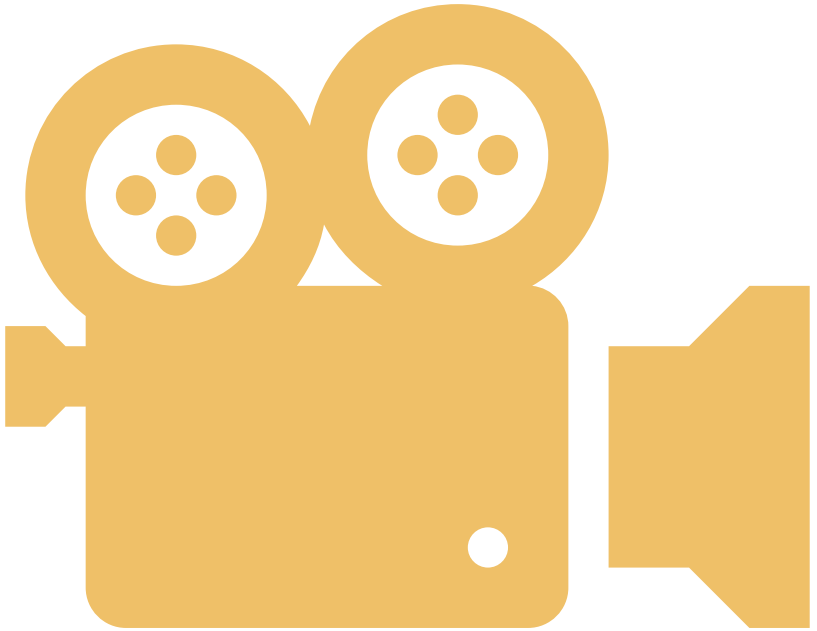
Monthly User Group Presentation

February 2022

Getting started

- We will look to record this session
  - Is everyone okay with that?



Agenda

- Team introductions
- Torque news – introducing the Customer Hub
- Customer Showcase – Department of Social Services
- Lighthouse updates
- Focus on Compliance
- Morning Tea.

Welcome to Country

Team Introductions

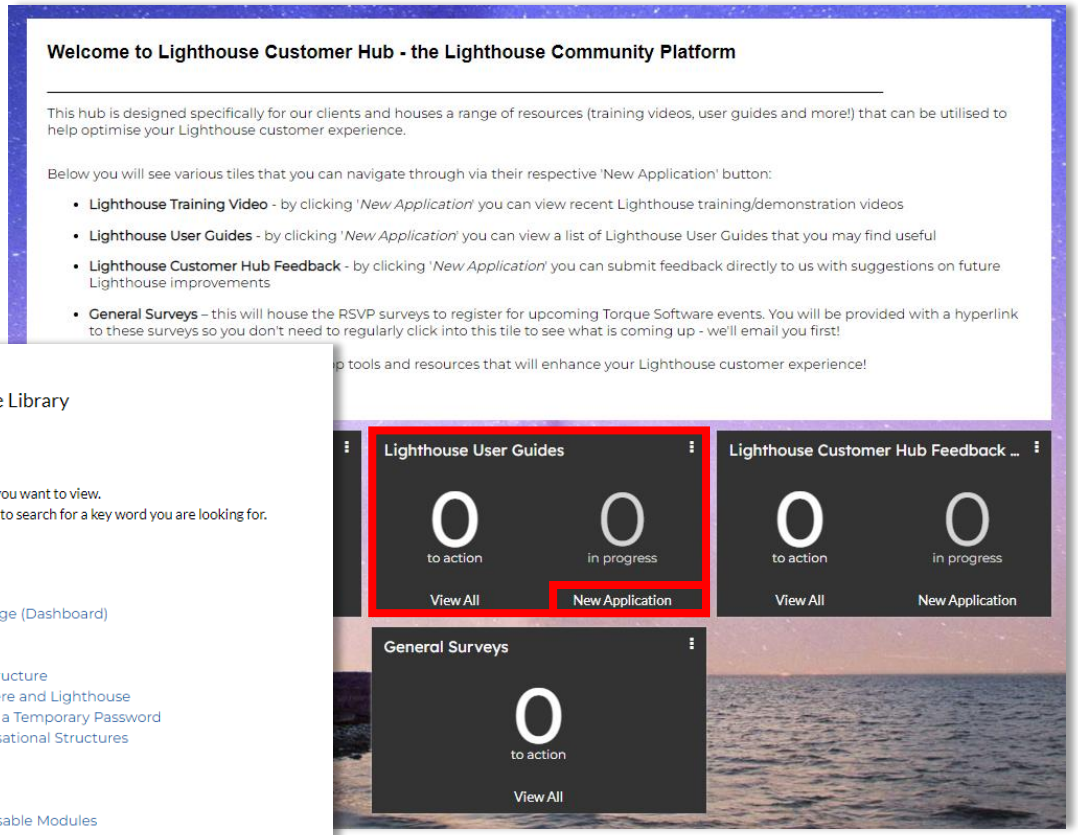
- **Mark Thompson** – Chief Executive Officer
- **Zane Edwards** – Head of Governance & Customer Success
- **Erjon Doko** – Customer Success Manager
- **Daniel Amodio** – Sales Manager
- **Hannah Burton** – Product Communications Manager
- **Aaron Coventry** – Product Manager

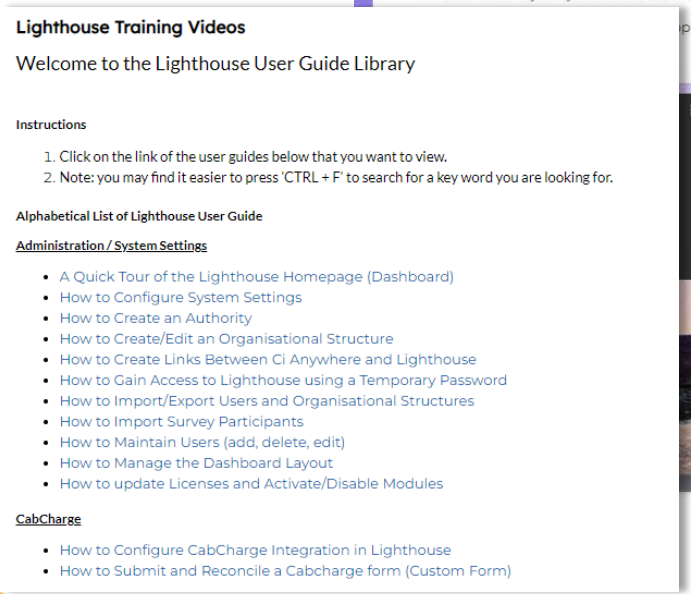
Torque News

- Lighthouse domains: Are you making the most of Lighthouse?
- New Lighthouse capability:
  - Add groups/org units as survey participants
  - Non-Compliance
- New Training Products

Lighthouse Customer Hub

- Lighthouse Training videos
- Lighthouse User Guide
- RSVP for events
- Feedback Submission
- What else would you like to see?





Customer Showcase – DSS

- Adrian Whitelock, Department of Social Services (DSS)
  - Introduction
  - DSS and Lighthouse historically

Australian Government

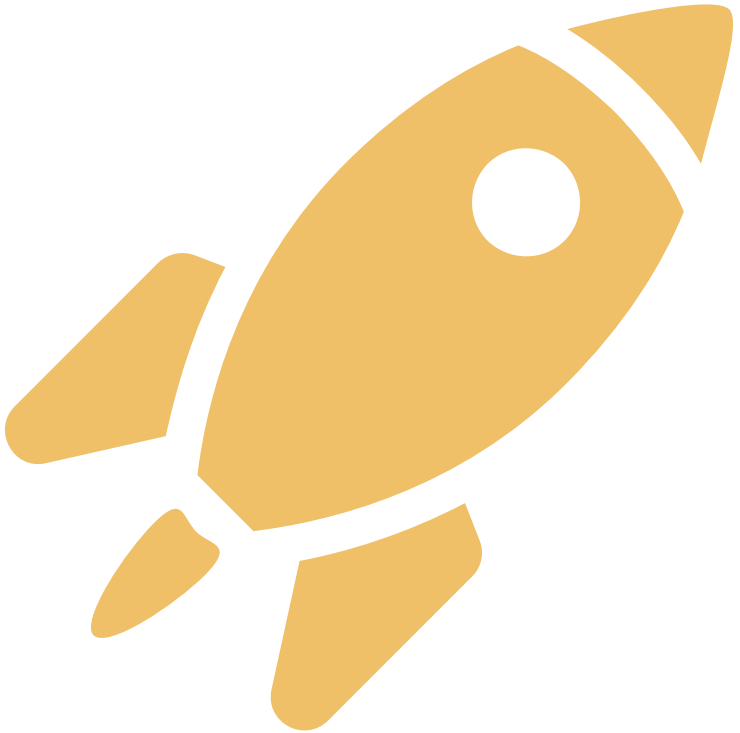
Department of Social Services

Customer Showcase – DSS

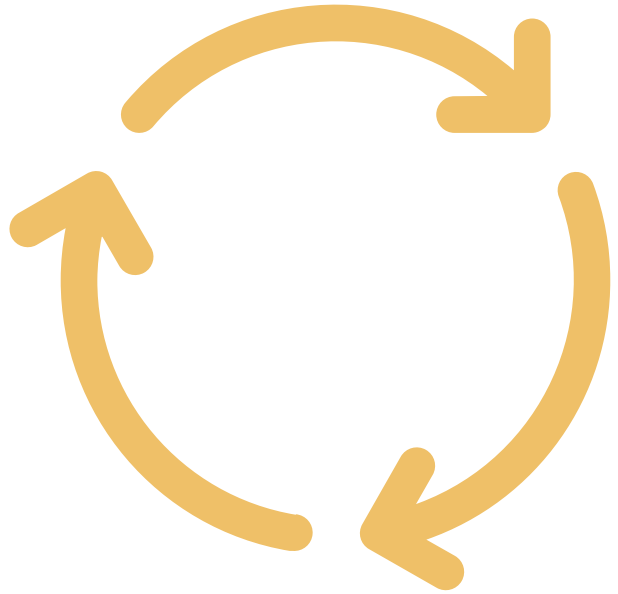
- What changed?
- Now what?
- Quick win
- DSS and home-based work – demo time!

Customer Showcase – DSS

- Design & build
- What did we achieve? And more importantly, what did we learn?
- The future of Lighthouse & DSS



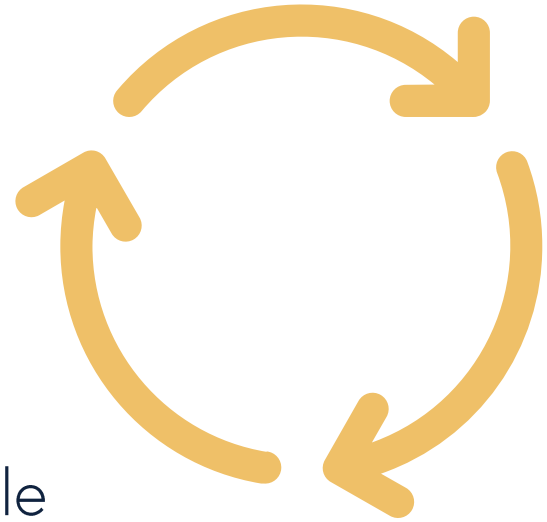
Lighthouse Updates



Key non-compliance enhancements:

1. Hierarchical compliance categories
2. Discrete processing teams per category
3. Setting to allow/disallow reallocate
4. Setting to allow/disallow escalation emails
5. Setting to include/not include corrective actions in draft
6. Compliance response type setting to include all non-compliance categories

Lighthouse - Pipe



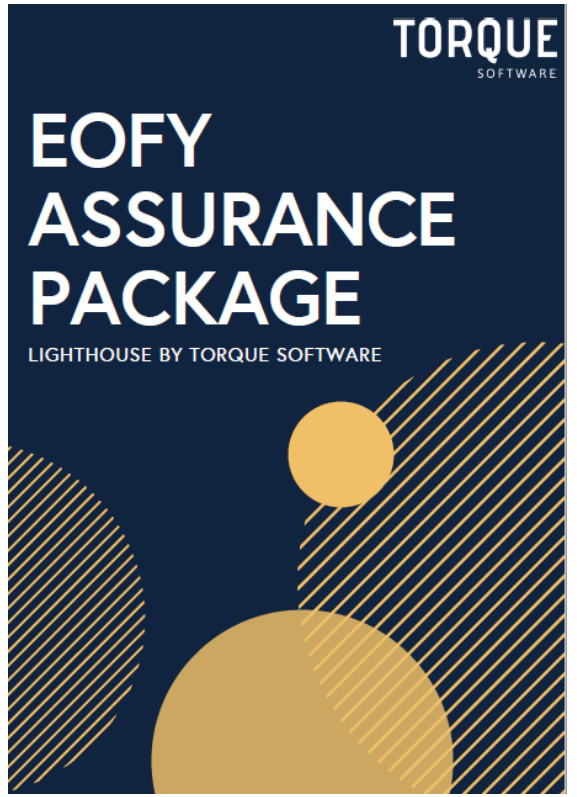
Automated Compliance Tracking:

1. Target any data set e.g. financial, cyber, system access etc.
2. Rules based – consistent with internal policies/controls
3. Automatically interrogates entire data sets on your schedule
4. Automatically initiates non-compliance process
5. Can be configured for review, notification, or directly added to non-compliance register

EOFY Assurance Package

This package is comprised of:

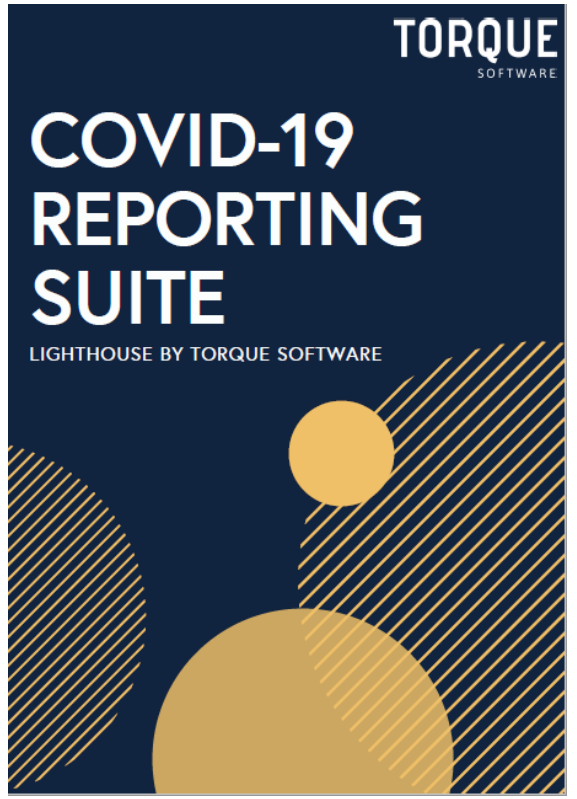
- Management Assurance Certification (MAC)
- Conflicts of Interest
- Key Management Personnel (AASB 124) Disclosures
- Written Brief.



COVID Reporting Suite

This suite is comprised of:

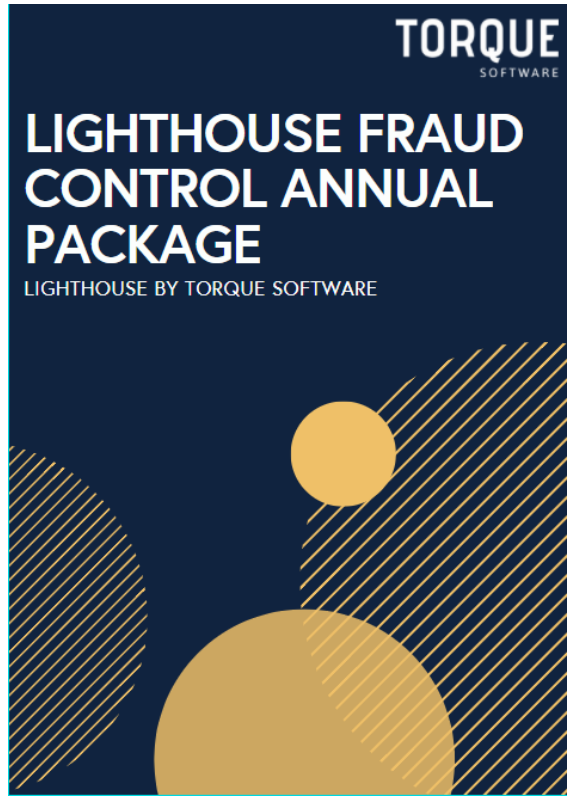
- Rapid Antigen Test (RAT) Reporting
- COVID Contact Registry
- Remote Working Agreement Request
- Vaccination Status Registry.



Fraud Control Annual Package

This package is comprised of:

- Fraud Control Health Check
- Fraud Control Assurance Review
- Fraud Control Risk Survey
- Fraud Control Report
- Virtual On-Demand Fraud Control Training.



Focus on Compliance

Compliance Checklist:

- ❑ Do I understand my compliance domains?
- ❑ Do I have a current compliance taxonomy?
- ❑ Is my compliance focus based on risk?
- ❑ Do I have the appropriate tools and resources to monitor, capture, report on, and provide assurance about compliance?
- ❑ Do I have a plan (financial year)?

Wrap up

- Next User Group will be on 24 March
  - Next User Group Topic: Risk
- Morning tea will be served in the foyer at 11am – enjoy!
- If you have questions, feel free to have a chat after the session.