



FRAUD AND WASTE HOTLINE LAUNCH

July 11, 2019

What is a Fraud and Waste Hotline?

The general public, City staff, and those doing business with the City can report **suspected fraud, waste or wrongdoing involving City resources.**

Confidential and anonymous service

Independently operated by a third party

Accessible by phone or online

Available 24 hours a day 7 days a week

- Integrity matters
- Public expects value for money in government service delivery
- Hotline enables action to be taken
- Large and mid-size municipalities typically have a hotline

confidential
anonymous

SPEAK UP

Report any wrongdoing

Use the Fraud and Waste Hotline

Who can report?

The general public, City staff, and those doing business with the City can report suspected fraud, waste, or wrongdoing involving City resources.

Confidential and anonymous

The Fraud and Waste Hotline is a confidential and anonymous service that is **independently operated** by a third party and is accessible by phone or internet.

www.hamilton.ca/Fraud
Call Toll Free 24/7
1-888-390-0393



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Informing our audiences

- Media releases
- Newspaper Ads
- Banners on Hamilton.ca and eNet
- @City of Hamilton employee newsletter
- Social Media
- CityApp
- And via many more...

How to report



Telephone

Call toll-free 1-888-390-0393

Online

www.hamilton.ca/Fraud (redirects to a third party website)



Email

cityofhamilton@integritycounts.ca

Mail

PO Box 91880

West Vancouver, BC, V7V 4S4



Fax

1-604-926-5668

When reporting through the Fraud and Waste Hotline provide as much information as possible to support your report

- Description of the incident(s) (names, dates, times, places)
- Any other relevant details
- Location of any available evidence (physical evidence or e-records)
- Names and contact information of witnesses
- What funds, assets or resources were involved
- Who else may be aware of the incident

What happens after a report is made?

All reports are assessed

Preliminary inquiries are made

Investigations are launched as appropriate

Action is taken to resolve issues

Timelines vary depending on the nature and complexity of a report, and management response time



Sharing the information

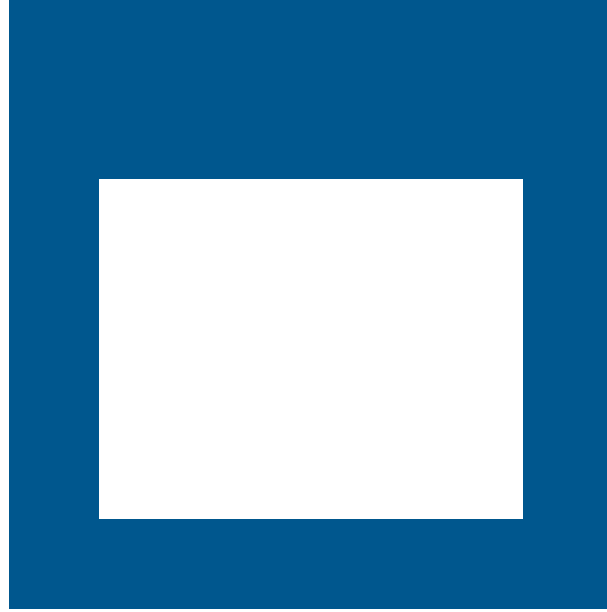
- Quarterly volume statistics reports, with high level information about types of intake
- Year end report includes case examples of typical types of reports
- End of 3-yr pilot report, detailed evaluation of hotline



Learn more



www.hamilton.ca/Fraud



THANK YOU