



# Fraud Reporting Guide

## Coal LSL's commitment to Fraud Management

The Coal Mining Industry (Long Service Leave Funding) Corporation (Coal LSL) recognises its responsibility to the Australian Government and the wider community to implement effective fraud control based on the application of sound risk management principles. To support Coal LSL achieve this objective, a Fraud framework has been developed and implemented to actively prevent, detect and manage fraud.

As part of the Fraud framework, Coal LSL also supports the reporting of alleged fraud activities by stakeholders. This Fraud Reporting Guide has been developed to assist stakeholders in reporting alleged fraud activities to Coal LSL. This Fraud Reporting Guide is also supported by Coal LSL's Fraud Strategy Statement which can be found on Coal LSL's website.

All alleged fraud activities reported to Coal LSL are taken seriously and dealt with in a swift, transparent and impartial manner.

This Fraud Reporting Guide is to be used by stakeholders who want to report an alleged fraud to Coal LSL and to ensure that appropriate, factual and relevant information is provided by the individual/organisation reporting the fraud.

## How do I report an alleged fraud to Coal LSL?

The quickest way to report an alleged fraud is to complete and submit the [online Fraud Reporting form](#) found on Coal LSL's website.

Alternatively, you can write to us detailing the alleged fraud at [query@coalssl.com.au](mailto:query@coalssl.com.au) or send a mail to:

Corporate Services  
Coal Mining Industry (Long Service Leave Funding) Corporation  
Locked Bag 2021  
Newcastle NSW 2300

## Can I report an alleged fraud anonymously?

Yes, you can report a fraud anonymously. In the event Coal LSL requires further information to investigate the allegation, we will be unable to contact you which may impact upon the alleged fraud investigation process. Coal LSL will also be unable to provide you with updates about or the outcome of the alleged fraud investigation.

## If I report an alleged fraud to Coal LSL, what information should I provide?

An alleged fraud must be submitted to Coal LSL in writing detailing the alleged fraud and providing copies of all documents supporting your allegation.

As a minimum the following information must be provided:

- i. When did the alleged fraud take place?
- ii. How did you become aware of the alleged fraud?
- iii. Details of individuals/organisation involved in the alleged fraud.
- iv. Detailed description of the alleged fraud including details of what occurred, how it occurred, where it occurred, why you consider the conduct to be fraudulent/corrupt and any other relevant details relating to the alleged fraud.

- v. Has this alleged fraud been reported to any other organisation/agency, and if so, what response have you received?

In order to undertake an investigation based upon the information you provide, it is crucial that all known information is provided. The more factual information you provide the greater the opportunity for a thorough investigation. The provision of insufficient or no information to support an allegation may result in no additional action or investigation being taken.

We should also be notified if you have any special requirements such as an interpreter. If you retain a third party to act on your behalf, we will communicate with that third party provided we receive your signed authorisation ([Third Party Authorisation Form](#)).

### **What happens once I report an alleged fraud with Coal LSL?**

Once Coal LSL receives your alleged fraud submission, we will notify you in writing of receipt.

Coal LSL will assess the severity and complexity of the reported alleged fraud and determine the most appropriate investigation methodology. We will also log your alleged fraud on our internal fraud register.

If you have not reported the alleged fraud anonymously, we may contact you for further information during the alleged fraud investigation process, provide you with updates and when the investigation is complete, inform you of the outcome.

### **When I report an alleged fraud, how is the information I provide handled?**

The information provided when you report an alleged fraud will be used by Coal LSL for the purposes of investigating the alleged fraud only. Coal LSL will use all reasonable measures to protect any such information from being used for any other purpose other than the investigation of the reported matter.

All information provided to Coal LSL will be handled in a confidential manner and in accordance with Coal LSL's Privacy Policy and other applicable legislative requirements.

### **If I am dissatisfied with Coal LSL's fraud investigation process or if I do not want to report the alleged fraud to Coal LSL, what other options do I have?**

In the first instance, all alleged fraud matters should be reported to Coal LSL for investigation.

In the event you do not want to report the alleged fraud to Coal LSL, or are dissatisfied with Coal LSL's investigation process, you may refer the matter to the:

- i. Australian Federal Police directly by completing the ['Report a Commonwealth crime' form](#) found on their website (Further information on what constitutes a Commonwealth crime can be found on the AFP's website [here](#)); or
- ii. any other relevant authority or agency.