

## 2022 Edmonton Fraud Conference

### Speaker Bio

**Nathalie Gougeon,  
CPA, CA, CIA,  
CRMA, B.Comm  
Auditor General, City  
of Ottawa**

**Nathalie Gougeon** is a bilingual Chartered Professional Accountant and a Certified Internal Auditor. She holds a Certification in Risk Management Assurance and has more than 20 years of experience in the fields of auditing and accounting. Ottawa City Council appointed Ms. Gougeon as Auditor General on December 18, 2020, and she assumed the role of Auditor General on February 1, 2021. Her appointment is for a seven-year, non-renewable term that ends on January 31, 2028. Ms. Gougeon joined the City of Ottawa from the International Development Research Centre, where she was Director of Risk Management and Internal Audit and Senior Advisor for Disclosure of Wrongdoing. She also worked as a Director at the Office of the Auditor General of Canada and in various other positions in the federal government and private sector. She has extensive experience in finance, audit, and consulting in Canada, the United States, France, Italy, Malaysia, Ireland, and Hong Kong. She has a Bachelor of Commerce with a double concentration in Accounting and Corporate Finance from Carleton University.

**Joanne Gorenstein,  
CPA, CA, CIA, CISA,  
BBA, Deputy Auditor  
General – City of  
Ottawa**

**Joanne Gorenstein** is a Chartered Professional Accountant and a Certified Internal Auditor. She holds a certification in information security auditing and has more than 20 years of experience in the fields of auditing and accounting in the public and private sectors. Joanne joined the Office of the Auditor General of the City of Ottawa in August 2021.

Previously, she led the Internal Audit and Risk Management practice of Pricewaterhouse Coopers in the National Capital Region as a Managing Director. In this role, Joanne supported several different public sector organizations complete auditing and consulting engagements related to different public sector risk areas, while providing strategic insights and advice to a variety of stakeholders. Joanne has a Bachelor of Business Administration with a specialization in Accounting from York University.

**Presentation Description – City of Ottawa’s Fraud and Waste Hotline** The Office of the Auditor General for the City of Ottawa is responsible for managing the City’s Fraud and Waste Hotline. This mechanism facilitates the confidential and anonymous reporting, by City employees and members of the general public, of suspected or witnessed cases of fraud or waste. During this presentation, the Auditor General and Deputy Auditor General for the City of Ottawa will outline how the Fraud and Waste Hotline is being used and provide highlights from their 2021 Fraud and Waste Annual Report that was recently tabled at the Audit Committee of City Council. Trends in the nature and types of reports received over the last few years will be discussed and the presentation will conclude with some insights on what is next for the City of Ottawa’s Fraud and Waste Hotline.