

WHISTLEBLOWING

# Speaking safely with Elker

An introduction to Elker and a  
guide on how to make a report

# What is Elker?

The Elker platform has been created to make it comfortable and safe to speak, seek support, access advice or request action to be taken.

You are able to access advice, expert support and request action without disclosing your identity.

# How does Elker keep me safe?

Elker is the secure and private custodian of the information you provide. Elker protects and encrypts your information.

As a neutral platform, Elker allows you to remain anonymous and keep your information confidential.

If you choose to remain anonymous, you can communicate with your nominated contact person via Elker's encrypted 2-way chat.

# Making a Report using Elker

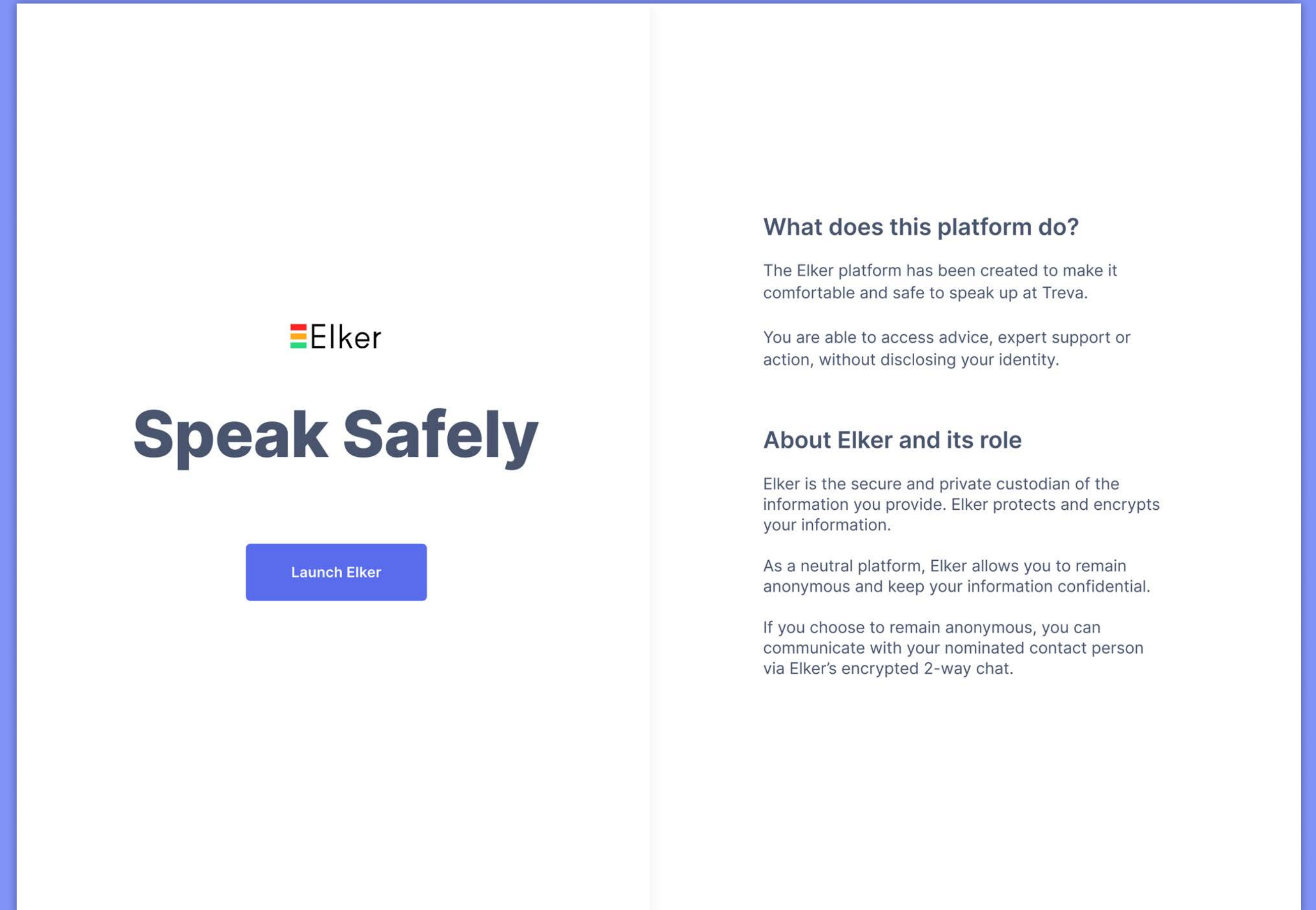
The following pages will show you how  
to use the Elker system to make a report

# Accessing the portal

When you follow the link to access the Elker platform, you will be taken to a secure portal which is a safe location.

You will not be tracked or identified.

You will see a landing page which looks like the image on the right.



# Tell your story

You will be shown a series of questions. The questions will cover details of the matter you are reporting and your choices about privacy and identity.

Use the buttons at the bottom of the screen to move forward and backwards as you respond to the questions.

Some questions can be skipped.

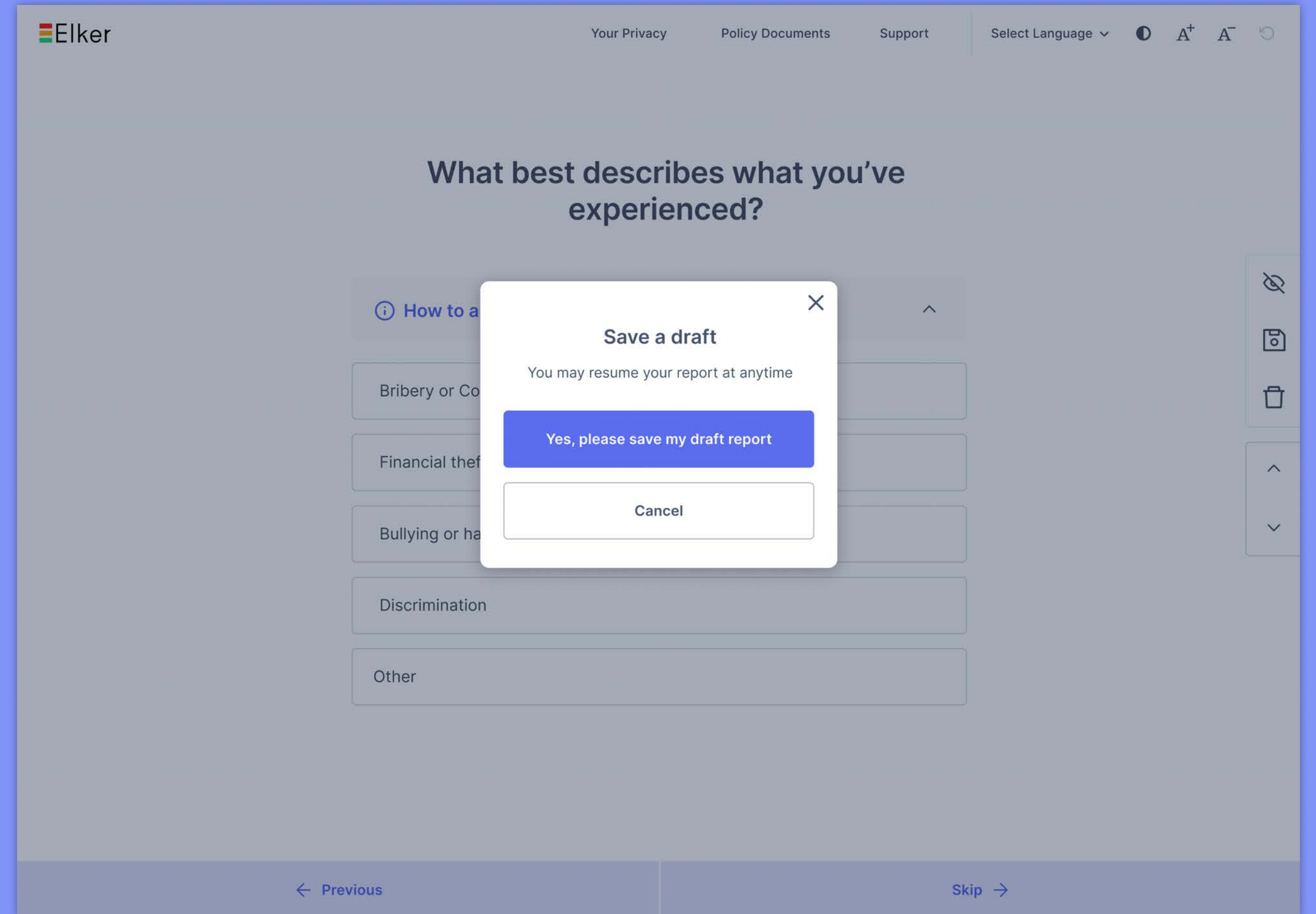
The screenshot shows the Elker website interface. At the top left is the Elker logo. The top navigation bar includes links for 'Your Privacy', 'Policy Documents', and 'Support', along with a 'Select Language' dropdown, accessibility icons (A+, A-, and a refresh icon), and a 'Login' button. The main content area features a question: 'Would you like to remain anonymous?'. Below the question is a light blue bar with an information icon and the text 'Information regarding your privacy'. There are two response options: 'Yes' with a crossed-out eye icon and the text 'I would like my identity concealed', and 'No' with an open eye icon and the text 'I would like to disclose my identity'. On the left side, there is a circular progress indicator showing 25% completion. On the right side, there is a vertical sidebar with icons for a document, a trash can, and up/down arrows. At the bottom, there are two buttons: 'Previous' with a left arrow and 'Make a selection to continue'.

## Save a draft (optional)

At any time throughout the reporting process, you can click the icon to save your report as a draft to return to later.

This will preserve the information you have input into the system and take you through the steps to create a login.

Look for the icon below to save as a draft report:



# Select a contact person

You may be shown an option to select a contact person (someone to receive your matter).

This is designed to give you control over who you want to speak to first.

Regardless of who you select, you will get assistance with your matter.

The screenshot displays the Elker website interface for selecting a contact person. At the top, the Elker logo is on the left, and navigation links for 'Your Privacy', 'Policy Documents', 'Support', 'Select Language', and 'Login' are on the right. The main heading asks, 'Who you would like to receive your disclosure?'. Below this is a section titled 'Information regarding your contact' with an expandable arrow. A progress indicator on the left shows a 75% completion rate. Four contact options are listed in a vertical list:

- Julie Andrews** (Internal): Role, department
- Jane Nguyen** (Internal): Role, department
- James Edwards** (Internal): Role, department
- Sarah Ellen** (External): Role, department

At the bottom of the page, there are navigation buttons for 'Previous' and 'Skip'.



# Review your information

You will have a chance to review the information you have provided. You will be able to make changes to any of your answers.

When you are ready to complete the process, click 'Continue' to send your report to the chosen contact.

**Elker** Your Privacy Policy Documents Support Select Language **A<sup>+</sup>** **A<sup>-</sup>** **Login**

## Please review your report

**Information about your privacy and next steps** ^

**Your Privacy** Edit

Anonymous

**Your Pathway**

Whistleblowing

What best describes what you've experienced? Edit

\*\*\*\* \*

When did the incident occur? Edit

\*\*\*\* \*

Where did the incident occur?

← Previous **Continue** →

# Create an Elker Key

You will be prompted to create an Elker Key. This is a unique code that allows you to log into the system without providing an email address or phone number.

Please pay close attention to this number and make sure you record it somewhere safe. You will need it to access your account again.



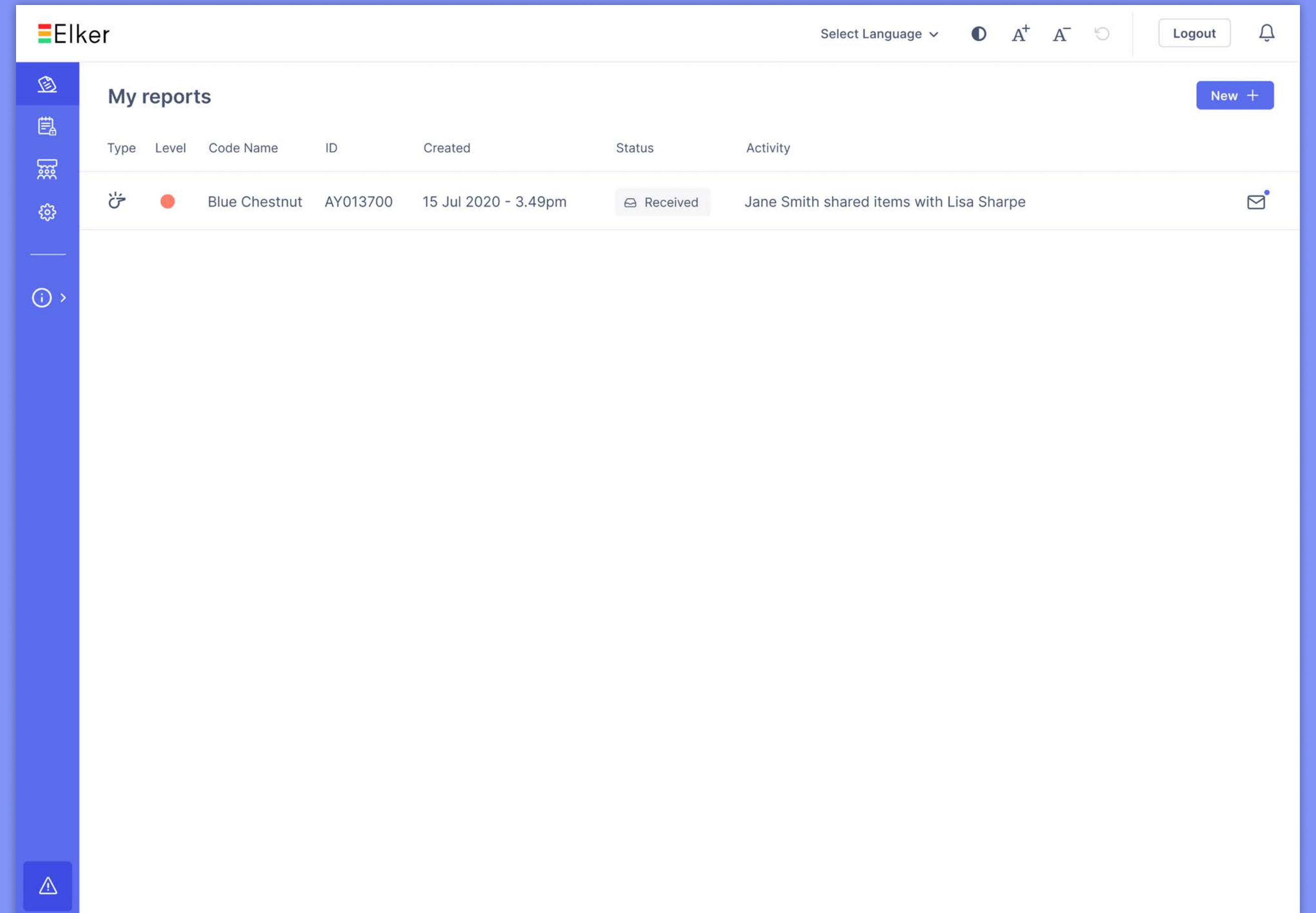
A screenshot of the Elker website's user interface. At the top, there is a navigation bar with the Elker logo on the left and links for "Your Privacy", "Policy Documents", "Support", "Select Language", and a "Login" button on the right. The main content area features a large key icon, followed by the heading "To Sign up, you'll need an Elker Key". Below this, a sub-heading explains that the Elker Key is individual to the user and allows login without personal identification. A prominent blue button labeled "Ok, assign me a key" with a right-pointing arrow is centered. Below this, a link "Already have an account?" is followed by a white button labeled "Login". At the bottom center, there are two small dots, with the first one being filled in blue.

# View your secure dashboard

Once you close the pop-up window presenting you with your recovery options, you will see your secure dashboard.

Your dashboard will show you the most recent report you submitted in a screen similar to the image on the right.

From this screen you are able to click on your report to interact with it, view your account settings in the left sidebar, view documents related to your organisation and securely log out.



# Manage your report

When you click on a report you have submitted, you will be presented with a screen with a range of options. A description of each of the relevant report items is shown below:

**Details** Basic info about your report

**Responses** The responses you submitted as part of your report

**History** A timestamped record of the action taken on your report

**Files** A list of files that you uploaded to your report

**Messenger** Encrypted 2-way messages with the person or people who are helping with your matter

The screenshot displays the Elker web application interface. At the top, the Elker logo is on the left, and navigation options like 'Select Language', 'A+', 'A-', and 'Logout' are on the right. The main content area is titled '< Blue chestnut | AY28370' and includes a 'Share' button. Below the title, there are tabs for 'Details', 'Responses', 'History', 'Files', 'Messenger', and 'Feedback'. The 'Details' tab is active, showing a list of report attributes: Code Name (Blue Chestnut), ID (AY28370), Created (15 Jul 2020, 3.49pm), Type (Whistleblowing), and Status (Received). A blue sidebar on the left contains icons for various report management actions, and a warning icon is visible at the bottom left of the sidebar.