nature of the complaint. 		28/02/2014
<p>Clause 8.1, Schedule 3: Clause 4.2</p>	<ul style="list-style-type: none"> ▪ The RIA consults with its customers via the Rottnest Island Business Community (RIBC) at its monthly meetings on matters relating to the licensee's levels of service under the Water Licence: ▪ Monthly meetings did take place up to approximately 3 months ago when the position of Coordinator for the RIBC became vacant; and ▪ None of the 2 newsletters previously published by the RIA were in circulation at the end of the audit period (The RIA did previously publish two regular newsletters – 'Island Chat' and 'Rottnest News'). 	<ul style="list-style-type: none"> ▪ The RIA must re-establish sound customer consultation processes in compliance with its licence requirements. ▪ The ERA must be consulted with respect to the type and extend of such customer consultation initiatives. 	<ul style="list-style-type: none"> ▪ Discussion of drinking water issues are noted as a standing agenda item for the three-monthly RIBC full member meetings; ▪ In a letter, dated 03/08/2012, the ERA agreed that water service issues are added as a standing agenda item for both the executive and full member RIBC meetings. However, this arrangement was changed to full member RIBC meetings only and confirmed in an email from the ERA dated 06/09/2012 (Cathryn Greville). ▪ Throughout the 2013 audit, the auditor had been advised that RIBC meetings are being held ad hoc and only occasionally the RIA is being advised of the meetings held. The RIA requested on numerous occasions to be included in the agenda and minutes circulations of the RIBC meetings but to no avail. The RIBC is a private entity and it appears to be difficult to be compliant with this. <u>The RIBC has proven to be reluctant to table this as a</u> 	<p>RIBC RIA/Manager Major Contracts</p> <p>RIA/Manager Major Contracts</p> <p>RIA Contracts Officer</p>	

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	<p><u>ERA Assessment:</u> Non-Compliance Partially completed</p>		<p><u>standing agenda item. As an alternative the RIA will formally write to the RIBC chairman quarterly with an update on service issues for him to discuss with his members, should they so desire.</u></p> <ul style="list-style-type: none"> ▪ The only Newsletter currently circulated is the “Rottnest News”, which contains news about events, restaurants, catering, movies, etc. (nothing about utilities as Rottnest Island is a holiday resort). 		
<p>Clause 21.2, Schedule 5: Clause 2.2</p>	<ul style="list-style-type: none"> ▪ The Water Compliance Reporting Manual contains specific performance reporting requirements the RIA has to comply with. <p><u>ERA Assessment:</u> Process Improvement Outstanding</p>	<ul style="list-style-type: none"> ▪ The PFM’s Work Method Statement should be corrected to indicate the RIA is required to provide their annual performance reports to the ERA by 31 July (instead of 31 October) each year. ▪ PFM should record a set of complimentary deadlines for the forward of ERA required information to the RIA (such as the annual performance report due dates). 	<ul style="list-style-type: none"> ▪ PFM updated its Utilities Compliance Calendar; they don’t use a WMS in this instance. However, PFM will seek advice from their HSC Manager in this instance. ▪ RIA updated its Utilities Compliance spreadsheet indicating the requirement to provide the annual performance reports to the ERA by 31 July each year. ▪ RIA developed a FOU Critical Timelines Calendar, which contains all compliance reporting requirements to the ERA. ▪ The PFM Utilities Compliance Calendar, RIA Utilities Compliance spreadsheet and FOU Critical Timelines Calendar are regularly updated to reflect current compliance reporting requirements to the ERA. 	<p>PFM/ Compliance & Utilities Manager RIA/Manager Major Contracts</p>	<p>28/02/2014</p>

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			<ul style="list-style-type: none"> ▪ The RIA submitted its annual Performance Reports for 2011 – 2012 and 2012 – 2013 on time. 		
<p>Schedule 6: clause 2.3</p>	<ul style="list-style-type: none"> ▪ Section 4.8 entitled: “Connection” in the Customer Charter states: “In the case of new water services, the RIA will connect water services on your request and in compliance with the terms and conditions of this Charter.”; ▪ Section 4.8 entitled: “Connection” in the Customer Charter states: “Where an existing water supply service is available for connection to the premises, water services will be connected within five (5) business days of the request being received by the RIA. Where water services are not available within the reasonable vicinity of the premises the RIA will make the connection as immediately as practicable after receiving your request, 	<ul style="list-style-type: none"> ▪ The RIA Water Customer Service Charter 2010 should be amended to include a provision relating to the discontinuance of a service to a property where the servicing of the property is not commercially viable. 	<ul style="list-style-type: none"> ▪ The ERA has granted an extension for all water licensees until July 2014 to the Customer Service Charter review, due to impending changes in water legislation. ▪ The RIA Water Customer Service Charter is currently prominently displayed on the RIA webpage entitled: “Rottnest Island Utility Reports”. ▪ Hard copies of the RIA Water Customer Service Charter are available at the Island Visitor Centre and the Rottnest Island Office reception. ▪ Changes to the Water Customer Service Charter will be implemented when the next review is due in July 2014. 	<p>RIA/Manager Major Contracts</p>	<p>July 2014</p>

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	<p>taking into consideration such issues as heritage, environmental and aboriginal approvals. A fee will apply for the connection of water services.”;</p> <ul style="list-style-type: none"> ▪ The RIA has stated no specific application form was used, during the Audit Period, to connect to water services; ▪ Section 4.7 entitled: “Disconnection” in the Customer Charter states: “The RIA may disconnect your potable water supply services in the following circumstances: <ul style="list-style-type: none"> ▪ If you do not pay, or meet and make arrangements to pay, overdue charges for the services... ▪ If you deny access to the meter for twelve (12) months, a disconnection warning will be supplied... ▪ In the case of an emergency, the RIA 				

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	<p>will discontinue service immediately.”;</p> <ul style="list-style-type: none"> ▪ RIA has stated no services to properties were discontinued during the Audit Period; and ▪ The reference in the Customer Charter to the discontinuance of services due to non-payment of charges is specific but narrow. It does not cover all the different scenarios that may make servicing of a property commercially unviable. <p><u>ERA Assessment:</u> Process Improvement Outstanding</p>				

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			<p><u>item. As an alternative the RIA will formally write to the RIBC chairman quarterly with an update on service issues for him to discuss with his members, should they so desire.</u></p> <ul style="list-style-type: none"> ▪ Only one RIBC full member meeting was held in the period August 2012 to June 2013. ▪ Water Service on Rottnest Island is recorded as Item 6 on the agenda of the meeting held 03/04/2013. Minutes and agenda of this meeting had been forwarded to the Auditor. No further meetings have been held to date. 		
<p>Service and Performance Standards Clause 20.1 & Schedule 4: Clause 2.1</p>	<ul style="list-style-type: none"> ▪ The RIA’s annual Water Compliance Manual Datasheet (annual performance report) 2011 – 2012 and 2012 – 2013 state that the percentage of customer complaints resolved within 15 business days was 100%. ▪ However, one complaint was not resolved within 15 business days during 2011 – 2012. ▪ Thus not all reported information was correct neither the RIA meet the performance standard of the licence 	<ul style="list-style-type: none"> ▪ The RIA should ensure that information included in their annual Performance Reports is correct, and ▪ The RIA should address customer complaints in respect of billing with the same vigour as other complaints. 	<ul style="list-style-type: none"> ▪ Annual Performance Reports will be cross checked with the Water Customer Complaints Reporting Register to ensure all complaints have been captured and the information in the performance reports is correct; ▪ Complaint Handling Procedures will be amended to include complaints received by the billing agent(s); ▪ Complaints received by the billing agent(s) will be captured and processed in the Water Customer Complaints Reporting Register; and ▪ Billing agent(s) to acknowledge amended procedure in formal counter signed letter. 	<p>PFM/ Compliance & Utilities Manager</p> <p>RIA/Manager Major Contracts</p>	<p>31/07/2014</p> <p>28/02/2014</p> <p>28/02/2014</p> <p>28/02/2014</p>

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	(to resolve 90% of complaints within 15 business days). <u>ERA Assessment:</u> Non-Compliance				
Service and Performance Standards Clause 20.1 & Schedule 4: Clause 2.1	<ul style="list-style-type: none"> ▪ The RIA's annual Water Compliance Manual Datasheet (annual performance report) 2011 – 2012 and 2012 – 2013 state that the water supply met the required pressure and flow standards of 100% of connected properties. ▪ However, no testing of pressure and flow was conducted during the Audit period. <u>ERA Assessment:</u> Non-Compliance	<ul style="list-style-type: none"> ▪ The RIA should disclose no measurement was performed in respect of individual performance standards, instead of disclosing perfect ratings for those performance standards. 	<ul style="list-style-type: none"> ▪ The RIA will disclose that no measurement was performed in respect of individual performance standards, where applicable; and ▪ In some instances there is no water meter attached to the property. 	PFM/ Compliance & Utilities Manager RIA/Manager Major Contracts	31/07/2013
Service and Performance Standards Clause 20.1 & Schedule 4: Clause 2.1	<ul style="list-style-type: none"> ▪ The RIA's annual Water Compliance Manual Datasheet (annual performance report) disclose that the number of water main breaks (per 100 km of water main) were as follows: <ul style="list-style-type: none"> ▪ 2011 – 2012: 15 and ▪ 2012 – 2013: 35. 	<ul style="list-style-type: none"> ▪ The RIA should take appropriate steps to reduce leaks and bursts to a number below the maximum stipulated in the performance standards. 	<ul style="list-style-type: none"> ▪ The RIA has purchased leak detector equipment to enable PFM to test for underground leaks/bursts; ▪ PFM are undertaking ad-hoc water usage trending analysis using electronic SCADA operating system; ▪ If trending indicates abnormalities, water leak/burst investigation is conducted using the leak detector equipment; and ▪ As stated in the compliance report 	PFM/ Compliance & Utilities Manager RIA/Manager Major Contracts	31/08/2014

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	<ul style="list-style-type: none"> ▪ Thus, the RIA did not meet the licence performance standard for continuity of supply – leaks or bursts (of less than 20 leaks or bursts per 100 km of water main per reporting year), as included in the Operating Licence, during 2012 – 2013. ▪ The Compliance Report for 2012 -2013 did disclose information in respect of this non-compliance with the performance standard. The report stated: <ol style="list-style-type: none"> “2. Impact to all effected customers has been minimal...; 3. The main causes of pipe breaks are the age of the pipe work; 4. Immediate action was taken to repair the breaks...; and The RIA will seek Board approval to fund a staged replacement programme of 		<p>2012/13, it will be recommended to the RIA Board to fund a staged replacement program of degraded and old potable water pipe work.</p> <ul style="list-style-type: none"> ▪ A methodical leak detection and repair plan has been implemented by PFM and the RIA is seeking Board approval for a ground penetration radar survey of the Settlement to accurately identify and map old underground services to aid leak detection and repair. ▪ Leakage rates are reported monthly by PFM to the RIA and appropriate remedial action is recommended. 	RIA Manager, Major Projects.	Ongoing 2013-2015

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	<p>degraded and old potable water pipe work.</p> <p><u>ERA Assessment:</u> Non-compliance</p>				
<p>Information Requirements Clause 21.2,</p>	<ul style="list-style-type: none"> ▪ The PFM's Work Method Statement states that the RIA will provide the data required for performance reporting purposes by 31 October each year. ▪ The RIA's annual Compliance Report for the year 2011 – 2012 includes information from the 2010 – 2011 Compliance Report. <p><u>ERA Assessment:</u> Process Improvement Includes recommendations carried forward from the 2011 Audit</p>	<ul style="list-style-type: none"> ▪ The PFM document to be corrected to state the correct date (31 July each year. ▪ The RIA should ensure it provides information for the correct period in its annual compliance report. 	<ul style="list-style-type: none"> ▪ RIA updated its Utilities Compliance spreadsheet indicting the requirement to provide the annual performance reports to the ERA by 31 July each year. ▪ RIA developed a FOU Critical Timelines Calendar, which contains all compliance reporting requirements to the ERA. ▪ The PFM Utilities Compliance Calendar, RIA Utilities Compliance spreadsheet and FOU Critical Timelines Calendar are regularly updated to reflect current compliance reporting requirements to the ERA. ▪ The RIA submitted its annual Compliance Report 2012 – 2013 on time and for the correct period. 	<p>PFM/ Compliance & Utilities Manager RIA/Manager Major Contracts</p>	<p>28/02/2014</p>
<p>Schedule 6 Clause 2.3</p>	<ul style="list-style-type: none"> ▪ Section 4.8 entitled: "Connection" in the Customer Charter states: "In the case of new water services, the RIA will connect water services on your 	<ul style="list-style-type: none"> ▪ The RIA Water Customer Service Charter 2010 should be amended to include a provision relating to the discontinuance of a service to a property 	<ul style="list-style-type: none"> ▪ The ERA has granted an extension for all water licensees until July 2014 to the Customer Service Charter review, due to impending changes in water legislation. ▪ The RIA Water Customer Service Charter is currently prominently displayed on the RIA webpage 		

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	<p>request and in compliance with the terms and conditions of this Charter.”;</p> <ul style="list-style-type: none"> ▪ Section 4.8 entitled: “Connection” in the Customer Charter states: “Where an existing water supply service is available for connection to the premises, water services will be connected within five (5) business days of the request being received by the RIA. Where water services are not available within the reasonable vicinity of the premises the RIA will make the connection as immediately as practicable after receiving your request, taking into consideration such issues as heritage, environmental and aboriginal approvals. A fee will apply for the connection of water services.”; 	<p>where the servicing of the property is not commercially viable.</p>	<p>entitled: “Rottnest Island Utility Reports”.</p> <ul style="list-style-type: none"> ▪ Hard copies of the RIA Water Customer Service Charter are available at the Island Visitor Centre and the Rottnest Island Office reception. ▪ Changes to the Water Customer Service Charter will be implemented when the next review is due in July 2014. 	<p>RIA/Manager Major Contracts</p>	<p>July 2014</p>

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	<ul style="list-style-type: none"> ▪ The RIA has stated no specific application form was used, during the Audit Period, to connect to water services; ▪ Section 4.7 entitled: “Disconnection” in the Customer Charter states: “The RIA may disconnect your potable water supply services in the following circumstances: <ul style="list-style-type: none"> ▪ If you do not pay, or meet and make arrangements to pay, overdue charges for the services... ▪ If you deny access to the meter for twelve (12) months, a disconnection warning will be supplied... ▪ In the case of an emergency, the RIA will discontinue service immediately.”; ▪ RIA has stated no services to properties were discontinued 				

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	<p>during the Audit Period; and</p> <ul style="list-style-type: none"> ▪ The reference in the Customer Charter to the discontinuance of services due to non-payment of charges is specific but narrow. It does not cover all the different scenarios that may make servicing of a property commercially unviable. <p><u>ERA Assessment:</u> Process Improvement Carried forward from the 2011 Audit</p>				

3. 2013 REVIEW RECOOMENDATIONS

Reference	Issue	Recommendation	Post-Audit Implementation Plan - Actions recent and current	Organisation / Position Responsible	Date of Completion
Environmental Analyses	<ul style="list-style-type: none"> A list of water services licences and relevant agencies are recorded in Schedule 11 of the FOU agreement– Key Performance Indicators are listed in the Schedule. However, none of the documents reviewed included a comprehensive overview of the various water services licences held, the compliance requirements of such licences, or the opportunities and threats to the various systems. 	<ul style="list-style-type: none"> A written analysis of the system environment should be prepared and included in RIA's Strategic Asset Plan 2013- 2023 and PFM's annual AMPs on resumption. The analysis should include details of the licences held for the provision of water services, the performance requirements stipulated in those licences and the frequency of reporting to the various licensing authorities. 	<ul style="list-style-type: none"> An environmental analysis that examines the asset system environment and assesses all external factors affecting the asset system will be included in the RIA Strategic Asset Management Plan currently under preparation and thereafter, in the subsequent annual Asset Management Plans when resumed; and PFM will produce the next Asset Management Plan at the beginning of 2014, regardless of whether the RIA's Strategic Asset Management Plan has been finalised. 	RIA/Manager Major Contracts	30/06/2013
				PFM/ Compliance & Utilities Manager	21/01/2014
Asset Operations	<ul style="list-style-type: none"> PFM has prepared operating and maintenance instructions and intervals for both water and wastewater facilities. Whilst detailed instruction on the operation of peripheral equipment used for the potable water RO plant and the WWTP are included, details of the 	<ul style="list-style-type: none"> Existing operating and maintenance instructions should be broadened to include explanatory notes on the basics of the RO plant and WWTP processes, together with procedures for their implementation and operation; and 	<ul style="list-style-type: none"> PFM operating and maintenance instructions will be extended to include explanatory notes on the basics of the RO plant and WWTP processes, together with procedures for their implementation and operation; and PFM training matrix will be reviewed and updated to include instruction on the 	PFM/Compliance & Utilities Manager 30/06/2014	30/06/2014
				PFM/Compliance & Utilities Manager	30/06/2014

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	<p>operation of the main processes are not included. Although an operating manual for the RO plant is referred to, there is no indication as to its location or availability;</p> <ul style="list-style-type: none"> ▪ It is noted that two very experienced operators are employed to operate the RO plant and the WWTP. Each operator is capable of operating either plant and one or the other is always on duty or standby. However, the Reviewer considers that documentation should be prepared on the basic processes of each plant and their operation; ▪ PFM has compiled a twenty six page safety management system which is stated to be communicated to all employees. Whilst the document is considered relevant and thorough, there is no evidence of its communication or availability to all employees. Reviewer 	<ul style="list-style-type: none"> ▪ The existing training matrix should be reviewed and updated. The training matrix should include instruction on the content of the safety management system and (for appropriate staff) training on the water services contingency plans. 	<p>content of the safety management system and (for appropriate staff) training on the water services contingency plans.</p>		

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	<p>recognizes this aspect may be addressed by employee training. The document is undated but apparently has not been reviewed for some time – as reference is made to action to be taken prior to June 2011. Also the names of management staff are out of date; and</p> <ul style="list-style-type: none"> ▪ A detailed training matrix has been prepared, but it appears to be incomplete and out of date – despite being dated September 2013. 				
Asset Maintenance	<ul style="list-style-type: none"> ▪ 2011 Reviewer noted that one of the dual trains of the potable water treatment plant was recently closed down for some twelve months due a lack of critical spares. During this period, potable water supply was maintained by excessive pumping of the potable water bore field. Unofficial comment to Reviewer was that critical spares are too expensive to hold. RIA review the competing aspects of risk and 	<ul style="list-style-type: none"> ▪ PFM should submit the prepared list if critical spares to the RIA an the RIA should review the competing aspects of risk and financial cost associated with holding critical and/or long delivery spares and resolve this issue. ▪ A written procedure, in respect of spares, should be prepared and implemented for the guidance for employees. This 	<ul style="list-style-type: none"> ▪ The procurement of critical spares as determined from the risk identification process in 2012 was completed and the outstanding spare refurbished desalination hydraulic turbine was delivered. ▪ A Hydraulic Services Critical Spares Register has been developed and is kept by PFM. ▪ PFM and RIA will be reviewing the range of critical spares together with 	PFM/ Compliance & Utilities Manager RIA/Manager Major Contracts	<p><i>Completed</i> 15/03/2013</p> <p><i>Completed</i> 15/03/2013</p> <p>Ongoing</p>

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	financial cost associated with holding critical and/or long delivery spares for potable and waste water systems.	procedure should include the topics of maintaining inventory and the ordering of spares.	ongoing management and budgeting costs.		
Asset Maintenance	<ul style="list-style-type: none"> Although there is a proposal to undertake unspecified maintenance/replacement works on sewer reticulation during forthcoming years, it appears an investigation of the type and extent of the work necessary has not been undertaken. 	<ul style="list-style-type: none"> The RIA should consider a staged program of CCTV inspections to determine the condition of gravity sewers servicing the various settlements – particularly the older sewers of the Thompson Bay settlement. 	<ul style="list-style-type: none"> The recommendation of CCTV inspections of the gravity sewers in the settlement areas will be raised with the RIA General Manager, Projects & Contract Services. 	RIA/Manager Major Contracts RIA/General Manager, Projects & Contract Services	31/03/2014
Asset Management Information System	<ul style="list-style-type: none"> The Asset Management System contains detailed information regarding operations, maintenance, risk analysis, contingency planning etc. Much of this information is in diverse folders of electronic documentation spanning a period of many years. The material is not readily available or recognisable 	<ul style="list-style-type: none"> The electronic documents of the asset management system should be filed in a more orderly fashion - with appropriate cross referencing for the benefit of the user and/or reviewer. It is suggested that a "line be ruled" after 	<ul style="list-style-type: none"> PFM and the RIA will continuously look for ways to refine the existing electronic document management system. 	RIA/Manager Major Contracts PFM/ Compliance & Utilities Manager	30/06/2014

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	<p>to employees other than those with a detailed knowledge of the folder system. The system lacks a flow diagram detailing the interaction and tasks performed by the RIA and PFM. These matters were raised in the previous review and some progress was made initially. However, further improvement is considered necessary.</p>	<p>currently stored documentation to 30th June 2013 and that all licence related documents added subsequently be stored in annual folders rather than subject folders.</p>			
Risk Management	<ul style="list-style-type: none"> ▪ Computer files of the annual AMP and appendices are stored as separate documents and were difficult to locate. In each case, the appendices had only a title but no other information or date. The Reviewer was obliged to make a judgement of the relevance of each of the appendices to the particular annual AMP or other report. 	<ul style="list-style-type: none"> ▪ Appendices to reports and other documents should be dated and reference the main document it supports. 	<ul style="list-style-type: none"> ▪ PFM will ensure that appendices to reports and other documents will be dated and reference is made to the main document it supports. 	PFM/Compliance & Utilities Manager	30/06/2014
Contingency Planning	<ul style="list-style-type: none"> ▪ PFM has a detailed Water Recovery/Contingency Plans document for fourteen failure scenarios 	<ul style="list-style-type: none"> ▪ The Water Recovery/Contingency Plan should include the names and contact details of relevant 	<ul style="list-style-type: none"> ▪ Review and update Water Recovery/Contingency Plan to include relevant PFM and RIA officers and other Rottneest Island emergency 	PFM/Compliance & Utilities Manager	31/05/2014

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	<p>associated with the water services;</p> <ul style="list-style-type: none"> ▪ The plan however, does not include details of PFM or RIA staff contacts who should be informed – either to assume responsibility for, or provide support to the recovery process, or other Rottneest services which may need to be involved e.g. Police, ambulance and fire services; and ▪ The table of contents of the document refers to a schedule for Recovery Plan drills. However, the schedule was not included in the document. 	<p>PFM and RIA officers, together with other Rottneest island services (Police, ambulance and fire services) who should be contacted in the event of particular recovery operations; and</p> <ul style="list-style-type: none"> ▪ The Recovery Drill schedule referred to in the table of contents be added in an appendix to the document. 	<p>services and their contact details (no detailed names will be recorded);</p> <ul style="list-style-type: none"> ▪ The Recovery Drill (annual Drinking Water Incident / Response Plan Desktop Exercise) was first undertaken in June 2013 and will continue for approx. 5 years as per recommendation by the Department of Health. The meeting schedule (June each year) will be included in the Water Recovery/ Contingency Plans; and ▪ The annual Drinking Water Incident / Response Plan Desktop Exercise are recorded in the utilities compliance spread sheet. 	<p>PFM/Compliance & Utilities Manager</p>	<p>31/05/2014</p>
<p>Review of Asset Management System</p>	<ul style="list-style-type: none"> ▪ There is no evidence of a culture or system for a regular review of asset management related documents; ▪ As PFM's annual Asset Management Plan has not been produced since 2011, by implication the Risk Management Mitigation Plan and Water 	<ul style="list-style-type: none"> ▪ A list of asset management system related procedures/documents should be prepared together with a reminder schedule to ensure reviews of all such documents are undertaken as planned; and 	<ul style="list-style-type: none"> ▪ A list of Asset Management System procedures/documents will be prepared, including a reminder schedule to ensure reviews are annually undertaken; ▪ Review date; details of any amendments made and signing off by the reviewer 	<p>PFM/Compliance & Utilities Manager (with RIA support)</p> <p>PFM/Compliance & Utilities Manager</p> <p>RIA (Chief Finance</p>	<p>31/01/2014</p> <p>31/01/2014</p>

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	<p>services Recovery/Contingency plans have not been reviewed during this period either;</p> <ul style="list-style-type: none"> ▪ Most documents associated with management of the assets were noted to be undated, out of date, or having multiple dates: <ul style="list-style-type: none"> ▪ The Contingency Plan was prepared in August 2011; ▪ The Safety Management Plan is un-dated; ▪ The Risk Management Mitigation Plan is un-dated – appears to be 2012; and ▪ Water and Wastewater Manuals are dated February 2013 and March 2013 respectively. However, sub-documents are dated between July 2008 and June 2009 despite document history list being dated August 2011. 	<ul style="list-style-type: none"> ▪ Each set of procedures and policy documents included in the Asset Management System should be reviewed for currency and accuracy on a regular basis – not exceeding say two years. Each document should record the latest review date; summary details of any amendments made and should be signed off by the reviewer. 	<p>will be included;</p> <ul style="list-style-type: none"> ▪ PFM will be producing an Asset Management Plan at the beginning of 2014; and ▪ The RIA Strategic Management Plan is still in early draft stage and is currently being reviewed by the Department of Finance. 	Officer)	Finishing date to be advised

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	<ul style="list-style-type: none"><li data-bbox="416 312 768 486">▪ The RIA Strategic Management Plan (draft), dated June 2013, does not include the Appendices indicated in the Table of Contents.				