

3.7 Audit recommendations

B. Unresolved during current Audit period					
Recommendation reference (no./year)	Non-compliance / Controls improvement (Rating / Licence obligation reference number & licence obligation / Details of non-compliance or inadequacy of controls)	Auditor's recommendation	Action proposed to be taken by the licensee	Responsible person(s)	Target completion date
A1/2024	Obligation 102A (B2) Water Services Code of Conduct (Customer Service Standards) 2018 Clause 13(6) Water Services Code of Conduct (Customer Service Standards) 2024 Clause 13(5) Each bill must contain the prescribed information.	<ul style="list-style-type: none"> Update the rates notice to include the missing prescribed information. This may be achieved by referring customers to the Water Services Customer Service Charter (bill review and complaints process). The National Interpreter Symbol also needs to be included. 	Update the rates notice by referring customers to the Water Services Customer Service Charter, including the National Interpreter Symbol.	Director Finance, People and Culture & Manager Water Waste & Sustainability	30/09/2025
A2/2024	Obligation 146 (B2) Water Services Code of Conduct (Customer Service Standards) 2018 Clause 46(2) Water Services Code of Conduct (Customer Service Standards) 2024 Clause 49(2) The licensee's complaints procedure must be developed using as minimum standards the relevant provisions of AS/NZS 10002-2014 and the ERA's guidelines (if any).	<ul style="list-style-type: none"> Based on our review of the complaints procedure (outlined within CKB's Water Services Customer Service Charter), we consider that it has been developed using some of the guiding principles of AS ISO 10002-2014, however there are some areas for improvement. The complaints procedure is not sufficiently visible or transparent to customers. 	Create a dedicated complaints procedure that is easily accessible on the City's website. The relevant documentation (policy and procedures) addressing complaints linked to the dedicated complaints procedure. The Customer Complaints Form should be reviewed and made available on CKB's website.	Manager Water Waste & Sustainability	30/09/2025

		<ul style="list-style-type: none"> The Customer Complaints Form was difficult to locate by frontline staff and does not satisfy the communication principle. <p>Recommendation:</p> <ul style="list-style-type: none"> CKB should create a dedicated complaints procedure that is easily accessible (via CKB's website) and not contained within the Water Services Customer Charter. <p>All relevant documentation (policy and procedures) addressing complaints should refer directly to the standalone procedure.</p> <p>The Customer Complaints Form should be reviewed and made available on CKB's website.</p>			
A3/2024	<p>Obligation 165 (B2)</p> <p>Licence Condition Clause 4.8.1</p> <p>The licensee must provide the ERA specified information relevant to the operation of the licence or the licensing scheme, or the performance of the ERA's function under the Act in the manner and form specified by the ERA.</p>	<ul style="list-style-type: none"> The annual compliance reporting obligation should be tracked in Attain to ensure the report is delivered on time. 	Investigate and implement a suitable tracking mechanism for the annual compliance reporting.	Manager Water Waste & Sustainability	30/06/2025
A4/2024	<p>Obligation 191 (C3)</p> <p>Water Services Code of Practice (Family Violence) 2020 Clause 5(1)</p>	<ul style="list-style-type: none"> Review and update the Water Services Family Violence Policy. The policy requires improvement to fully satisfy the requirements of Water Services Code of 	<p>Investigate and implement:</p> <p>a) Training on the provisions of the Family Violence Policy to be provided to employees</p>	Director Finance, People and Culture & Manager Water Waste	30/09/2025

	<p>The licensee must have a family violence policy that sets out the matters specified in clause 5(1).</p>	<p>Practice (Family Violence) 2020 Clause 5(1).</p> <ul style="list-style-type: none"> • Specifically, Stantec have identified the following gaps in the policy that will need to be addressed: <ul style="list-style-type: none"> – The training to be provided to employees – A process by which the account of a Customer Affected by Family Violence (CAFV) can be identified by employees without the need for customers to repeat details of the issues – How and when information about external services offering support is to be provided to the CAFV – How the info obtained from a CAFV is protected – The circumstances a CAFV is taken to be experiencing payment difficulties or financial hardship – How CKB will deal with debt management and recovery in relation to a CAFV account 	<ul style="list-style-type: none"> b) A process by which the account of a Customer Affected by Family Violence (CAFV) can be identified by employees without the need for customers to repeat details of the issues c) How and when information about external services offering support is to be provided to the CAFV d) How the info obtained from a CAFV is protected e) The circumstances a CAFV is taken to be experiencing payment difficulties or financial hardship f) How CKB will deal with debt management and recovery in relation to a CAFV account g) A statement that CKB will not request written evidence of violence for customer unless evidence is reasonably necessary to enable CKB to assess appropriate measures it may take in relation to debt management and recovery 	& Sustainability	
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		<ul style="list-style-type: none"> – A statement that CKB will not request written evidence of violence for customer unless evidence is reasonably necessary to enable CKB to assess appropriate measures it may take in relation to debt management and recovery 			
R1/2024	Criteria 1.9 (C3) Plans are regularly reviewed and updated	<ul style="list-style-type: none"> • Review, improve and update the Water Services Asset Management Plan. Ensure that review cycles are defined for elements of the asset management system and that reviews are completed on time. 	Review, improve and update the Water Services Asset Management Plan.	Manager Asset Management & Manager Water Waste & Sustainability	30/11/2025