

Office of the Auditor General TIPS Hotline Annual Report

Period Ended December 31, 2013

Presentation to Audit & Finance

November 26, 2014

TIPS Hotline

- Launched in 2011 as confidential telephone and online service to act as an independent point of contact for citizens and employees.
- Not intended to replace normal business processes established by HRM, but rather to capture and evaluate concerns or complaints of potential inefficiencies (waste) or fraud (potentially illegal/irregular behaviour) involving HRM resources.

Contacts by Year

Calendar Year	Contacts
2011	71
2012	49
2013	17
2014*	42

* To November 24, 2014

Process

- Concerns are screened and considered for further action based on the initial information provided.
- Preliminary inquiries are conducted to determine whether the concern(s) appears to have merit and/or to obtain additional information which might suggest further action.
- Individuals contacting the OAG through the TIPS Hotline (or other means for that matter) may remain anonymous.

Dispositions

- No action
 - based on insufficient detail and no contact information provided
 - based on preliminary inquiries
 - complaint outside the responsibility area of OAG
- Referral to and follow-up with business unit(s)
- Referral to and follow-up with an ABC (Agency, Board or Commission)
- Referral to outside agency/agencies
- File opened and formal review or examination undertaken by OAG
- Compliance or value for money project commenced
- Audit Universe Candidate
 - (future project candidate or part of a larger project)

Contacts – TIPS Hotline

Category of Contact/Concern	2013	2012	Change over 2012
Conflict of Interest		5	-5
Contract Management	5	1	+4
Related to Regional Council		7	-7
Customer Service		5	-5
Staff Conduct	3	14	-11
Hiring Practices	3	1	+2
Misuse of HRM Resources	2	7	-5
Procurement Practices	2	5	-3
Outside of OAG Mandate		1	-1
Other	2	3	-1
Total	17	49	-32

AUDITOR GENERAL

Halifax Regional Municipality

