

Hon Hannah Beazley MLA  
Minister for Local Government  
7th Floor Dumas House  
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WEST PERTH WA 6005

Minister.Beazley@dpc.wa.gov.au

Dear Minister Beazley,

**REPORT ON SIGNIFICANT MATTER IN INFORMATION SYSTEMS AUDIT RESULTS LOCAL GOVERNMENT 2022-23 (REPORT)**

I write to you regarding the significant matter identified in the *Information Systems Audit Results Local Government 2022-23* (report) concerning the deletion of receipts within the Shire of Kent's SynergySoft system.

The Shire takes this matter with the utmost seriousness and has taken decisive actions to address and rectify the issue. Below, I outline the steps we have taken to ensure the integrity of our financial systems and to prevent any recurrence.

An internal investigation was undertaken to determine the cause of the deletion of receipts. This involved reviewing user access logs, transaction histories, and system configurations within SynergySoft. Since this investigation we have implemented stricter access controls within SynergySoft to limit the ability to delete receipts. Only authorised personnel with a clear business need and appropriate managerial approval can perform such actions.

We have also activated and configured audit trail functionalities within SynergySoft to ensure that all financial transactions, including deletions, are automatically logged and cannot be altered or removed. This will allow for real-time monitoring and prompt detection of any unauthorised actions. Comprehensive training sessions have been conducted for all relevant staff to reinforce the importance of data integrity and the correct use of financial systems. This includes clear guidelines on the new procedures for handling receipts and financial records.

The Shire of Kent is committed to maintaining the highest standards of financial accountability and transparency. We believe that the actions outlined above will significantly strengthen our internal controls and safeguard against similar issues in the future. We welcome any additional recommendations your office may have to further enhance our financial governance.

Please do not hesitate to contact me if you require any further information or clarification.

Yours faithfully,



Christie Smith  
**CHIEF EXECUTIVE OFFICER**



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