



Incidents, Complaints and Compliments Form (ICCF)

This form is to be used for formally reporting all incidents, complaints or compliments relating to any staff or representatives of EFRA and/or any adults and children associated with ERFA projects. Please forward completed forms via email to the ERFA CEO, Bren Arkininstall, via email: CEO@erf.org.au.

Does this relate to child safeguarding, sexual exploitation, abuse or harassment?	If yes, please refer to Safeguarding Incident Reporting Form
Does this relate to corruption, fraud or related criminal activity?	If yes, please refer to Corruption & Fraud Reporting Form

Personal information

ERFA prioritises the rights, needs and wishes of complainants and will do all it can to protect your interests and wellbeing. By providing us with your contact details you will assist us in conducting an investigation. If you would prefer your name not to be used you have the right to remain anonymous.

Date this report is being filled out	
Do you wish to remain anonymous? <i>If no, provide your contact details below</i>	
Full name	
Position	
Partner program (if relevant)	
Contact details (email and phone)	
I state that in making this report, the information provided above is to the best of my knowledge true, accurate and correct	
Signature <i>If you wish to remain anonymous, please write "I declare"</i>	

Details

<input type="checkbox"/> Incident	<input type="checkbox"/> Complaint	<input type="checkbox"/> Compliment
Date and time the incident occurred		
Is this an ongoing incident? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, when did the incident start?	
Location where the incident occurred		
Has this incident been reported to anyone else? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, to whom (<i>name, contact details, position</i>)	

Is anybody's wellbeing or immediate safety jeopardised because of this matter?

Description of incident

- *what has occurred?*
- *how has the matter been dealt with to date?*
- *description of the person(s) to whom allegations of wrongdoing are being made (name(s), position description(s), length of time working with project)*

Other person(s) involved or or witness to the incident

- *estimated age of other person(s)*
- *contact details of other person(s)*

If you require more writing space please attach additional pages to this ICCF submission

For Office Use: Ensure this is logged in ERFA ICC Register

Whistleblowing

Please only fill out this section if the substance of this form relates to an incident or complaint concerning the internal operations of your workplace or project

Does this relate to an incident or complaint concerning the internal operations of your workplace or project? <i>If no, do not fill out the rest of this section</i>		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide any supporting evidence of the wrongdoing?			
Is the evidence in danger of being lost or destroyed?			
How could this evidence be retrieved by a person investigating this matter?			
Have you disclosed this matter to any other person(s)? If so, whom?			
Do you have any concerns regarding reprisals or recriminatory action being taken against you?			
Do you have any personal involvement in this matter or could you be advantaged or disadvantaged by the outcome of an investigation?			
Please provide any other information you deem important to ERFA's handling of the case			
Description of incident	Provide as much specific detail as possible of what has occurred and how it has been dealt with to date		

Alternative avenues to file a complaint:

Contact	Contact avenue
Primary contact: ERFA CEO, Bren Arkinstall	Via email: CEO@erf.org.au
	Via telephone: +61 7 3621 9649
	Via post: Chief Executive Office, PO Box 130, Virginia BC, QLD, 4014
Secondary contact: ERFA Programs Director, Emily Faller	Via email: ejfaller@edmundrice.org
	Via telephone: +61 7 0400 882 812
Governance contact: ERFA Board of Directors Chair, Paul Gallagher	Via email: paul.gallagher@bdo.com.au
Alternative contact: If this is a whistleblowing report that you wish to escalate beyond ERFA Management and Governance, please contact ERFA's lawyer, Josephine Heesh, Carroll & O'Dea Lawyers	Via email: Josephine_Heesh@codea.com.au
	Via telephone: +61 2 9291 7100
	Via post: Level 18, St James Centre, 111 Elizabeth Street, Sydney, NSW, Australia 2000
Alternative contact: If you are not completely satisfied with ERFA's response, please lodge a complaint externally to the Australian Council for International Development (ACFID).	Via online portal: https://acfid.asn.au/content/complaints
	Via telephone: +61 6 02 6285 1816
	Via post: C/- ACFID, Private Bag 3, Deakin, ACT, Australia 2600