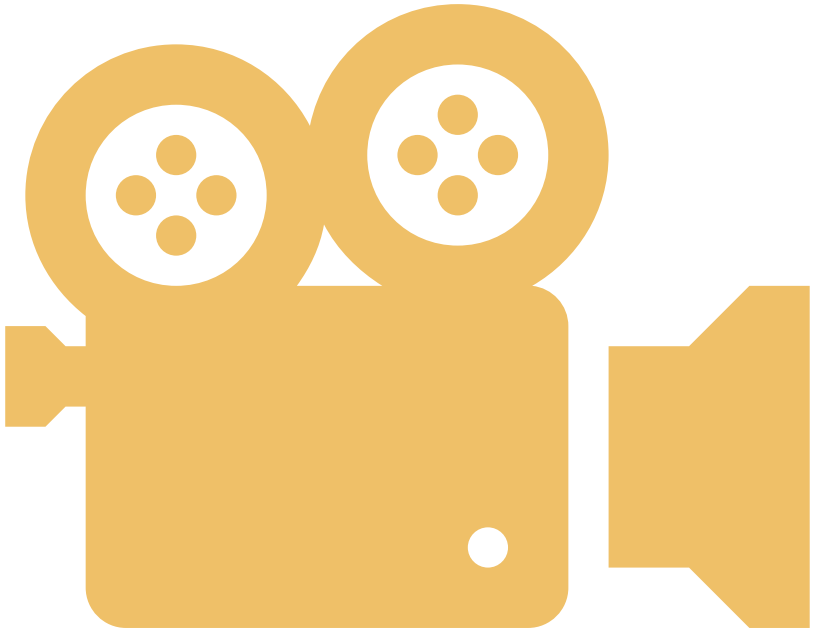
Monthly User Group Presentation

September 2022

Getting started

- Today’s session will be recorded
- A copy of the recording will be emailed following the session.



Welcome to Country

CEO Welcome

- Today’s topic: Fraud Control

Lighthouse

BY TORQUE SOFTWARE

Agenda

- Torque news
- Lighthouse updates
- Fraud control overview
- Lighthouse fraud tools and resources
- Morning Tea.

Torque News

- Welcome Lindsay Luttrell – Commercial Manager (New Business)
- New knowledge base coming soon…
- Lighthouse '*Test*' Instances

Lighthouse Updates

- API Key Generation and Management

Spot the

Spot the Fraud!

1

True or False:

Ben was travelling at the weekend with his partner and went to pay the hotel bill but he discovered he had lost his personal credit card. However, he did have a Commonwealth Corporate Credit Card on him. He decided to use the Commonwealth Card, tell his manager on Monday morning, and immediately repay the funds.

This is a fraud against the Commonwealth.

Spot the Fraud!

2 Yes or No:

Louise was an enthusiastic supporter of her local footy club. This season, her team had made the grand final. She was planning a big party and wanted to project the match onto a big white wall in the end of her living room. She did not have a projector but there was one at work and she know it got taken home sometimes by staff when they wanted to project a sporting event or something else onto a big screen. Wanting to do the right thing, Louise asks her National Manager (SES1) if she can borrow the projector for the weekend.

How should the manager respond?

Spot the Fraud!

3

True or False:

Leon is an assistant director at the Property Branch and he has got a building project coming up at home. When he purchases supplies for work, the local hardware store provides a 15% discount in line with their contract with the agency. When Leon goes to buy his personal supplies for his project at home, the supplier deducts 15% saying he is looking after him because of all the business Leon brings in his door. Leon accepts the discount.

It was OK for Leon to accept the discount. This is not fraud.

Spot the Fraud!

4

True or False:

Sandy was the EO for the CEO and sometimes did a bit of purchasing when the EA was not around. One day the CEO asked if Sandy could book a conference room for the following week. Normally, Hotel A would be booked as it did the best rates. However, Sandy did not get on with the events coordinator there, so she booked Hotel B, which was about 20% more expensive than Hotel A.

This is fraud.

Spot the Fraud!

5

True or False:

Jack really liked a guy who worked on the next floor. He wanted to ask him out, but did not have his private phone number. One day he took a walk past the guy's desk, making a note of his name on the name plate. He then looked the guy's name up in the staff directory and got his mobile number. That night Jack called him, and they really hit it off.

This is fraud.

Spot the Fraud!

6

Which is the fraud?

Spot the Fraud!

Sixty Second Challenge

See how many examples of fraud you can write down in sixty seconds

P.S. If you start before you are given the go-ahead, that is fraud!

What is Fraud?

Fraud is dishonestly obtaining a benefit, or causing a loss, by deception or other means.

Guest Conversation

Matthew Andrews
General Manager
ACT Division, CPA Australia

Legislative Requirements under the PGPA Rule

The accountable authority of a Commonwealth entity must take all reasonable measures to prevent, detect and deal with fraud relating to the entity, including by:

(a) conducting fraud risk assessments regularly and when there is a substantial change in the structure, functions or activities of the entity; and

(b) developing and implementing a fraud control plan that deals with identified risks as soon as practicable after conducting a risk assessment; and

(c) having an appropriate mechanism for preventing fraud, including by ensuring that:

(i) officials of the entity are made aware of what constitutes fraud; and

(ii) the risk of fraud is taken into account in planning and conducting the activities of the entity; and

Legislative Requirements under the PGPA Rule

(d) having an appropriate mechanism for detecting incidents of fraud or suspected fraud, including a process for officials of the entity and other persons to report suspected fraud confidentially; and

(e) having an appropriate mechanism for investigating or otherwise dealing with incidents of fraud or suspected fraud; and

(f) having an appropriate mechanism for recording and reporting incidents of fraud or suspected fraud.

Fraud Control – Objectives

1. Ensure all staff understand what fraud is and that there is a zero tolerance policy toward it through a current Fraud Control Plan and regular training.
2. Create an internal culture where the highest levels of integrity are modelled at all levels of the organisation.
3. Make available mechanisms for staff to report suspected fraudulent activity.
4. Through appropriate investigation and action, demonstrate the organisation's commitment to dealing with fraud swiftly and decisively.
5. As part of the Fraud Control Plan, be proactive in gaining assurance about fraud control, and monitoring the culture of the organisation.

LIGHTHOUSE GRC

Lighthouse
BY TORQUE SOFTWARE

Compliance Taxonomies

Real-time
Record non-compliance

Periodic
Survey non-compliance

Compliance Audit and Assurance Tools & Resources:

- Checklists
- Reviews
- Surveys
- Management Sign-offs
- Assurance Certificates
- Annual Compliance Programs.

Audit and Assurance Planner

Audit and Assurance Manager

Assurance Certificates

Risk Manager

Business Planner

Business Objective Register

KPI Register

Performance Management

Probity and Ethics Manager
(including management of Conflicts of Interest, Gifts and Benefits, and Fraud)

Actions Register
(audit recommendations, corrective actions, etc.)

Real time and/or scheduled reporting and data visualisation

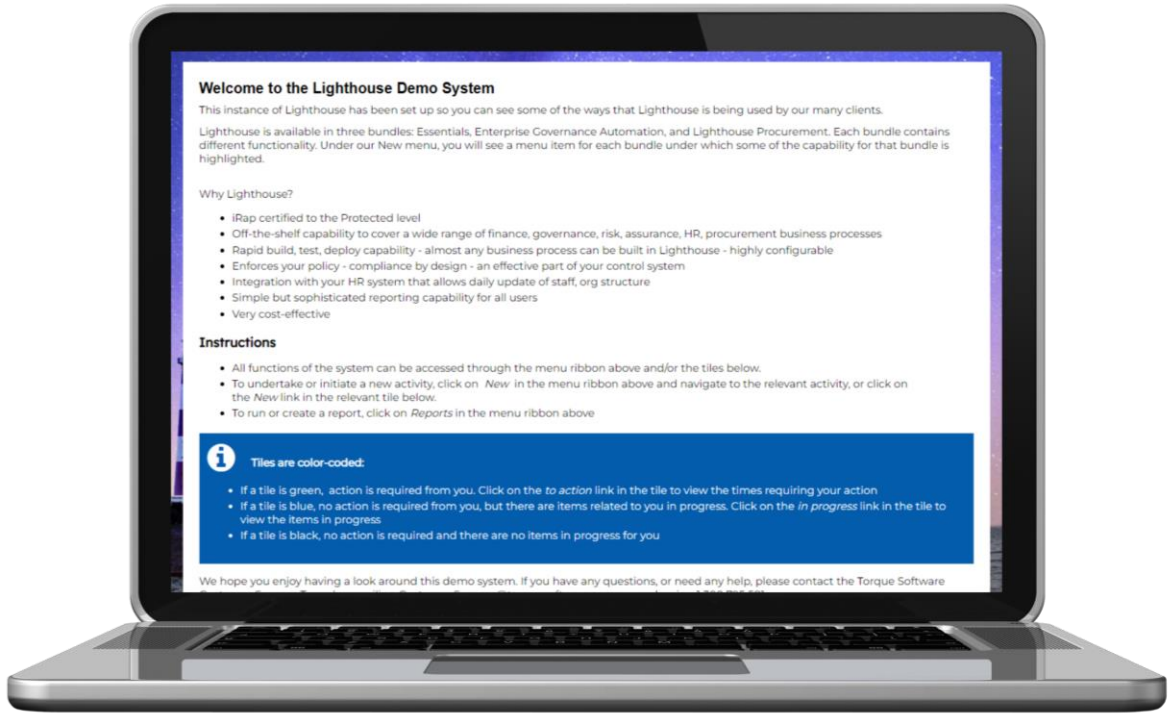
Updated 12/8/2022

Lighthouse Fraud Control Tools and Resources

1. Create, manage and monitor a Fraud Control Assurance Program
2. Fraud Control Health Check
3. Fraud Control Assurance Survey
4. Fraud Risk Review
5. Non-Compliance Fraud Category
6. Fraud Control Training

Lighthouse fraud tools and resources

- Overview and Demonstration



Wrap up

- Next User Group - Thursday, 13 October
  - Topic: **Innovating the EOFY process in Lighthouse**
- Morning tea will be served in the foyer – enjoy!
- If you have questions, feel free to have a chat after the session.