



**CONSUMERS'  
FEDERATION  
OF AUSTRALIA**

Developing and promoting  
the consumer interest

## Whistleblower Policy

An effective whistleblowing framework will form part of an organisation's overall risk management system. The aim of Consumers' Federation of Australia's whistleblowing scheme is to create an environment where all executive, members and volunteers feel safe discussing concerns they have about risk and compliance within the organisation.

### Policy

As long as the procedure below is followed, Consumers' Federation of Australia ('CFA') will not retaliate against any member, employee or volunteer who in good faith, has made a protest or raised a complaint against some practice of CFA, or another individual or entity with whom CFA has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

As long as the procedure below is followed, CFA will not retaliate against members, employees or volunteers who disclose or threaten to disclose to the organisation or to a public body, any activity, policy or practice of CFA that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare, or protection of the public interest.

### Procedure

If any employee or volunteer (including an executive committee member) believes that some policy, practice or activity of CFA is in violation of the law, a written complaint must be filed by that employee with the Chair. If the complaint is about the Chair, the written complaint should be shared with the Deputy Chair and Secretary.

A whistleblower is protected from retaliation where they bring the alleged unlawful activity, policy, or practice to the attention of CFA and where they provide CFA with the opportunity to investigate and correct the alleged unlawful activity. The protection described above is only available to employees and volunteers that comply with this requirement.

When a person makes a disclosure:

- Their identity must remain confidential according to their wishes
- They will be protected from reprisal, discrimination, harassment or victimisation for making the disclosure
- An independent internal inquiry or investigation will be conducted
- Issues identified from the inquiry/investigation will be resolved and/or rectified
- They will be informed about the outcome
- Any retaliation for having made the disclosure will be treated as serious wrongdoing under this Policy

To contact the Chair directly please use the following email: [chair@consumersfederation.org.au](mailto:chair@consumersfederation.org.au)