



Corruption Prevention Network

# CPN News Update



Welcome to the Corruption Prevention Network News Update. The CPN News Update is designed to keep you abreast of all the latest Corruption Prevention news.

CPN News Update provides a collection of current news, events and publications from various government and non-corporate organisations. If you would like to contribute to the Corruption Prevention Network News Update please email the Secretary at [cpn \[at\] corruptionprevention.net](mailto:cpn@corruptionprevention.net).

## Latest CPN News

- BIG is coming and it is bigger then ever!!!!!!! See below for more details.
- Call for resources: The CPN is continuing to build a library of resources for the benefit of members. If you have a policy or resource that you feel may benefit other organisations, please email it to [cpn \[at\] corruptionprevention.net](mailto:cpn@corruptionprevention.net) to have it posted on the Internet site.
- New Toons are now available on the CPN website for use by members and non-members. Mark Cornwall designed the toons. We will be adding toons regularly throughout the year, so keep an eye out for new ones. To view the toons visit:  
[http://www.corruptionprevention.net/resources/resources04\\_08.html](http://www.corruptionprevention.net/resources/resources04_08.html)
- The Corruption Prevention Forum is moving (e-mail discussion list). This should not cause any problems for members, however if you stop receiving CPF emails

or start to receive too many of them, please contact the Secretary at cpn [at] corruptionprevention.net

- The *CPN Conference* will be held on 8<sup>th</sup> September 2005 so make sure you mark it in your diaries. So far we have lined up speakers to talk from the Qld Crime & Misconduct Commission, NSW Roads & Traffic Authority, NSW Police, Rail Infrastructure Corporation and the Parliament of NSW Committee on the ICAC. Other events will include the launch of BIG, our new cartoons and the annual CPN awards.

## **Recent Publications and Bulletins:**

### **NSW ICAC Publications:**

- There are new amendments to the ICAC Act. To find out more visit:  
<http://www.icac.nsw.gov.au/index.cfm?objectID=CE4F0115-B8A1-9FB4-8E28DF8343C2AD3B>
- Introducing “The Local Government Amendment (Discipline) Act 2004 and the ICAC”. To find out more visit:  
<http://www.icac.nsw.gov.au/index.cfm?objectID=9FD3E3DD-9C3C-7D59-46CF583E79EFB952&NavID=24276998-D0B7-4CD6-F9D478C6A21599CF>
- The Corruption Prevention and Anti Corruption Executive Program is taking applications again. To find out more visit:  
<http://www.icac.nsw.gov.au/index.cfm?objectID=5DC5CA73-A18A-4943-CC39B14EA89517B2&NavID=24276998-D0B7-4CD6-F9D478C6A21599CF>

### **Auditor- General:**

The Auditor General has released two new reports that are a must to read.

#### **fraud control:**

##### **current progress and future directions**

<http://www.audit.nsw.gov.au/perfaud-rep/Year-2004-2005/FraudControl-Feb2005/fraudcontrol-contents.html>

and

#### **fraud control:**

##### **current progress and future directions – guidance on better practice**

<http://www.audit.nsw.gov.au/guides-bp/FraudControl-BPG-Feb05.pdf>

## NSW Ombudsman

- For those who are keen on following what's new in law, Check out the latest Ombudsman discussion paper - Review of the Crimes (Administration of Sentences) Amendment Act 2002 and the Summary Offences Amendment (Places of Detention) Act 2002. For more information visit:

<http://www.nswombudsman.nsw.gov.au/publications/index.html>

## Other Publications:

- **Comfraud Bulletin**

<http://www.afp.gov.au/afp/page/Crime/Fraud/ComfraudBulletins.htm>

- **TI Australia News Update**

<http://www.transparency.org.au/ - s01>

## International Links:

- **OECD anti corruption newsletter for Asia/Pacific**

<http://www1.oecd.org/daf/asiacom/pdf/n102.pdf>

- **Fighting Fraud and Corruption**

<http://www.ex.ac.uk/~RDavies/arian/scandals/fight.html>

- **The Institute of Chartered Accountants in England & Wales**

[http://www.icaew.co.uk/library/index.cfm?AUB=TB2I\\_31341](http://www.icaew.co.uk/library/index.cfm?AUB=TB2I_31341)

## **Celebrating our 10 Years!**



The CPN hit its 10-year mark in late 2004.

We wish to acknowledge the contribution of all those who have been involved with this remarkable achievement. There have been a large number of Committee members, and numerous others, whose contributions and ceaseless hard work has been responsible for steering the CPN to success through the years.

Over the years, a key ingredient of success has been the regular influx of new blood on

the CPN Committee, balanced with the experience of Committee members who served for extended stints. Special recognition for very long service on the Committee should go to: Irene Agosti, Neville Gordon, Michael Busby, Mick Quirk, Barry Munns, Ken Robertson and Stephen Horne. Some current members have been on the Committee since inception or for most of its history.

The max 2-year rule for CPN Chairs has also been a winning formula, combined with having truly great Chairs. Very special thanks is deserved for the CPN's Chairs over the years, being: Shane Boyd (founding Chair), Steve Wilson, Michael Busby, Mick Quirk, Barry Munns, Ken Robertson, Kath Roach and Chris Ballantine.

On 24 February 2005, Deloitte hosted a dinner to recognise and celebrate the CPN's 10-years. A variety of past and current CPN Chairs and members attended. Those attending paid a financial contribution that will be put towards ongoing CPN activities. Barry O'Keefe, QC was the guest speaker, and provided an outstanding insight into his endeavours, successes, and frustrations with pursuing the causes of integrity and corruption prevention in the public sector, here and overseas. The evening was a great success and we thank Deloitte for the initiative.

## Hotlines

In our last CPN News Update we presented a special edition on Hotlines. Unfortunately we did not manage to corner all Hotline providers as hoped. As such, we have for you one more article from "Your-Call" and the services they provide. We hope you enjoy it.



**Your-Call** is an exciting, powerful and innovative service which provides companies/organisations with access to an external and independent alert line 24/7 365 days a year.

The Australian Institute of Compliance/Ernst & Young Research titled "Whistleblowing: An Australian Prospective" July 2004 found:-

*"Implemented properly, whistleblowing programs provide a valuable tool. They encourage a culture of openness, provide an early warning of serious governance, risk and compliance related issues, while tangibly demonstrating management's commitment to "do the right thing"*

**Your-Call** is proudly an Australian first to use a truly Web based Solution (server to server application not email) in addition to if required the traditional telephone service

to receive secure, external and independent disclosures about dishonesty, fraud, unsafe environments, unethical and other inappropriate behaviour in the workplace or in respect of business relationships and transactions.

We have featured on Inside Business and have also been the subject of an editorial in the January/February 2005 edition of the Management Today magazine with Sandra Yates & Gerry Harvey on the cover. Our clients include Bridgestone Australia and La Trobe Home Loans Australia.

**Your-Call** can accept information from an employee, customer, supplier, manager, director or shareholder.

It has the potential to be a powerful deterrence, compliance monitoring and risk mitigation tool for management.

The web based solution can be upgraded to **Web based Solution PLUS**.

The scalability of the service is one of its key strengths and the **Your-Call Web based Solution PLUS** includes the **Web based Solution** and provides a company or organisation with a number of options and ancillary services to choose from.

#### **Options include:-**

- ❖ **a specially designed disclosure or reporting form**
- ❖ **dedicated 1300 or 1800 telephone line**
- ❖ **SMS text messaging on receipt of reports**
- ❖ **locked mail bag**
- ❖ **message bank**
- ❖ **fax**

#### **Ancillary services include:-**

- ❖ **the development of whistleblower policies and procedures**
- ❖ **implementation of policies and procedures**
- ❖ **promotion of service**
- ❖ **education & training**

#### **How does Your-Call work?**

The web-based interfaced solution has been built by us and requires no special software to be used and is accessible anywhere there is an internet connection (home, internet café, library, work etc). All supporting software and security is contained on our system.

Users complete an online form which consists of a specially designed set of questions to illicit the maximum amount of information on which to later conduct a meaningful investigation. The information is submitted direct to our secure server by utilising a unique identifier code assigned to the company/organisation.

Refer <https://www.yourcall.com.au/securedisclosure/index.php>

In reference to the telephone, an unique or generic 1800 or free call number is provided for employees. The telephone is answered by a trained protected disclosure officer skilled in eliciting appropriate information.

All information is analysed and a Preliminary Review Analysis completed. The Review is forwarded securely to Executive Management. This conveys a strong message to the user of the service that management is serious about the program.

The process facilitates easy retention and tracking of information ensuring no information is lost promoting integrity, transparency and accountability of the organisation.

## **What the Web based Solution offers to an organisation**

- (i) external and independent service (no connection to an organisation's internal or external auditor) yet it complements and does not need to replace any existing internal employee reporting or dispute resolution mechanism
- (ii) dovetails existing ethics & planned whistleblower policies
- (iii) accountability and transparency
- (iv) a secure, confidential and anonymous communication with no face to face interview, no interrogation over the telephone and no fear of voice recognition
- (v) accessible anywhere where there is an internet connection 24/7 365 days
- (vi) prompt receipt of information by executive/senior management at the organisation
- (vii) information in "raw" not interpreted format i.e. the actual words of the user of the system
- (viii) relatively low cost to implement and administer
- (ix) provision of a greater level of audit/corporate governance
- (x) ability to comply with Standards Australia's **AS 8004-2004 "Whistleblower Protection Programs for Entities"** and **AS 8004-2004 "Fraud and Corruption Control"**
- (xi) satisfaction of **Corporate Law and Economic Reform Program (Audit and Corporate Disclosure) Act 2004 (CLERP 9)** and Australian Stock Exchange(ASX) **"Principles of Good Corporate Governance and Best Practice Recommendations"**
- (xii) protection in the event of litigation by mitigation of risk
- (xiii) increased protection of brand and reputation
- (xiv) preposition the organisation to comply with proposed legislative and regulatory change and those imposed to companies by the Sarbanes Oxley Act in the USA and the Public Disclosure Act/Combined Code in the UK
- (xv) the ability to upgrade the **Web based Solution** at any time to the **Web based Solution PLUS** to include a telephone service or any of the other available options

## **Why Your-Call?**

We are not a technology company but use a technological solution. Our Chief Executive Officer and Managing Director is Glenn Birrell who had over twenty-one years policing experience in the Victoria Police Force before leaving in 2001. The last eleven years of his policing career were performed in investigation, managerial and supervisory roles. He has had extensive experience in all facets of investigation specialising in large and complex fraud matters.

He was awarded a National Medal and Victoria Police 15 & 20 year medals for ethical conduct.

In the last three and a half years, he has undertaken numerous significant corporate investigations, provided pro-active anti fraud strategies to organisations and conducted training & ethical programs for diverse organisations. His focus is to assist organisations in the challenge to “tap into” or “unlock” the information bank i.e. the eyes and ears of people which exist in and around every organisation.

The highly trained team have a blend of experience including investigations, training, legal, accounting, operational management, counselling and psychology to professionally operate the service.

Our expertise and ability to resolve information in both the corporate and government environment is a significant point of difference to other companies offering whistleblower services.

### **Does Your-Call work?**

The encouragement to build the service was buoyed initially by results overseas where similar systems have seen the reduction of internal shrinkage by up to 50%. Significant inroads were being made in fraud reduction and workplace issues. Refer to the American Certified Fraud Examiners Association’s 2004 Report to the Nation on Occupational Fraud and Abuse [www.cfenet.com/pdfs/2004RttN.pdf](http://www.cfenet.com/pdfs/2004RttN.pdf). We are now seeing successes here.

Already we have had cases where information received in relation to sexual harassment and bullying have led to us assisting organisation’s to take proactive action and introduce presentations and workshops on these topics before the situation has progressed to the stage where the parties concerned take legal action.

In an internal theft case, the speed and immediacy by which **Your-Call** operates enabled us to not only detect the parties responsible but recover the goods (stock) before it was on sold.

A strong by product of **Your-Call** is the prevention & deterrence of illegal conduct and inappropriate behaviour. It in effect becomes a self regulating behavioural mechanism “ticking” away in the background, always present allowing the secure submission of information confidentially and anonymously at any time.

**Your-Call** provides a vastly different solution for organisations than has been previously offered in the marketplace.

Our service revolves very much around providing options for the organisation, to its employees, and tailoring a package that best suits the organisation and its culture.

For most medium to large organisations the annual cost for the Web based Solution for unlimited reports is less than \$10,000 excluding GST whereas the cost for smaller organisations is generally less than \$5,000 excluding GST.



To obtain an appreciation of how Your-Call may work in your organisation please do not hesitate to contact our office on *tel* 03 9426 9120 or Glenn Birrell (pictured) direct on *mob* 0401 995 837

Visit us at our **Website:** <http://www.acktifsolutions.com/www.your-call.com.au>

**At Your-Call**

*we listen - we respect - we protect*



Disclosure Management Services  
Level 1 463 Church Street Richmond Vic 3121 PO Box 4060, Richmond East Vic 3121  
P 9426 9120 F 9426 9129 E [info@your-call.com.au](mailto:info@your-call.com.au) [www.your-call.com.au](http://www.your-call.com.au)

**Your-Call ® is a registered business name of Your-Call Pty Ltd (ABN 90 107 697 834)**

**BIG**

Want to see something **BIG** in corruption prevention?

Something so **BIG** that it brings a new face and adds a new dimension to risk management?

Something so very **BIG** that it draws due diligence, governance, ethics and probity together in a way that helps solve **BIG** issues?

Then go to [www.corruptionprevention.net](http://www.corruptionprevention.net) and check out the **BIG ISSUE GRAPPLER** - a new tool made available **free** online by the Corruption Prevention Network for use at home, in your community, in your business or government enterprise.



helps deal with risk up front at the **BIG** decision making phase rather than bolting on controls afterwards to fix problems arising.



**Big Issue Grappler** works by taking a **BIG** decision maker through a structured decision making process that includes an assessment of the impact of the decision on all stakeholders from a generic ethical viewpoint.



**Big Issue Grappler** encourages a probity and reality check before you make your **BIG** decision.



**Big Issue Grappler** lets you document how you made your **BIG** decision and keep it if you want to.



**Big Issue Grappler** maintains privacy online - your **BIG** decision data process is stored locally not by the CPN.



You can link your governance program to **Big Issue Grappler** freely for use by anyone in your family, community, firm or agency.



Try **Big Issue Grappler** and see if it helps you solve a **BIG** issue!



Send comments on **Big Issue Grappler** to [cpn@corruptionprevention.net](mailto:cpn@corruptionprevention.net) - if we can make it **BIG**ger and better, we will!



Watch for **Big Issue Grappler** at the Annual CPN Forum on 8<sup>th</sup> September 2005 in Sydney.

## Discussion Point

The following is a new section designed to get people offering ideas on issues other CPN subscribers might have to deal with. Each newsletter will have an article, which looks at a particular topic. The CPN encourages feedback from readers on what they think of the issue, or how they have dealt with such issues in their organisations. Input from subscribers will appear each issue in the "Have your Say" section. If you would like to write an article for this section, please contact the Secretary.

## Have Your Say:

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### **Disclaimer:**

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