



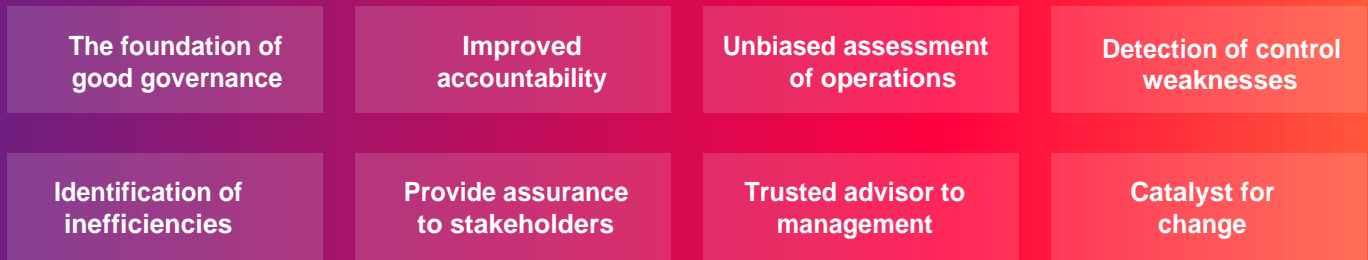
Internal Audit Services

Dynamic leaders
in solutions for
government



The Value of Internal Audit

“Internal Auditing is an independent, objective assurance and consulting activity designed to add value and optimise your organisation’s operations”



OUR INTERNAL AUDIT METHODOLOGY

Synergy’s internal audit methodology is aligned to the Institute of Internal Auditors’ International Professional Practices Framework (IPPF) and underlying standards and guidelines. Our audit methodology extends beyond industry standards and is specifically designed for government clients. It is focused on effective engagement, collaboration, and ensuring quality.

	1 ENGAGEMENT PLANNING	2 PERFORMANCE	3 STAKEHOLDER ENGAGEMENT	4 QUALITY ASSURANCE	5 COMMUNICATING RESULTS
Specific Inclusions	<ul style="list-style-type: none"> We spend time getting the objective and scope right before we start Our senior team engage effectively with all levels of management We propose an audit approach that best matches the topic (e.g. Live Assurance, Health Check, Deep Dive) 	<ul style="list-style-type: none"> ICT audit tools – we use the latest audit technology (Alteryx and Tableau) Fully electronic, IPPF compliant work papers support our methodology Canberra-based delivery team, giving flexibility to schedule fieldwork, yet prepared to travel if required Active involvement by senior leadership team members 	<ul style="list-style-type: none"> Agreed communication approach up front Continuous communication throughout the audit Knowledge sharing is part of our approach We see audits as an opportunity to build sound working relationships and increase the profile of internal audit 	<ul style="list-style-type: none"> Most of our staff are ‘manager level’ and above Senior leadership staff involvement – Phil and Shiv will maintain responsibility for the delivery and quality of our services Contemporary knowledge – Synergy staff are required to be members of a professional institution 	<ul style="list-style-type: none"> Collaborative approach to developing recommendations through end of fieldwork discussions Reports are designed to suit the audience All reports are quality assured prior to release
Deliverables	<ul style="list-style-type: none"> Approved Audit Plan encompassing objective, scope, test program, normative model, project plan, appropriate resources 	<ul style="list-style-type: none"> Evidence against audit scope and objectives Records of conversation and other documented analysis 	<ul style="list-style-type: none"> Stakeholder engagement approach to each audit Records of conversation 	<ul style="list-style-type: none"> Qualified with relevant and contemporary experience and qualifications Compliant internal Audit Methodology 	<ul style="list-style-type: none"> End of Fieldwork Discussion Paper Draft Audit Report Final Audit Report
IPPF	<ul style="list-style-type: none"> 2200, 2201, 2210, 2220, 2230, 2240, 2340, 1200-1, 1210-1, 2010-1, 2010-2 	<ul style="list-style-type: none"> 2300, 2310, 2320, 2330, 2340 	<ul style="list-style-type: none"> 2420, 1210-1 	<ul style="list-style-type: none"> 2340, 1230-1, 1300-1, 1310-1, 1311-1 	<ul style="list-style-type: none"> 2400, 2410, 2420, 2430, 2440, 2060-1

ARE YOU GETTING WHAT YOU WANT OUT OF INTERNAL AUDIT?

We understand the common pain points of internal audit services provided by many internal audit service providers:

- Methodologies that don't fit the unique requirements of government clients
- Fixed, standardised audit approach
- Impersonal interactions
- Little onsite presence of senior staff
- Deliverables delivered late or over budget
- Lack of depth of understanding of subject matter

OUR EXPERIENCE

We deliver high quality internal audit services across a diverse portfolio of Commonwealth and ACT Government agencies. Over the past 10 years, our internal audit team has grown to over 40 assurance professionals, providing internal audit services to the following agencies in Canberra.

DEPARTMENT OF HOME AFFAIRS

Our internal audit work at Home Affairs spans across both the Department and the Australian Border Force. This includes compliance, performance and IT internal audits covering all aspects and functions of the Department.

Synergy was appointed based on our demonstrated ability to partner with clients and a multinational service provider. Our ability to take a low ego approach and utilise our senior team to deliver high quality services is seen as being of significant value to the Department. The on the ground experience of our collaborative approach to service delivery has already been noted as exceeding the expectations of the Department, with our senior staff dedicating a real and visible on-site presence.

DEPARTMENT OF HEALTH AND AGEING

Synergy has recently been appointed as one of three internal audit providers to the Department of Health and Ageing in 2021 and re-appointed in 2022.

During this time we have prided ourselves in working in partnership with the Audit and Assurance team in a way that is highly collaborative, focused on managing the partnership with full transparency and transferring knowledge to the Assurance and Audit team. We have a record of delivery excellence at the department – consistently on time and to Health's high quality standards. We have delivered meaning assurance services across an array of complex departmental grant programs, projects and corporate enabling functions. Our engagement with the business areas has been specifically referenced as a key point of difference from other suppliers. We not only seek to understand and uncover the issues, identify fit-for-purpose recommendations, but we also work the business to develop highly tailored implementation guidance to support the recommendations.

SERVICES AUSTRALIA

Synergy has been delivering internal audit engagements for Services Australia for close to a decade. We have undertaken internal audit reviews across every area, related to all strategic risks. Services Australia is a complex ICT driven organisation and therefore we have designed and successfully delivered many ICT internal audit reviews. These reviews have covered aspects such as the general control environment, through program management reviews for large scale reform programs, and reviews of technology platforms supporting the largest payment programs within the Commonwealth.

These arrangements have been delivered through a multi-service provider panel. With a need to re-compete for each and every internal audit engagement. We are one of only two providers that continue to be regularly engaged by Services Australia across the original and renewed panel contract. This is a testament to our ability to sustainably deliver high quality services across a long period of time.

DEPARTMENT OF AGRICULTURE, FISHERIES AND FORESTRY

Synergy has been the primary provider of internal audit services to the Department of Agriculture, Fisheries and Forestry (DAFF) since October 2015.

Synergy is a well regarded audit partner at DAFF. The internal audits we have delivered have included several reviews of the implementation of the PGPA Act and performance reporting requirements, reviews of complex regulatory functions, in-flight assurance of major projects and programs, and a variety of ICT audits. Synergy has used the in-flight assurance approach to many audits at DAFF to deliver real time advice and critical challenge to key departmental change initiatives.



"As a member of various Assurance Committees, I have observed Synergy's work to be of a high calibre. They genuinely provide a professional internal audit service to each of their clients"

GEOFF KNUCKEY, INDEPENDENT AUDIT COMMITTEE CHAIR

EXPERIENCE THE DIFFERENCE WITH SYNERGY

Synergy's values underpin our culture and the way we approach our delivery and relationships. Our values reflect who we are and what we stand for as a firm.



IT'S PERSONAL

Our people are our stars; we value everyone on their own terms with these differences being our source of strength



PLAY WITH IMPACT

We anticipate the most important challenges, position strategically, think critically and solve in innovative ways



ABUNDANCE MENTALITY

We share success, are generous and support each other to grow



POSITIVELY CHARGED

We are confident, resilient and ever optimistic in our approach



HONEST TO SELF AND ALL

We do as we say, act with integrity and are true to ourselves and others



ACT AS ONE

We collaborate to create impact and work together as an integrated team with each other and our clients

OUR NETWORKS

Founded in Canberra in 1999, Synergy has grown to become a leading professional services firm. We are Government and Defence specialists delivering a truly collaborative approach to the important challenges of today.

We work independently and in unison with our clients, to guide, lead, solve and resolve challenges ranging from small advisory pieces through to complex, large scale transformation programs. We provide end-to-end, whole-of-life service, from strategic planning to change management, creative and design, people and organisational development, digital and technology, financial management, audit and assurance, risk management and more.

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