

IF I CONTACT STOPLINE

what happens next?



Stopline will ask you:

- Details about the incident
- Whether anyone is in danger
- Whether you want to be identified

You can choose who knows your identity. You can choose to be:

UNKNOWN to
Stopline and to
Caritas

Completely
anonymous

Stopline will not record your details.

- Stopline will give you a report number.
- If you wish, you can use this report number to receive updates or provide further information.

IMPORTANT:

If you choose *not* to provide your contact details, there may be **limits**:
- you will need to contact Stopline for updates (they won't be able to contact you)
- if there is not enough information, it may not be possible to take action.

If you feel comfortable, we recommend you give your contact details to Stopline.

UNKNOWN to anyone
at Caritas but
KNOWN to
Stopline

Stopline to
act as
intermediary

Stopline will record your details but not share your identity with Caritas.

- Stopline will give you a report number.
- If you wish, you can use this report number to receive updates or provide more information.
- Stopline can also contact you if needed. For example, if they have updates or need more information.

KNOWN to Stopline
AND to
designated people
at Caritas Australia

Stopline will confirm with you:

- Whether you want to deal with Caritas direct or prefer to have Stopline be your contact
- Your complaint will be referred to the Complaints Focal Point
- Someone from Caritas will contact you within 2 working days

The Complaints Focal Point will contact you to:

- Tell you your complaint was received
- Confirm all details are correct
- Ask for more information if required
- Advise whether we are legally obligated to report to an external agency (eg police)
- Let you know what support options are available for you

We will then assess your complaint and tell you:

- Whether a formal investigation will occur
- The estimated timeline and process (if applicable)

You will be updated when:

- The investigation (if applicable) is complete or the matter is closed

If you aren't satisfied with the outcome you can appeal the decision

- You can make an appeal to Chief Executive Officer via post: Caritas Australia GPO Box 9830, Sydney NSW 2001, Australia or via email confidential@caritas.org.au (attention: CEO)
- Or if you feel we breached the ACFID Code of Conduct, you can contact ACFID <https://acfid.asn.au/content/complaints>

Stopline

1300 30 45 50 or

+61 3 9811 3275 or email

caritas@stopinereport.com