



A U S T R A L I A

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Experienced  
Professional

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## About us

We are a fully licensed and insured investigation service. Our investigator has years of experience in law enforcement, child protection, out of home care, aged care and disability care. We believe in advocating for a person's rights. This includes conducting investigations that demonstrate our neutrality, professionalism, and knowledge of legislation and standards.

## The nature of the allegation

**If you believe a child is at immediate risk of significant harm, please contact the police.**

If you're unsure of the terms and whether you should notify the relevant authority, we recommend looking at one of these tools:

- Office of the Children's Guardian [assessment tool](#)
- NDIS Quality and Safety Commission [Reportable Incidents Guidance](#)
- Residential and aged care providers ACQSC [support tool](#)

We provide advice for prompt and decisive initial risk assessment and actions to mitigate risks.

If there is no immediate significant risk of harm to a child, let us take a measured approach to assess and plan a response to the allegation, before taking action.

## Scope of an investigation

We will ask you about the allegations, and any systems in place to safeguard and reduce associated risks.

Best practice is for us to make recommendations following the investigation of a reportable allegation, and the ultimate decision-making around the allegation remains with you. By outsourcing the investigation to us you are assured of independence, no conflict of interest, and a resource that knows how to facilitate a sound investigation. We will conduct investigation commensurate with the circumstances of your organisation and the allegation.

Investigations into alleged misconduct are reviewed under the civil standard of balance of probability.

## The process

We will ensure the investigation is procedurally fair and the decision-making process is transparent, accountable and supported by the evidence. Our process will withstand scrutiny.

Investigators will wear and present their certification when interacting with any party relating to this investigation.

Witnesses are asked to maintain confidentiality, to tell the truth, and for consent to have the interview audio recorded. They will often be asked what they saw or heard, who else may have information, and to provide documents or records.

We will encourage witnesses to access support during the investigation process. We recommend you provide welfare checks for respondents and witnesses or offer/arrange access to counselling services.

We will take steps to accommodate the needs of persons with disability, serious health conditions and other vulnerabilities.

You should contact the investigator if any new or relevant information comes to light at any stage of the investigation. Once underway, the allegations against the respondent cannot be changed.

## Investigation plan

We will agree to an investigation plan that suits you before the investigation commences. It is a record of what we intend to do, who will do what, why it is being done, how it is to be done, what information needs to be gathered, what we want to achieve and when it needs to be done. It will assist us to meet your expectations as well as obligations under the various Standards and legislation.

## Procedural fairness

Safety, welfare and well-being of vulnerable people remains paramount. Generally, steps will be taken to:

- maintain an appropriate level of confidentiality
- identify and manage any real or perceived conflicts of interest
- provide the employee with notice (at an appropriate time) of the nature and scope of the allegations, the process that will be followed and (if relevant) that a notification has been made to the peak body
- keep the employee reasonably informed of the progress of the investigation
- conduct as timely an investigation as possible
- provide an option of a support person for the employee and witnesses to be interviewed
- frame the allegations appropriately
- put all the allegations to the employee, with sufficient notice
- explain the potential consequences of an adverse finding
- provide the employee with a genuine opportunity to respond to the allegations, in writing or at interview.


You are responsible for disclosing information about the progress, final findings or actions taken in response to the investigation to the witnesses and nominated representatives/carers.

We will provide you with a report of our findings. If a finding of misconduct is substantiated, you must consider which options or combination of options align with the professional standards of your organisation. We will draft a final decision letter to the respondent in consultation with you.

If you have any questions throughout the investigation process, we encourage you to speak with us.

If you would like further information, please contact us by email: [iaxaustralia@yahoo.com](mailto:iaxaustralia@yahoo.com)

Kind regards,

A handwritten signature in black ink that reads 'Stacey'.

Stacey Whitmore  
Investigator.