How to submit a report online

This guide is designed to help those who speak up (reporters) understand how to submit a report through our secure and confidential online reporting platform.

All reports submitted are treated in the strictest of confidence and you can choose to remain anonymous when submitting your report.

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Our role when you submit a report

When you submit a report, it will be received by one of the experienced and friendly Speak Up Agents at Core Integrity.

Core Integrity are integrity experts who specialise in providing support to organisations with our independent and externally managed Speak Up Integrity Hotline programs. Our programs are designed to complement and support the existing mechanisms your organisation has in place for you to speak up and raise any concerns that might be impacting you, your colleague or the organisation itself.

Our Speak Up Integrity Hotline provides you with a number of reporting channels, including access to our secure and confidential online reporting platform which is accessible via both QR code and weblink. All reports are treated in the strictest of confidence and are only shared with selected, approved people within your organisation who are responsible for reviewing and actioning speak up reports. You can also choose to remain anonymous when submitting a report. You are encouraged to enter your email address with your report so you can receive notifications, updates and provide further information whilst your report is being reviewed. Your email address will not be shared with Core Integrity or your organisation and will be deleted from the platform once your report is closed.

The friendly Agents at Core Integrity are responsible for taking your report, assessing it and passing on a detailed Summary Report to your organisation for review, and where appropriate, further action.

The team at Core Integrity use a trauma informed approach when speaking with those making a report and will always place your welfare and your wellbeing first. The Agents role is to make you feel comfortable, ensure you are heard and to elicit the right information from you to help the organisation consider the information you provide and determine the most appropriate course of action.

Please ensure you read through your organisation's Speak Up or Whistleblower Policy for further information on how your organisation's program operates.

Reporting channels

Depending on the scope of your organisation's Speak Up Integrity Program, different reporting channels are available to you.

In this guide, we will walk you through the process of submitting a report online.
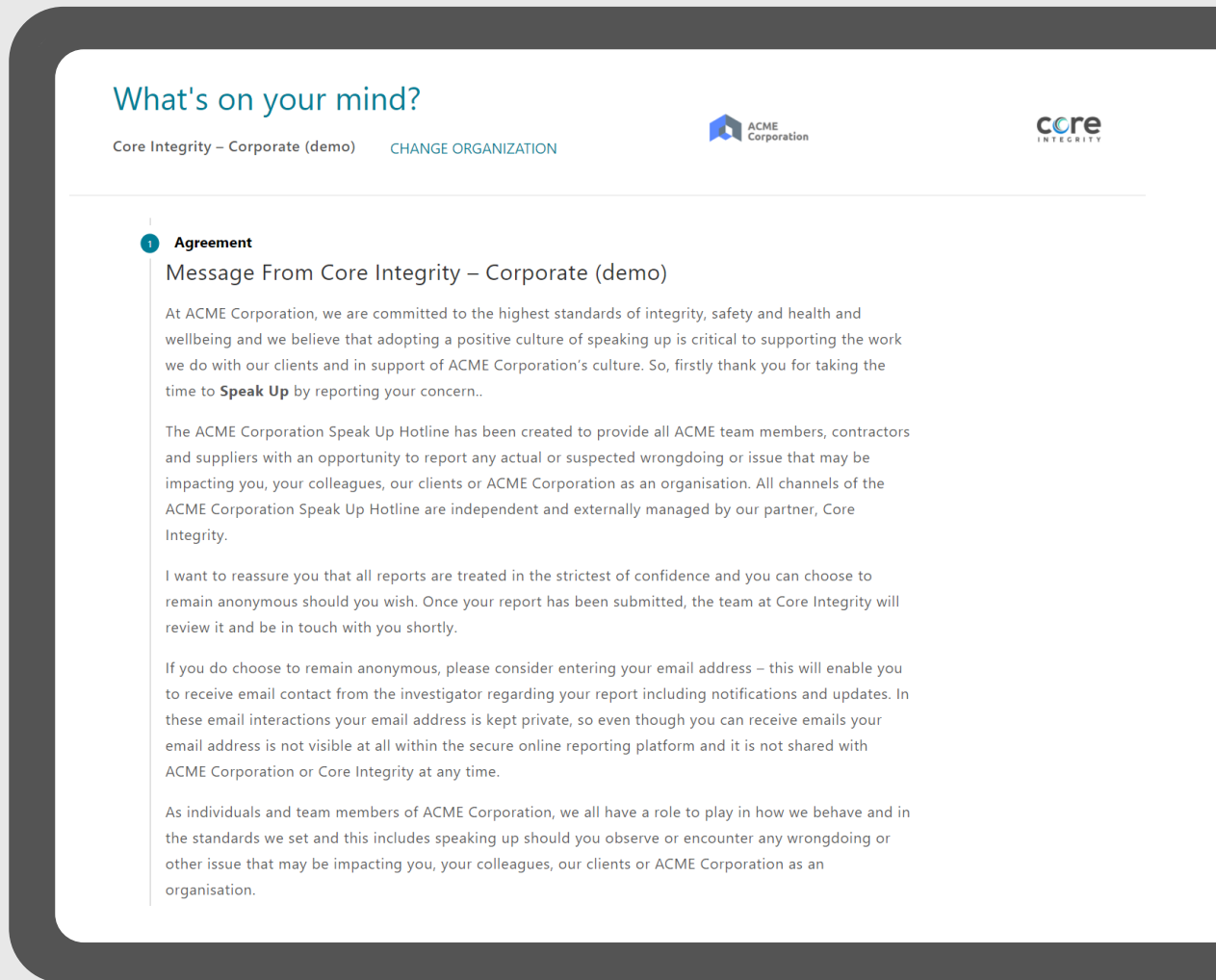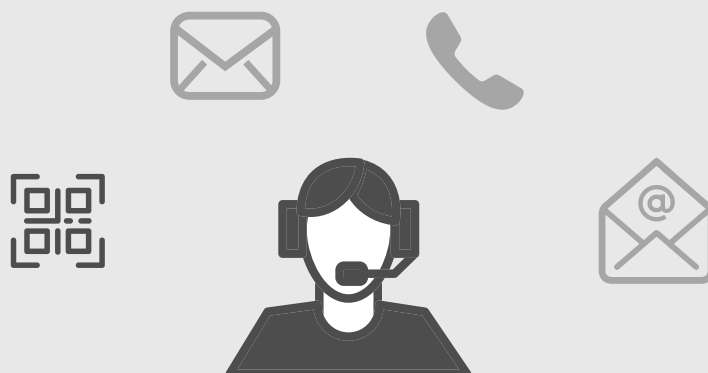
Each organisation has its own customised URL and QR code for you to enter the platform. In the event you are unable to locate the customised links, you can access the generic homepage of the platform via the links below. Simply click 'SUBMIT A REPORT' and then search for your organisation to get started.

https://clearviewconnects.com/#/
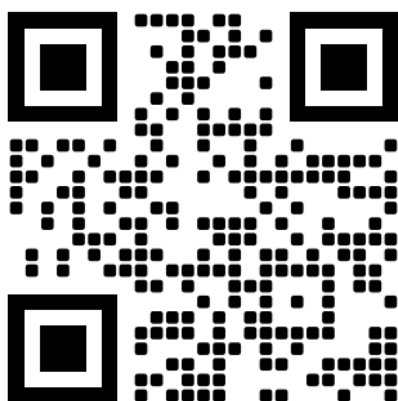
Please note that we provide customised solutions and so your online experience might slightly differ from the example provided in this Quick Guide.

Welcome Page

What's on your mind?

Core Integrity – Corporate (demo)   CHANGE ORGANIZATION

ACME Corporation

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1. **Agreement**

Message From Core Integrity – Corporate (demo)

At ACME Corporation, we are committed to the highest standards of integrity, safety and health and wellbeing and we believe that adopting a positive culture of speaking up is critical to supporting the work we do with our clients and in support of ACME Corporation's culture. So, firstly thank you for taking the time to **Speak Up** by reporting your concern..

The ACME Corporation Speak Up Hotline has been created to provide all ACME team members, contractors and suppliers with an opportunity to report any actual or suspected wrongdoing or issue that may be impacting you, your colleagues, our clients or ACME Corporation as an organisation. All channels of the ACME Corporation Speak Up Hotline are independent and externally managed by our partner, Core Integrity.

I want to reassure you that all reports are treated in the strictest of confidence and you can choose to remain anonymous should you wish. Once your report has been submitted, the team at Core Integrity will review it and be in touch with you shortly.

If you do choose to remain anonymous, please consider entering your email address – this will enable you to receive email contact from the investigator regarding your report including notifications and updates. In these email interactions your email address is kept private, so even though you can receive emails your email address is not visible at all within the secure online reporting platform and it is not shared with ACME Corporation or Core Integrity at any time.

As individuals and team members of ACME Corporation, we all have a role to play in how we behave and in the standards we set and this includes speaking up should you observe or encounter any wrongdoing or other issue that may be impacting you, your colleagues, our clients or ACME Corporation as an organisation.

After entering your organisation's unique link or scanning the QR code, you will be taken to the Welcome Page.

The Welcome page contains important information about your organisation's Speak Up Program. In this step, you will also be able to download and read through any policies or documents your organisation has uploaded to assist you in making your report. The last part of the welcome page contains the Terms & Conditions to use the online platform.

Remember: The online platform is NOT an emergency service. If you are reporting an emergency or require immediate response or assistance please call 000.

Report Details

Agreement

Report

Please enter your report in your own words

✱ Try to be specific about involved people, departments, locations, dates, times, documents, policies, etc. After 60 minutes of inactivity, this page will expire and you may lose your work.

Attach supporting files ⓘ

To protect your identity, please ensure that all identifying information, such as metadata (e.g. location), is removed from all files before uploading them.

Drag and drop files or click to browse

After agreeing to the Terms and Conditions, you will be able to enter the details of your report.

It is important to include as much information as possible and be specific (names, dates and location) where you can. The more detailed information you can provide, the better position the organisation will be in to consider your report.

You also have an option to upload any attachments you think would assist your organisation in considering your report.

Reporting Category

In this step, you can select a reporting category that best matches the issue raised in your report. If you need help understanding a reporting category, click on the "i" button next to the category and a definition or scope of the specific category will appear.

Additional Information

Category

Additional Information

Please answer the following questions

Include as much detail as possible. It's OK to skip a question that is not required.

1. What is your relationship to the organisation?

Select One...

*2. In order to help with the investigation of your report, would you be willing to provide ACME with your contact information?

○ Yes
○ No

3. If you have fears for your safety, or fears of reprisal, within your organisation as a result of making this report you may request formal Whistleblower protection under your organisation's Whistleblower Protection Policy. The Whistleblower Protection Officer will be informed of your details and contact you in order to understand your concerns and take steps necessary for your protection. In making this report do you wish to seek Whistleblower Protection under your Organisation's Whistleblower Policy?

○ Yes
○ No

4. Describe the location where this issue or incident took place (e.g. office location and department) and identify who was involved (e.g. name and position or title).

5. How did you become aware of this issue?

6. When did you become aware of this issue?

7. Have you previously reported this to anyone?

○ Yes
○ No

8. Is there any other relevant information you can think of?

○ Yes
○ No

CONTINUE   BACK

This next section allows you to provide your contact details (if you feel comfortable doing so) and allows the organisation to ask specific questions to better understand your report. Some questions are mandatory, so you need to answer them to be able to submit your report.

Submit Report
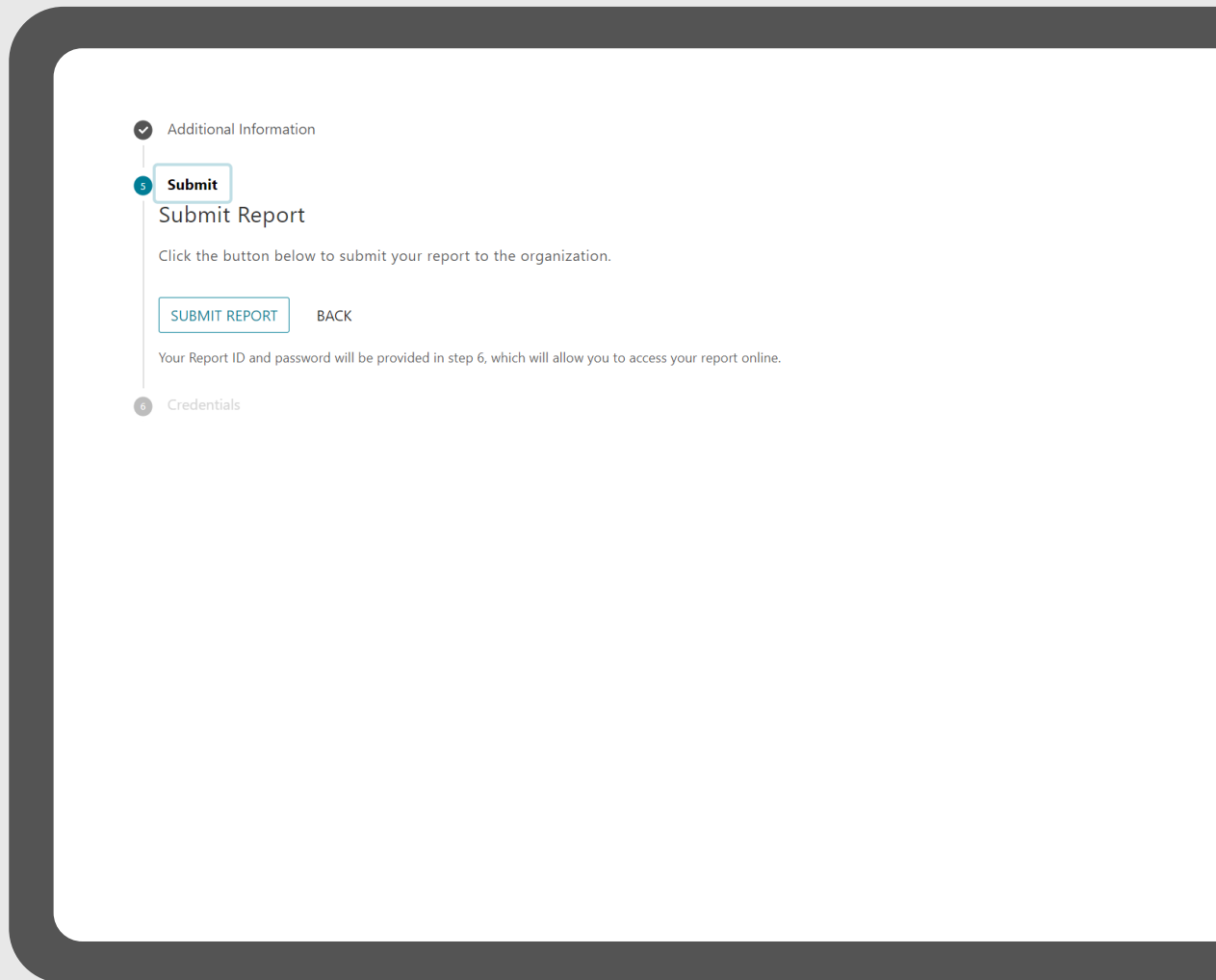
This is the second to last step in submitting your report. After you hit the 'SUBMIT REPORT' button, your report will be submitted to Core Integrity for review.

If you want to review your report or provide additional information, simply use the 'BACK' button to go back to the relevant section.

Credentials Page

Once your report has been submitted, you will be provided with a **Report ID** and **Password**.
Please make sure you note this information as passwords are NOT stored and cannot be reset if lost or forgotten.

You also have the option of providing an email address to set up email notifications. This enables you to receive notifications and updates whilst your report is being reviewed.

If you enter your email address in this section, your organisation and Core Integrity will not have access to it, meaning you can remain anonymous and still receive email notifications.

Next Steps

Welcome!

ClearView Connects™ is a system that lets you share what's on your mind. ClearView Connects ™ provides a secure and confidential way for you to ask questions, raise concerns or report unethical behaviour. Your identity will not be revealed to the organization you select unless you include identifying information with your submission.

ClearView will make your submission immediately available to the organization you select. The organization has appointed reviewers who will review your submission.

As part of the submission process, you will be provided with a Report ID and password that will allow you to log in and check the status of your submission. Using your Report ID and password, you will be able to add information to your submission, ask the organization's reviewers questions, and receive updates from them.

Submit a Report

It is secure and confidential!

1. Find your organization
2. Complete the form
3. Submit your report!
4. Record your Report ID and Password

SUBMIT A REPORT

Check Report Status

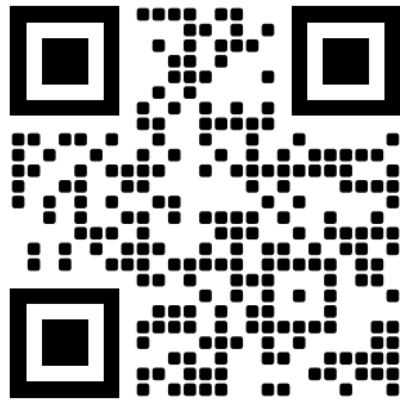Follow-up to receive updates, ask questions or add information.

Report ID:

CHECK STATUS

Once you have submitted your report, a member of Core Integrity will reach out to confirm receipt of the report and provide you with information on the next steps.

Should you have any questions, you can always log into your report by going to https://clearviewconnects.com/#/ and asking a question through the online platform.

https://clearviewconnects.com/#/

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powered by CLEARVIEW CONNECTS

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