

INVESTIGATIONS

THE NEED FOR INVESTIGATIONS

All Organisations will, eventually, face a situation where an undesired event occurs that will impact on its efficiency.

Such an event can be the result of issues with personnel.

Investigations are undertaken to determine causal factors of the event and make appropriate recommendations.

Events can be categorised into one of three levels of impact on the organisation:

- **Low level** where the event can be investigated by a supervisor;
- **Medium level** requiring an investigation by a manager;
- **High level** where the investigation is out-sourced to an independent body.

Supervisors and managers can spend an inordinate amount of time investigating events and are easily accused of bias in their recommendations.

ACCESS Programs CONSULTANTS

ACCESS Programs has staff experienced in undertaking investigations and providing investigation training in both the public and private sectors.

ACCESS Programs INVESTIGATION PROCESS

1. **Systematic examination** of the event, interviewing the people who have first-hand knowledge of the event, witnesses, and collecting any record or papers that may assist.
2. **Final Report** A document that contains all causal factors and other information identified as contributing to the event and a discussion which supports the recommendations made.
3. **Implementation and follow-up** of the recommendations is normally the role of management of the organisation, the resources within ACCESS Programs may assist.

TRAINING OPTION

ACCESS Programs can provide training for supervisors and managers to conduct investigations in an efficient manner. Training includes:

- Interview techniques
- Collecting evidence
- Establishing the boundaries to the investigation
- Reporting
- Follow-up and Review

Partnership for organisational & individual wellbeing

Contact ACCESS Programs on 8210 8102 or 1300 66 77 00