

**Presentation to the Audit Committee
February 23, 2024
Agenda Item AU4.2**

**AUDITOR
GENERAL**

TORONTO

Auditor General's 2023 Annual Report – Fraud and Waste Hotline

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Auditor General's 2023 Annual Report – Fraud and Waste Hotline



Information on the Hotline Program



Key Statistics & Impact of the Hotline



Looking Ahead

Information on the Hotline Program

Ways to Report

Method	Contact Information
Secure online complaint form	www.torontoauditor.ca/report-fraud/
Call	416-397-STOP (7876)
Email	AuditorGeneral@Toronto.ca
Mail	Metro Hall, 9th Floor, 55 John Street, Toronto, ON, M5V 3C6



Visit our website –
www.torontoauditor.ca

Information on the Hotline Program

Disclosure of Wrongdoing and Reprisal Protection Policy

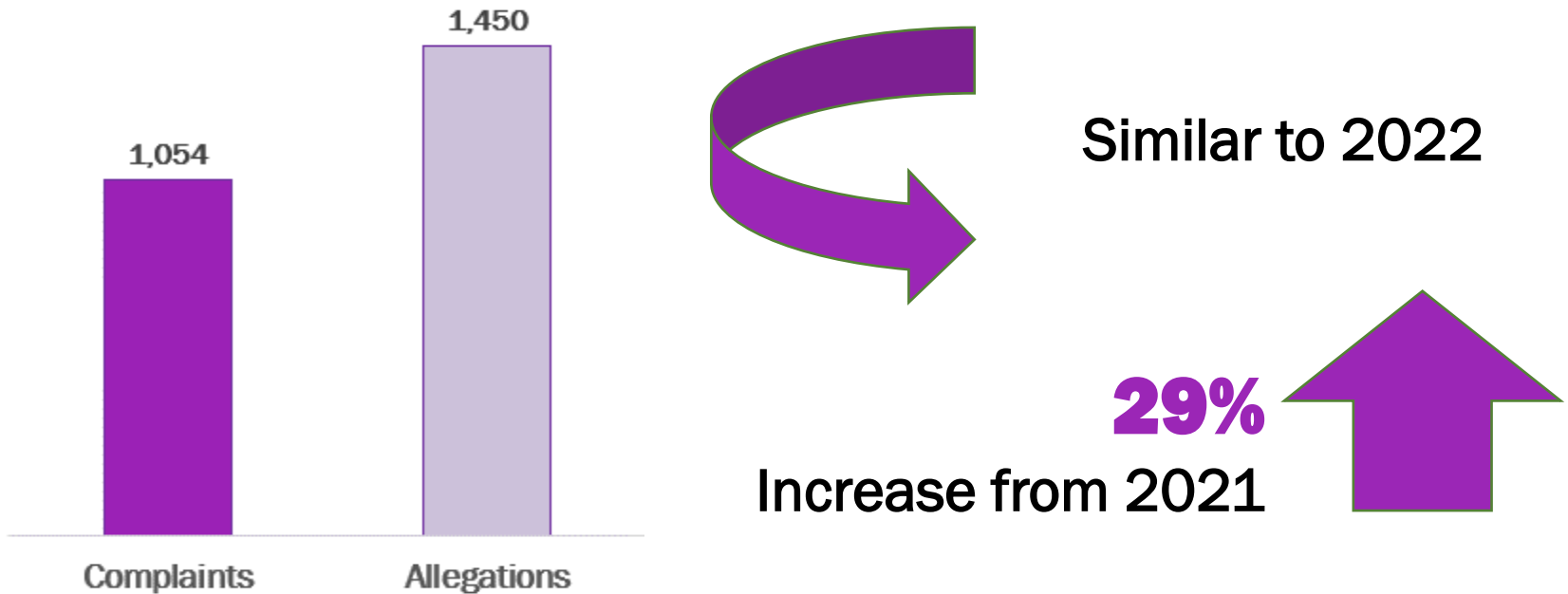
- The responsibility to report wrongdoing is a part of the **Toronto Public Service By-law**
- The By-law requires that:
 - Employees who report wrongdoing in good faith be **protected from reprisal**
 - The **Auditor General** investigate allegations of **reprisal** against employees

Information on the Hotline Program

Types of Complaints



Key Statistics for 2023



✓ **All** complaints triaged to assess risk and priority

Key Statistics for 2023

21% Investigated
were Substantiated



27%

Substantiated
complaints
were
Anonymous



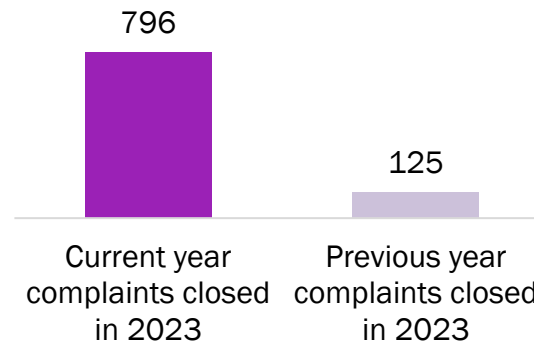
\$495,000

Actual Loss for cases
closed in 2023

\$27.7M

Actual loss for 5 years

921 Cases resolved &
closed in 2023



Impact of the Hotline

Actions taken by Management in 2023

2023 Complaints

5 employees disciplined
25 other actions taken



Previous Year Complaints

7 employees disciplined
24 other actions taken

Other Outcomes of Hotline Complaints

- Data Trends
- Future Audits
- Internal Controls
- Operational Efficiencies
- Deterrence & Detection

Investigations and Summaries in 2023

Exhibit 2 - AG Investigations into Allegations of Wrongdoing involving:

- Building Inspections of 2 Houses
- Rental Replacement Policies

Exhibit 3 - 8 Categories of Complaint Summaries

- Conflict of Interest
- Circumventing RFP requirements
- Mismanagement of Funds and Poor Governance
- Insufficient Evidence to Support Reprisal
- Subsidy Fraud
- Employee Benefits Fraud
- Abuse of Sick Time & Breach of Trust
- Contractor Performance and Standards – Urban Forestry

Looking Ahead

Continued focus on:



- Processing Fraud & Waste Hotline **complaints**



- Conducting and reporting out on **investigative work**



- **Communication initiatives**
 - Responsibility to report wrongdoing to the Auditor General's Office
 - Types of complaints that we investigate (City of Toronto assets/resources)
 - Usefulness of Fraud & Waste Hotline

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