



Date: August 31, 2022  
Time: 1:30 – 3:30pm MT

## Improving service delivery to citizens: Maximizing effective oversight

### Workshop Objective:

Support municipal councillors in understanding and developing tools to effectively carry out their oversight responsibilities. With an end goal of improving public administration and audit impact.

### Agenda

#### What is oversight?

- ⇒ What is oversight role of a council?
- ⇒ How councillors maximize their use of oversight tools

#### Guest Speaker: David Christopherson

- ⇒ Former Member of Parliament (Hamilton-Centre) and former alderman and regional councillor, City of Hamilton.

#### The benefit of audit: Uncovering problems and getting visually on top of them

- ⇒ The role and importance of audit
- ⇒ Types of Audit
- ⇒ The purpose and process of performance audits
- ⇒ The role and relationship of the audit committee, city auditor, and management.

#### Guest Speaker: Richard Pootmans

- ⇒ Councillor and Chair of the Audit Committee, City of Calgary

#### Municipal Audit Committees

- ⇒ The audit committee process
- ⇒ Good Practices for municipal audit committees

#### Good Practices in Focus

- ⇒ Action plans
- ⇒ Dedicating time to review audit reports
- ⇒ Reporting to council on the committee's work

#### Asking Effective Questions

- ⇒ Questions to ask of the city auditor
- ⇒ Questions to ask management

#### Wrap up: Roundtable Q&A

- ⇒ Is there information or resources you feel you are lacking?
- ⇒ What are the next steps for the committee to enhance its effectiveness?