Submitting a Report of Modern Slavery via SSO

This guide is intended for UNSW students/staff and shows how to submit a report of modern slavery via single sign-on (SSO), either as a complainant or a referrer on behalf of the complainant.
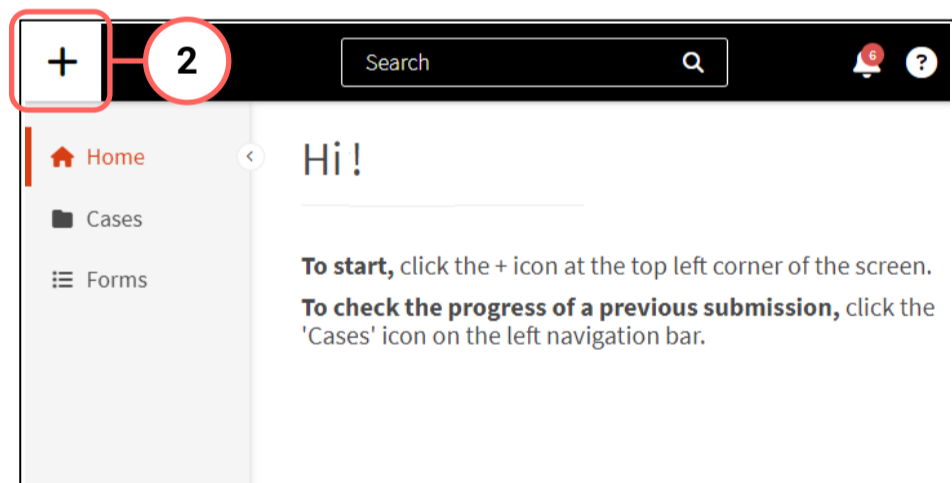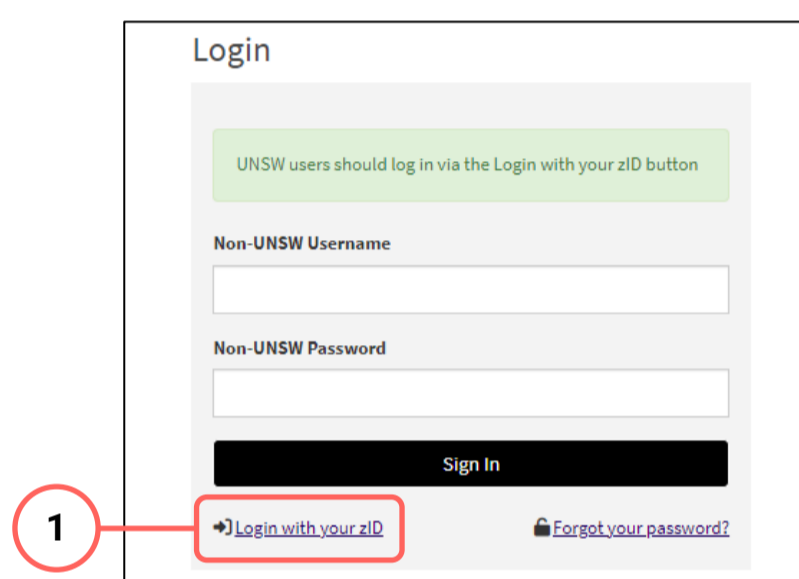
To submit via the Case IQ Portal, please refer to this corresponding section.

For other issue categories, please refer to those respective guides.

Logging in to Case IQ

1. Navigate to Case IQ and log in using your UNSW SSO credentials (zID@ad.unsw.edu.au) by clicking on **Login with your zID**.

   You will be prompted to use your Microsoft Authenticator app to confirm your login.
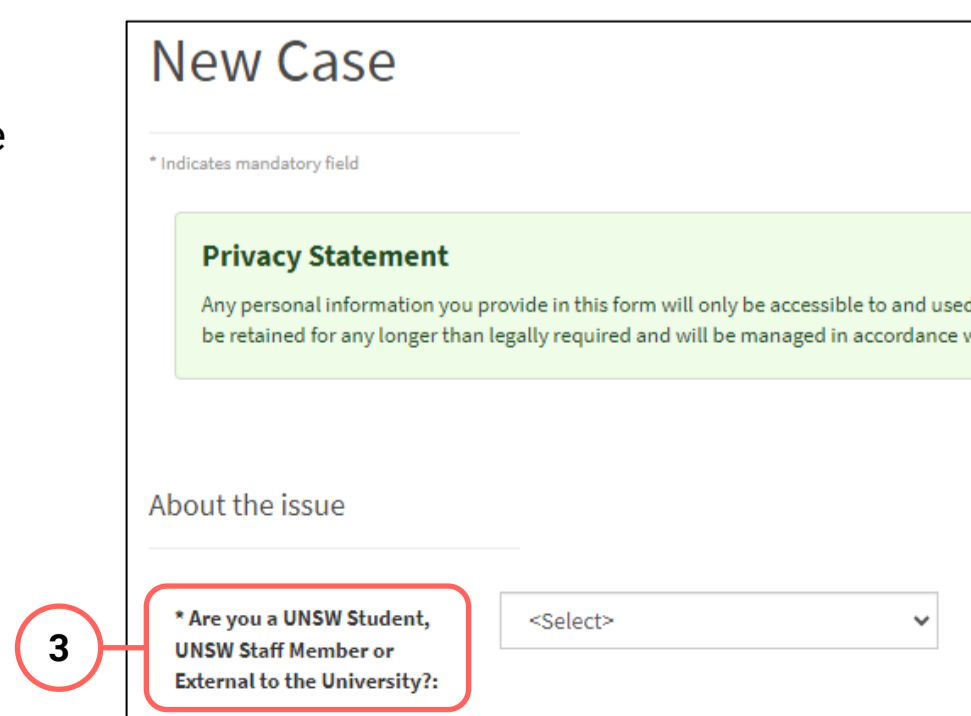
Creating a Complaint or Report

2. Create a new complaint or report by clicking on the **+** (plus) sign in the top left-hand corner.

Completing the Webform

3. Select the most appropriate option in response to the question about your relationship with UNSW.
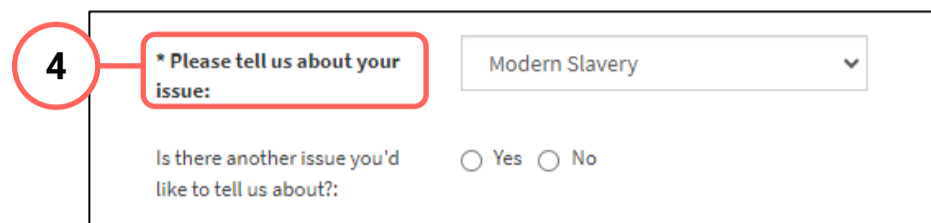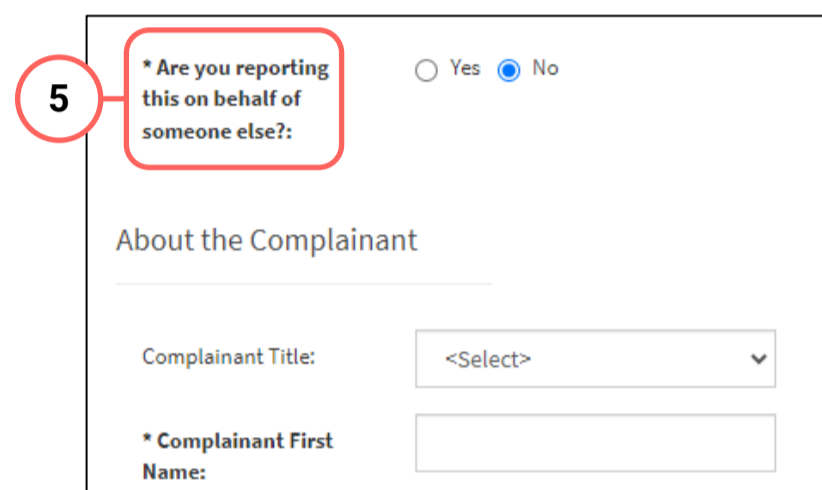
   This question enables the types of issues in this webform for which you can submit.

Categorising the Issue

4. Select **Modern Slavery** as the issue.

   The webform and its questions will adjust according to your selection.

Submitting as a Complainant or Reporter

5. If you are submitting this complaint or report as a complainant, select **No** and provide your details.
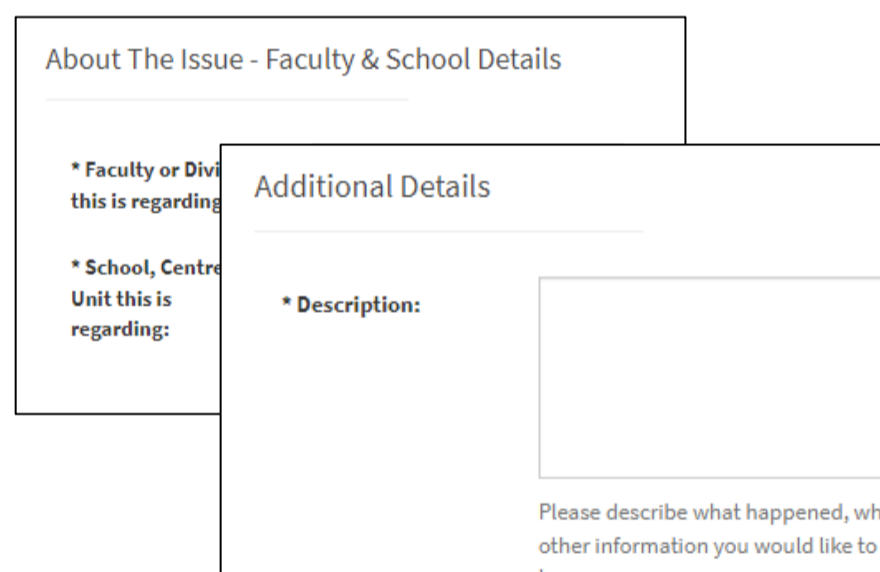
   If you are reporting on behalf of the complainant, select **Yes** and provide your details. Details of the complainant are not required should they wish to remain anonymous.

Completing the Rest of the Webform

6. Complete the rest of the webform with as much detail and clarity so that timely and appropriate support can be provided.
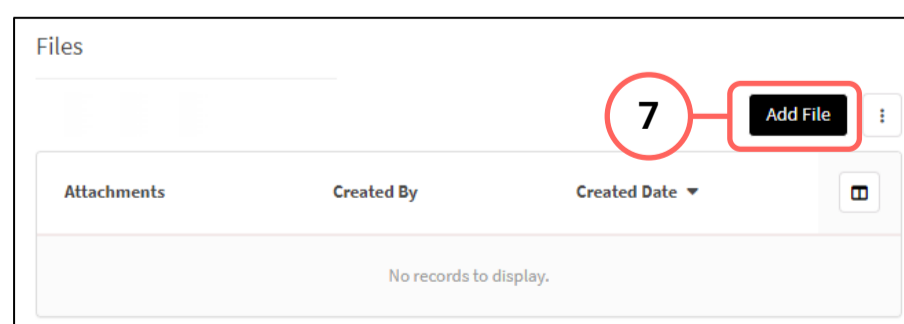
   If further information or clarity is required, the Case Manager will be in contact.

   Mandatory questions are **bolded** and marked with an asterisk (*), and need to be completed at a minimum for the complaint/report to be submitted.
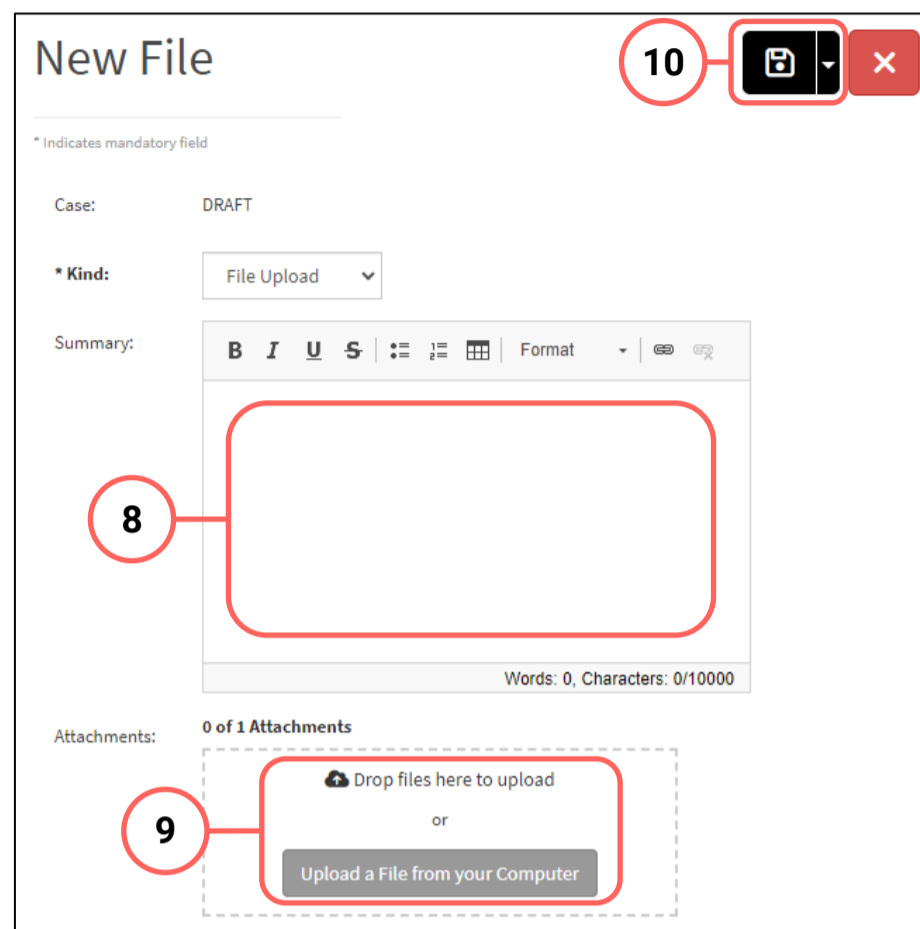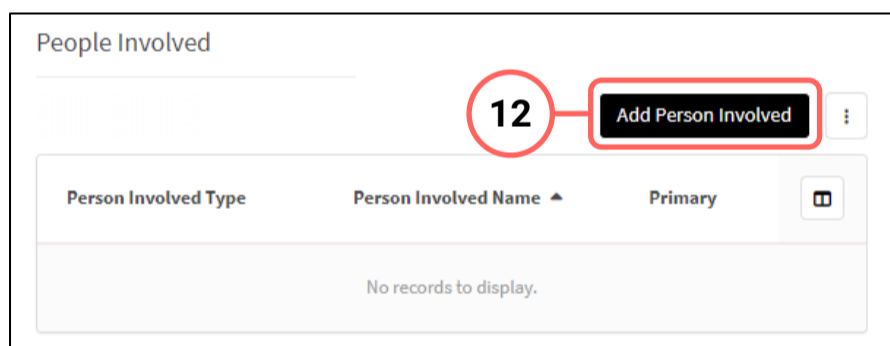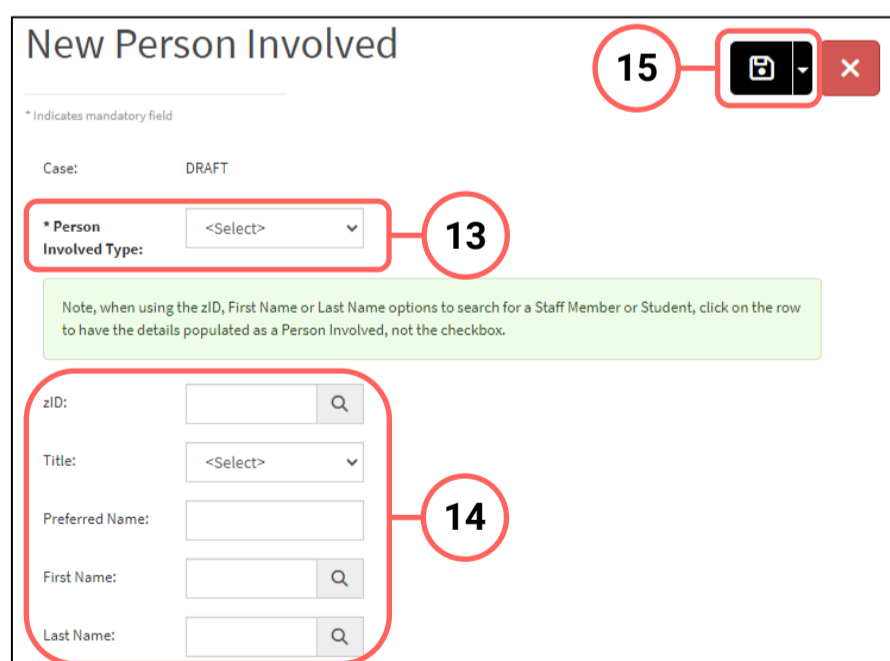

Attaching Files

7. If there are any files to attach, click on **Add File** in the top right of the **Files** table.

8. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.

9. Drag and drop the file into the attachment area, or click on **Upload a File from your Computer** to upload via a file dialog.

10. Finish attaching the file by clicking on the **floppy disk button** in the top right-hand corner.

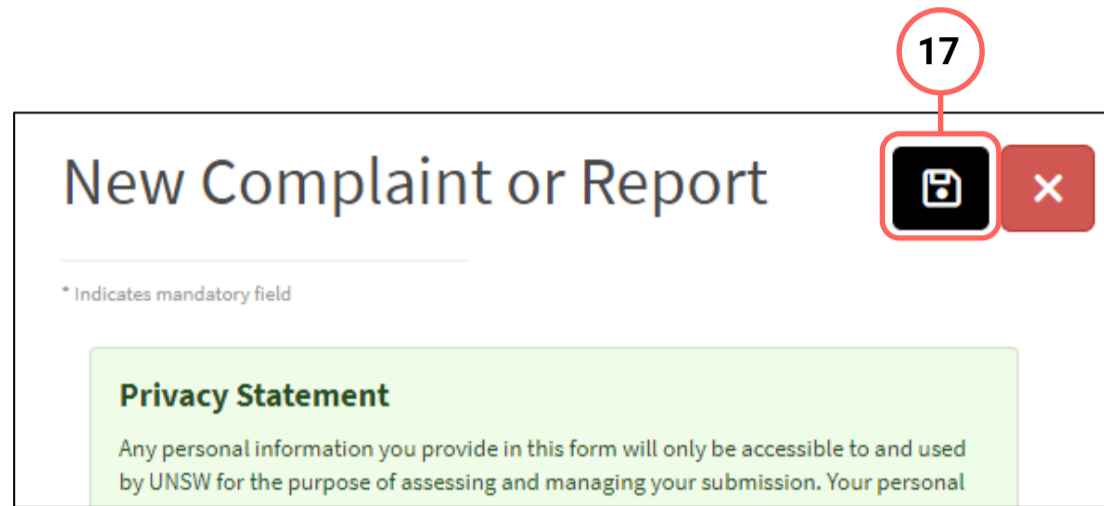11. Repeat for any other file(s).

Adding People Involved

12. Add details of the person(s) involved by clicking on **Add Person Involved** in the top right of the **People Involved** table.

13. Select the appropriate party type for the person you are entering.

14. Enter details of the person. If the person is a UNSW staff or student, the magnifying glass can be clicked to open a function to search that field.

15. Finish adding the person by clicking on the **floppy disk button** in the top right-hand corner.

16. Repeat for any other person(s).

Submitting the Complaint or Report

17. After all details have been provided, submit the complaint/report by clicking on the **floppy disk button** in the top right-hand corner of the webform.

Submitting a Report of Modern Slavery via the Case IQ Portal

This guide is intended for UNSW students/staff and members of the community, and shows how to submit a report of modern slavery via the Case IQ portal and anonymously, either as a complainant or a reporter on behalf of the complainant.

To submit via single sign-on (SSO), please refer to this corresponding section.

For other issue categories, please refer to those respective guides.

Navigating to the Case IQ Portal

1. Navigate to the Case IQ Portal and select the preferred method of submitting a complaint or report anonymously:

   A – **Report Online**   B – **Send Email**

A – Report Online

Creating a Complaint or Report

1. Read through the Privacy Statement. If you accept how the information you provide is managed, click **Accept**. If you do not agree, please contact the CAS Team for alternate methods.

New Complaint or Report

*Indicates mandatory field

About the issue

2 *** Do you wish to remain anonymous?:** ○ Yes ○ No

Please note that if you choose to remain anonymous, this may impact

3 *** Are you a UNSW Student, UNSW Staff Member or External to the University?:** External

Completing the Webform

2. Select the most appropriate option in response to the question about your anonymity. You can opt to provide your details for the purpose of, for example, being contacted should clarification be required.

3. Select the most appropriate option in response to the question asking your relationship with UNSW. This question enables the types of issues in this webform for which you can submit. It cannot be used to identify you.

Categorising the Issue

4. Select the most appropriate option that describes your issue. In this guide, we will select **Modern Slavery**.

   The webform and its questions will adjust according to your selection.

4 *** Please tell us about your issue:** Modern Slavery

Is there another issue you'd like to tell us about?: ○ Yes ○ No

Submitting as a Complainant or Reporter

5 *** Are you reporting this on behalf of someone else?:** ○ Yes ● No

About the Complainant

Complainant Title: <Select>

* Complainant First Name:

5. If you initially selected to not remain anonymous in Step A2, indicate whether you are submitting as a complainant or reporting on behalf of the complainant.

a. If you are submitting as a complainant, select **No** and provide your details.

b. If you are reporting on behalf of the complainant, select **Yes** and provide your details. Details of the complainant are not required should they wish to remain anonymous.

   If you initially selected to remain anonymous in Step A2, no details are required.

Completing the Rest of the Webform

6. Complete the rest of the webform with as much detail and clarity so that the issue can be addressed.

   Mandatory questions are **bolded** and marked with an asterisk (*), and need to be completed at a minimum for the complaint/report to be submitted.

Adding People Involved

7. Add details of the person(s) involved by clicking on **Add Person Involved** in the top right of the **People Involved** table.

8. Select the appropriate party type for the person you are entering.

9. Enter details of the person. If the person is a UNSW staff or student, the magnifying glass can be clicked to open a function to search that field.

10. Finish adding the person to the case by clicking on the **floppy disk button** in the top right-hand corner.

11. Repeat for any other person(s).

Attaching Files

12. If there are any files to attach, click on **Add File** in the top right of the **Files** table.

13. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.

14. Drag and drop the file into the attachment area, or click on **Upload a File from your Computer** to upload via a file dialog.

15. Finish attaching the file to the case by clicking on the **floppy disk button** in the top right-hand corner.

16. Repeat for any other file(s).
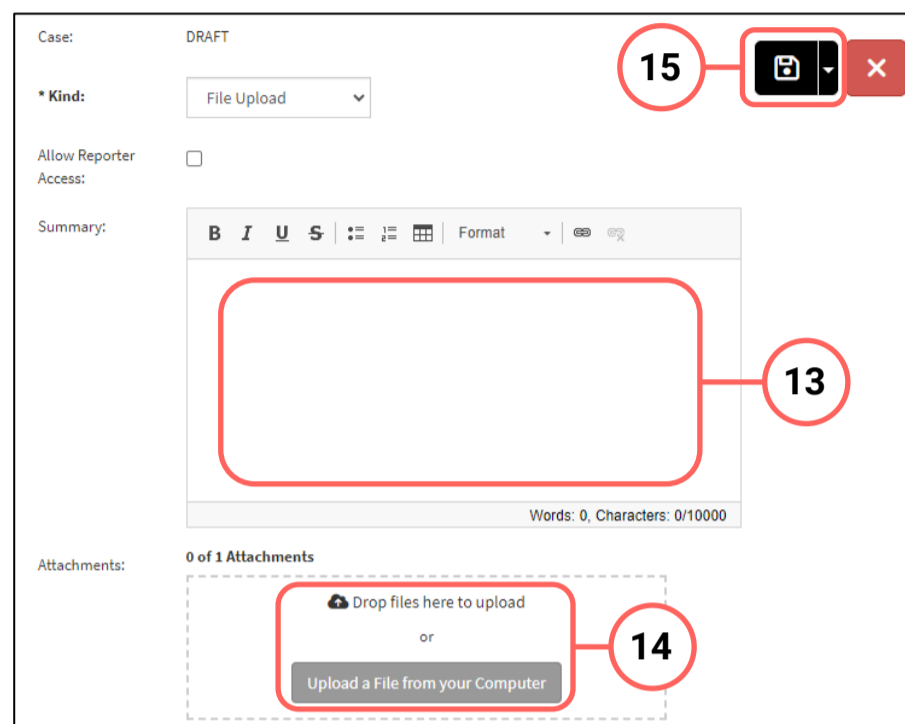
Logging in to / Creating an Account

17. After all details have been provided, select the most appropriate option in response to the question about whether you are a returning Case IQ user.

   a. If you select **Yes**, log in using the secure username and password created in another, prior submission. This also allows you to receive progress status updates. Go to Step 23.

   b. If you select **No**, you will then be presented the option to receive progress status updates.

18. If you wish to receive updates, select **Yes**. You will then have the choice of receiving updates via email or to create a Case IQ account.

   The email address and username are not accessible to nor stored by UNSW.
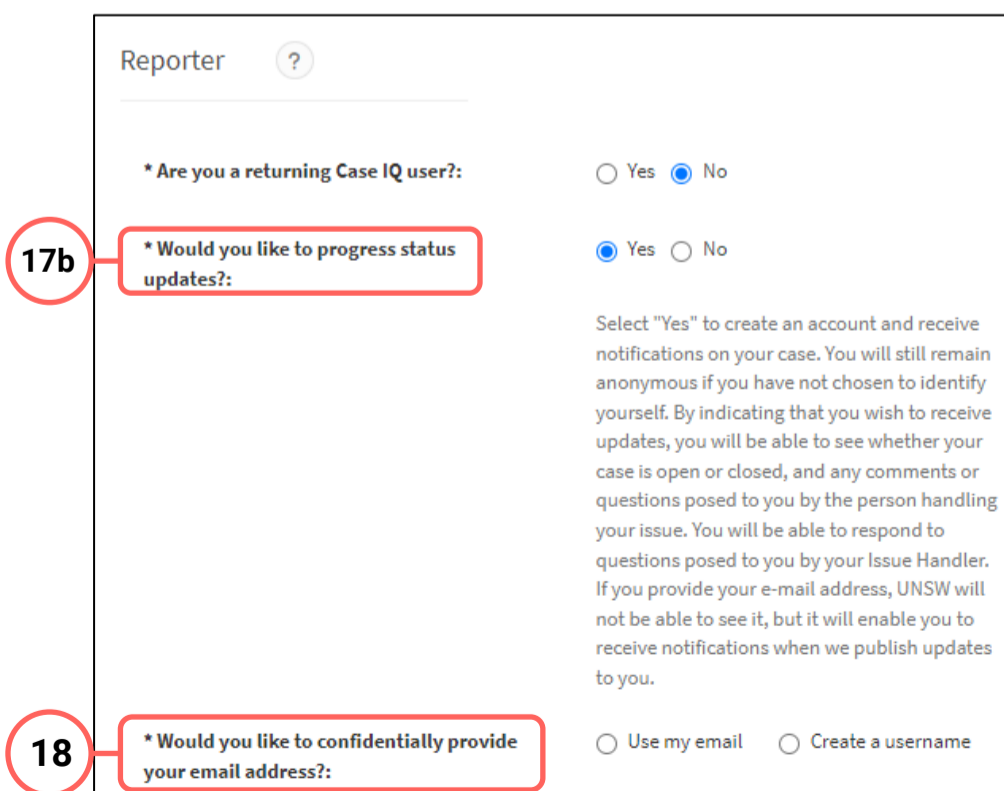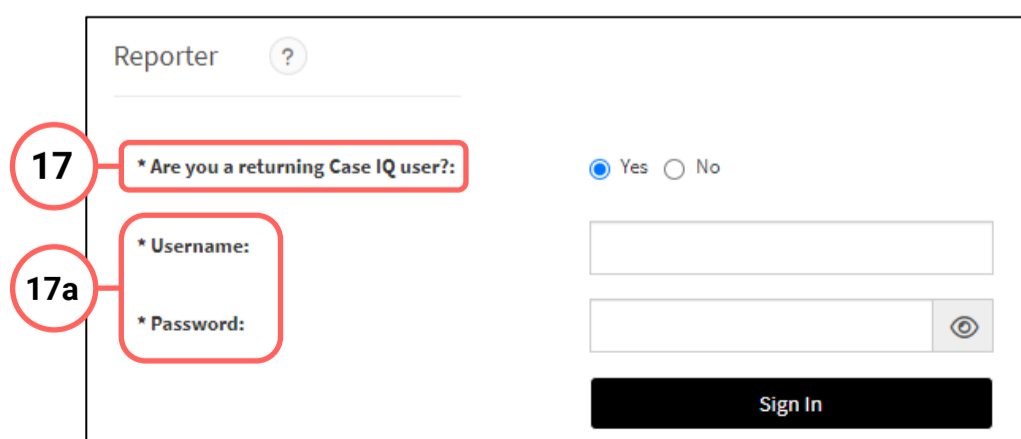
Submitting the Complaint or Report

19. After all details have been provided, complete the CAPTCHA and click **Submit**.

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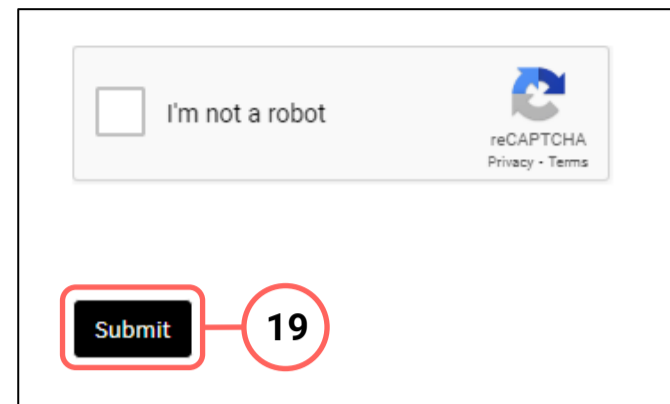
B – Send Email

. . . .

Sending the Complaint or Report

1. An email will pop up using your computer's default email application.

2. Send your complaint or report to the UNSW Complaints team at complaints@unsw.edu.au.

   - Make sure to include as much detail and clarity so that timely and appropriate support can be provided.

   - Avoid using your UNSW email or a personal email that has a username with elements that could be used to identify you, such as your name or nicknames.

   - You can also use email to request more information or advice prior to submitting online.