

Employee handbook

Making an online report

A simple guide to speaking up using Your Call

This handbook is intended for employees and other nominated stakeholders. It will help you get started making a report using our online system. If you experience any issue or have further questions visit our online support page at www.yourcall.com.au/support

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yourcall

Let's get started - How to make a report online

1. Access to Internet

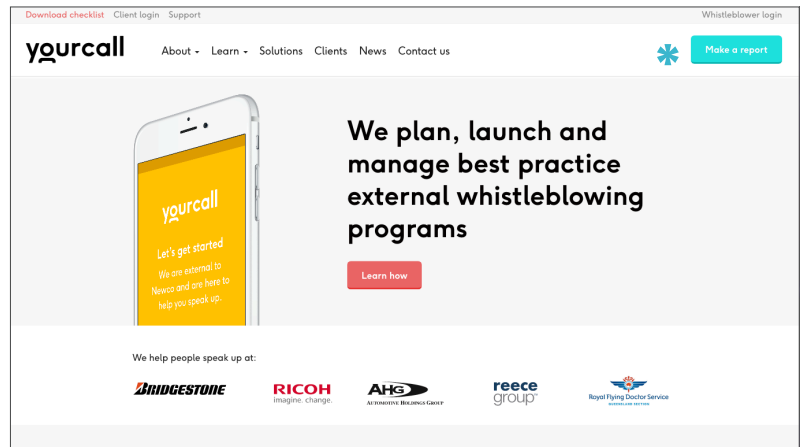
Visit the Your Call website:

www.yourcall.com.au/report

We suggest accessing at home, internet café or public library in preference to the workplace.

Anytime 24/7 365 days a year.

Click: If you do not enter via the above URL, simply click "Make a Secure Report" on any page. *

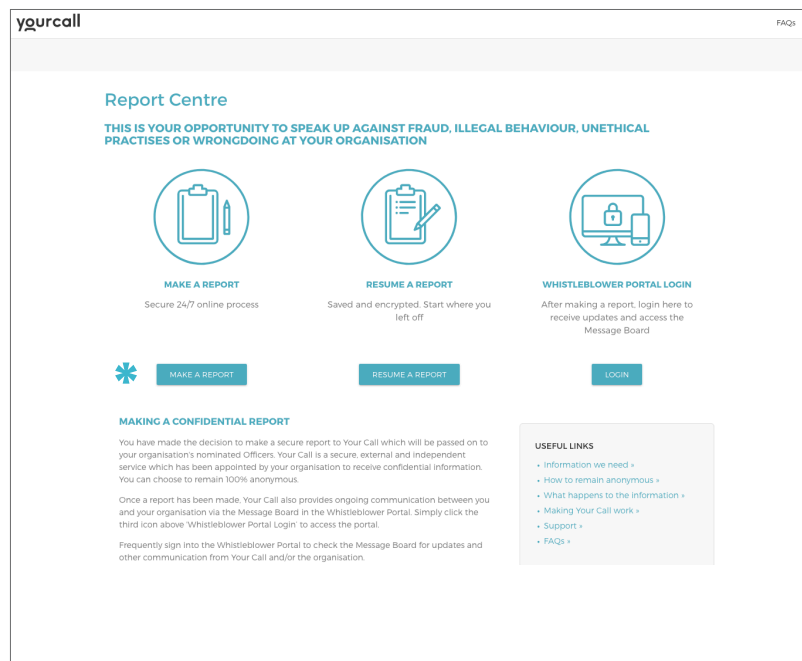


1.1 Report Centre

The three main functions of the Report Centre are clearly labelled by icons at the top of the page.

You have access to useful information, live support and FAQs.

To make a secure report, click the first icon 'make a secure report'. *



WANT TO MAKE A TELEPHONE HOTLINE REPORT?

Your organisation may also provide access to a Your Call hotline number. If so, the relevant hotline number can be found in your organisation's Whistleblower Policy, communication and training collateral.

1.2 Organisation ID

Enter your organisation's unique Company / Organisation ID. *

Prove you're not a robot by checking the verification box.

1.3 Create a password

A randomly generated disclosure identification number (DIN) is allocated at the commencement of the form - **this can be found in the right hand side on all screens.**

The DIN number is your username. Write this down or store in a safe place.

It is used to identify your report and allows you to use the 'Save and Come Back' function, login to the Message Board or communicate with Your Call via telephone.

Create a password to commence.

You can not request a new password at a later date. Write this down or store in a safe place.

The information is protected by 256 bit SSL encryption.

DIN723069

Is this an emergency?

If your matter is an emergency call 000 before contacting Your Call.

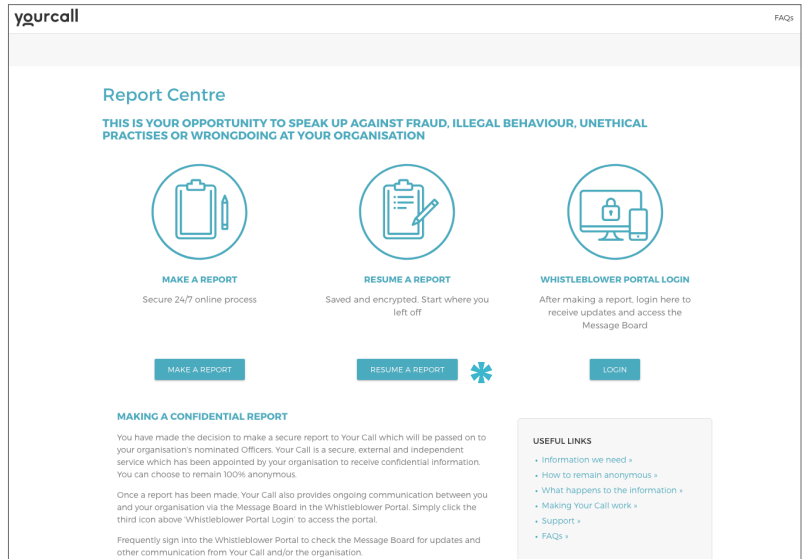
1.4 Save & Come back

If you are unable to complete the report straight away, the 'save and submit later' function will allow you to resume your report within 72 hours.

You can use this function at the end of each step within the Disclosure Form by clicking 'save and submit later' button - this appears on the last question in a step.

During the 72 hour period, Your Call or the organisation are unable to view the unfinished report as the information is encrypted. If you fail to return and complete your report within 72 hours, the information is securely destroyed.

To access the saved report, simply repeat step 1.1 and click the 'resume report' option. *



After making a report - How to access the Message Board and stay in touch


1.5 Online Portal & Message Board

After making a report, you can use the DIN (username) and your password to access the online portal and Message Board.

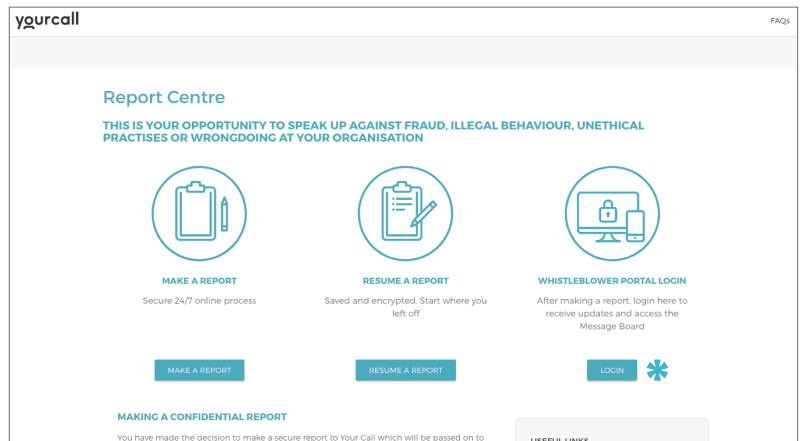
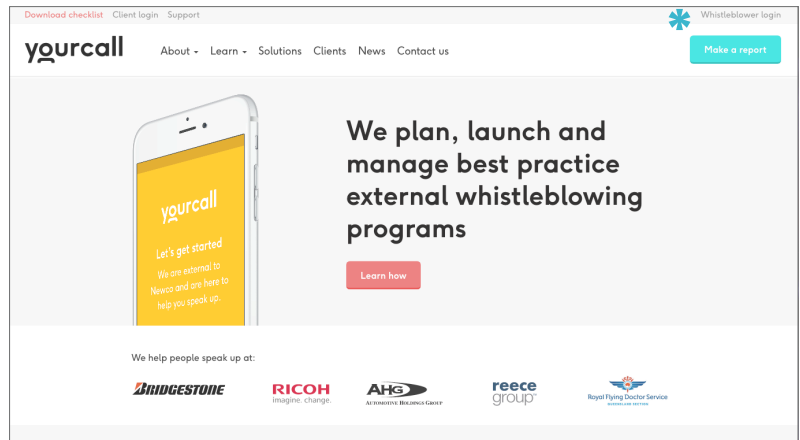
This is where to receive updates, provide additional information or evidence, request support, or send queries through the Your Call and/or the organisation.

The Message Board enables three way communication between you, Your Call and the organisation. If requested, you are able to remain anonymous throughout all communication.

You can log into the portal and Message Board 24 hours a day 7 days a week by clicking 'whistleblower login'.

You can also access the portal by  repeated step 1.1 and choosing the third icon.

The Message Board is SSL secure ensuring the confidentiality of all communication and any documents.



This is the end of the handbook!

Get in touch with the team for any further information or assistance at www.yourcall.com.au/support