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

1. Access to Internet

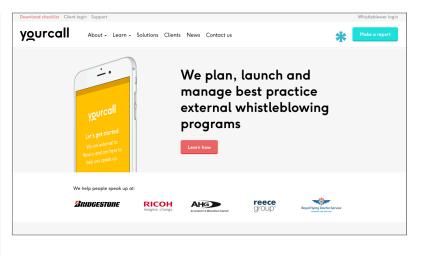
Visit the Your Call website:

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. *****

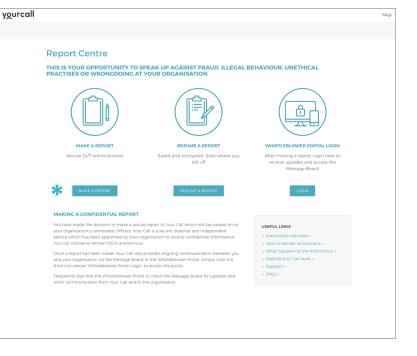


1.1 Report Centre

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.

yourcall

1.2 Organisation ID

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

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

yourcall		FAQs
	Stop Illegal behaviour and wrongdoing at your organisation	
	Using your Organisation's ID below, you can make a secure and confidential report. This will be firstly received by Your Call then passed onto the organisation.	
	You have the ability to save your report mid-way through and return within 72 hours - at this time it will be automatically deleted if not submitted.	
	You may remain anonymous throughout the process or choose to provide your identity to Your Call only or Your Call and your organisation.	
	At the beginning of the Your Call Disclosure Form, you will be prompted to create a secure password and will be issued a unique Disclosure Identification Number (DNII / you wish to remain anonymous this is the only way to identify yourself to Your Call, resume a report at a later date or log in to the Whitelewore Portal to access the Message Board.	
	It's important to retain your DIN and password as these details cannot be retrieved if lost or forgotten. If you're having trouble making a report or have general questions, please email clinsupport@yourcall.com.au.	
	Use Your Call with peace of mind using our secure 256-bit encrypted connection.	
	Make your report	
	Your Organisation ID is used to identify your organisation, but not to identify you.	
3	Corganisation ID	
	fm not a robot	
	START REPORT	

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.

assword	
	Password Strength Meter
onfirm Password	Save your password in a safe and secure location. This is important as the password cannot be reset.

Is this an emergency?

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

DIN723069

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. *

yourcall				FAQ	
	Report Centre				
	Report Centre				
	THIS IS YOUR OPPORTUNITY TO SPEAK UP AGAINST FRAUD, ILLEGAL BEHAVIOUR, UNETHICAL PRACTISES OR WRONGDOING AT YOUR ORGANISATION				
	MAKE A REPORT	RESUME A REPORT	WHISTLEBLOWER PORTAL LOGIN		
	Secure 24/7 online process	Saved and encrypted. Start where you left off	After making a report, login here to receive updates and access the Message Board		
	MAKE A REPORT	RESUME A REPORT	LOGIN		
	MAKING A CONFIDENTIAL REPORT				
	You have made the decision to make a secure re your organisation's nominated Officers. Your Call service which has been appointed by your organ You can choose to remain 100% anonymous.	USEFUL LINKS Information we need + How to remain anonymous +			
	Once a report has been made. Your Call also pro and your organisation via the Message Board in third icon above 'Whistleblower Portal Login' to a	What happens to the information Making Your Call work Support			
	Frequently sign into the Whistleblower Portal to other communication from Your Call and/or the		• FAQs >		

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.

