



# Assurance Capabilities

Dynamic leaders  
in solutions for government

**SynergyGroup** 

# Your Pain Points

Synergy Group supports organisations to stay ahead of the curve, to anticipate emerging trends and to provide confidence that internal control mechanisms are effective. These factors will shape an organisation's risk appetite now and into the future.

Some key emerging trends are:



## **Talent Attraction and Retention**

Organisations need to develop strategies to mitigate talent attraction and retention risks more than ever. Succession planning for key positions within organisations is also of vital importance.



## **Uplift of Employee Capability**

Organisations need to ensure that they have the right staff with the right skill sets, and the right mechanisms and tools to support the delivery of outcomes.



## **Transformation and Change**

From selecting and prioritising the right projects to ensuring those projects are successfully delivered, all elements need to come together and be aligned to support the delivery of overall strategic goals.



## **Cyber Assurance**

Technology and cyber capabilities have become a cornerstone functionality for the operations of all organisations. Ongoing sustainment and advancement in mitigation controls is critical to remain ahead of emerging cyber threats. Organisations must align their arrangements to whole of government requirements and meet industry best practice.



## **Digital Disruption**

As digitalisation continues to modernise operations, business processes and business models, it creates new risks and opportunities for organisations and businesses.



## **Privacy and Data**

Organisations and businesses need robust protections for business and personal data.

## **OUR SERVICE OFFERING**

The Assurance team at Synergy Group offers guidance and support for broad range of capabilities, operating independently and in unison with our clients.

Our Assurance team comprises multidisciplinary professionals working across each of the following capabilities:



## **Financial Sustainability and Integrity**

We help clients build confidence in their financial information by assuring accuracy and completeness. Our services enable Government agencies to consistently pay the right person, the right amount, through the right program, at the right time.



### **Quality Management**

We support our clients in building internal control mechanisms that support best practice policies and processes, governance and decision making and risk-based assurance arrangements through a continuous improvement, client-centric lens.



### **Organisational Assurance Frameworks:**

We work in partnership with our clients to build operational frameworks to support high-quality outcomes for the organisation. Our clients benefit from fit-for-purpose arrangements to support their governance, risk management, audit and assurance and practice management activities.

### **Compliance and Conformance:**

We work with clients to initiate and maintain a healthy organisational compliance culture, helping organisations to secure outcomes and improves transparency and trust.



### **Project and Program Assurance:**

We seek to provide independent and objective insights into the likely future performance of major projects. We help clients respond to consistent problems in major projects and the need to provide confidence to project or program stakeholders, particularly for high-risk and high-profile projects.



### **Resilience and Preparedness:**

Our team supports organisations to identify, manage and respond to risks or events that could cause harm or disruption to operations. We take a holistic approach to risk management and understand the interdependencies to support organisations in improving organisational resilience and preparedness.



### **Protective Security Services:**

Our team has a deep understanding of government security and extensive experience delivering security services across government. Our experienced team supports organisations to effectively manage security risks while meeting the core requirements of the Protective Security Policy Framework.

## **OUR POINTS OF DIFFERENCE**

### ***A team that you can trust – now and into the future***

Synergy Group established its audit and assurance services in 2012 and is now recognised as a leading provider to over 25 of the Commonwealth's agencies. Our experience and case studies provide the evidence that we build trusted relationships with our clients.

### ***Our unique partnering approaches***

Synergy Group's approach to partnering with our clients is uniquely collaborative and flexible – with a strong focus on transferring knowledge and capability to our clients from day one. Our Assurance team is supportive, responsive, and committed to building a working partnership with our clients. We are visible, attentive and strive to exceed our clients' expectations.

### ***A highly experienced team with the right skills***

Our experience working with Government agencies and regulators, coupled with experience working with the private sector – gives us unique insight into the factors critical to a business's success. We offer a fresh perspective with an understanding of your business and future challenges. We

continuously improve our expertise adding to our strong track record of delivery excellence. We have a team of specialists and the ability to change the resourcing size and mix quickly and effectively as necessary.

### **Proven methodologies that align with best practice approaches**

Our proven methods support our clients to achieve strong results, deliver intended outcomes and provide benefits to meet objectives. We have well-established and innovative delivery approaches designed to provide management with deeper insights, drive customer engagement and add value.

## **OUR EXPERIENCE**

### **QUALITY MANAGEMENT SYSTEM – DEFENCE CAPABILITY ACQUISITION AND SUSTAINMENT GROUP**

Synergy Group was initially engaged to remediate non-conformance areas impacting the Group's ability to be certified to the quality management standards. For over three years, Synergy Group has partnered with Defence to design an operating model and framework for quality management that is fit for a complex operating environment. We have helped to achieve this through adoption and sponsorship across the Group, and by taking a risk-based approach that achieves the highest impact with the lowest possible impact on the operating environment.

### **PROTECTIVE SECURITY POLICY FRAMEWORK (PSPF) MATURITY ASSESSMENT – DEPARTMENT OF EDUCATION, SKILLS AND EMPLOYMENT**

Synergy Group was engaged to provide independent assurance of the Department's Protective Security Policy Framework (PSPF) maturity reporting. Synergy Group completed a comprehensive review of their security arrangements, identified several opportunities to improve alignment with the PSPF, and developed an achievable roadmap to support maturity enhancements.

### **PAYMENT INTEGRITY AND ASSURANCE – SERVICES AUSTRALIA**

Synergy Group was engaged to conduct a review of the effectiveness of the payment controls and assurance activities underpinning the agency's transformation projects.

In undertaking this engagement, Synergy Group benchmarked against best practices, assessed the effectiveness of assurance activities and how these activities supported the scalability of the projects, reviewed system development, and reviewed the completeness and accuracy of reporting assurance activities within the Department's systems.

### **QUALITY AND ASSURANCE FRAMEWORK – CIVIL AVIATION SAFETY AUTHORITY**

Synergy Group was engaged to develop a quality assurance, compliance and standard management framework, including governance structures, process management controls, performance monitoring, knowledge management and reporting and evaluation of requirements. The team then applied this management framework consistently across the agency and established an audit and compliance framework and process to mitigate increased risks. Synergy Group was able to provide advice to develop a quality and assurance framework with a continuous improvement approach to assist the agency in achieving its goals and performance measures.

### **INTERNAL AUDIT SERVICES – DEPARTMENT OF HEALTH AND AGED CARE**

Synergy Group has recently been re-appointed as one of three internal audit providers to the Department. 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 team.

We have delivered assurance services across an array of complex departmental programs, projects, and corporate enabling functions. 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.