

DWF Risk appointed to conduct workplace relations investigations regarding a not-for-profit organisation



Background

The not-for-profit (NFP) organisation has a workforce of over 500 staff members who provide services to over 700,000 people each year, and operate across almost 70 locations in Queensland. The services they offer include counselling, education, care, and sport and recreational activities. DWF Risk was recently appointed to investigate sensitive complaint claims made by employees of the NFP organisation.



The situation

DWF Risk was appointed through DWF's legal advisory business under legal professional privilege to conduct a factual investigation into a sensitive workplace related complaint. The complaint was made by an ex-employee during their exit interview process, and was in relation to workplace fatigue, staffing and supervision issues, capacity and workload issues, the demands of the job, and the psychosocial risks which staff were exposed to.

How we helped

Our investigation team reviewed the details of the complaint and worked in collaboration with the organisation to map out a plan for the investigation. The investigation plan involved:

- conducting interviews with employees and members of management;
- reviewing the organisation's policies, procedures, and training and induction programs;
- reviewing industry best practice and standards for education, qualifications, supervision and professional development; and
- conducting a psychosocial risk assessment.

Following the above, we were able to provide a detailed report which covered the validity of the claim, how the organisation compared with industry practice and standards, and recommended actions.

The NFP organisation was extremely impressed with this investigation, which led to them engage DWF Risk to conduct another workplace relations investigation into a complaint regarding the workplace conduct of a member of senior management.

If you would like assistance with assessing psychosocial risks or conducting workplace investigations, please contact us below.

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