

**Presentation to the Audit Committee
February 12, 2025
Agenda Item AU8.2**

**AUDITOR
GENERAL**

TORONTO

Auditor General's 2024 Annual Report – Fraud and Waste Hotline

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Auditor General's 2024 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

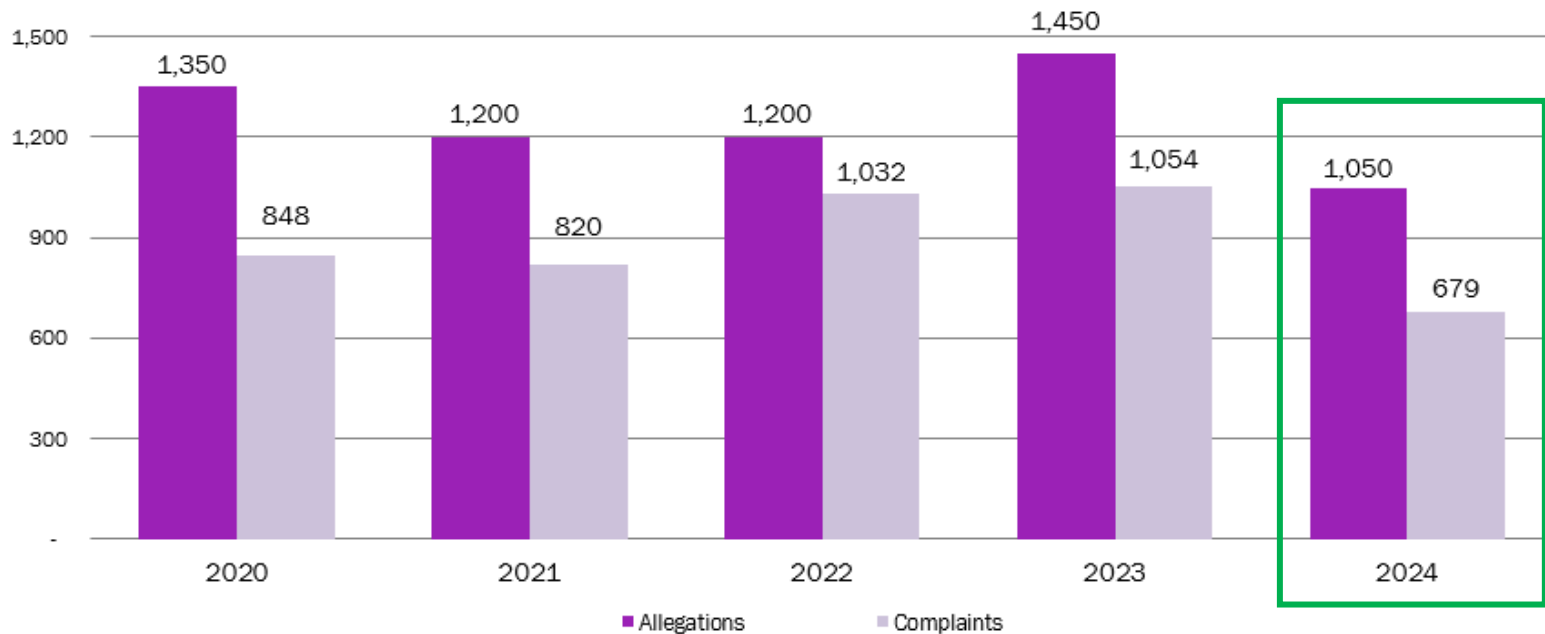
- The responsibility to report wrongdoing is a part of the **Toronto Public Service By-law**
- The By-law requires that:
 - Employees who report wrongdoing in good faith be **protected from reprisal**
 - The **Auditor General investigate allegations of reprisal** against employees

Information on the Hotline Program

Types of Complaints



Key Statistics for 2024



Volume of allegations over 5 years remained high at an average of approximately **1,250 allegations** per year

Key Statistics for 2024

26% Investigated were
Substantiated



53% Substantiated
complaints were Anonymous



Discipline Taken and Actual Loss

9 Employees disciplined

23 Other action taken



\$740,000 Actual Loss in 2024

\$2.0m Actual Loss for 5 years



Impact of the Hotline

Other Outcomes of Hotline Complaints

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

Investigations

- Report issued in 2024: *Investigation into Allegations of Reprisal for Reporting a Conflict of Interest*
- Other investigations ongoing that may be reported out on in 2025

Looking Ahead

Continued focus on:



- Processing Fraud & Waste Hotline **complaints**



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



- **Communication initiatives**
 - Continuous **promotion of the Hotline** and **raising awareness** of the By-law requirements for reporting wrongdoing
 - Continue educating employees and members of the public on the **types of complaints** that we investigate

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