

DWF Risk conducts independent workplace investigation following a workers' compensation claim for workplace stress



Background

DWF Risk was recently engaged by a client in the higher education sector to investigate the circumstances giving rise to a workers' compensation claim for workplace stress.

The situation

The client was a large Australian university who employ over 6,000 full time staff. The alleged incident induced work related stress, leading to medication and other therapies to manage anxiety and insomnia, which ultimately resulted in a workers' compensation claim.

At the time of the incident and claim, the university's workplace injury management team were ready to try a new provider for independent investigations. Given their strong existing relationship with DWF's insurance and workers' compensation lawyers, they were pleased to learn of DWF Risk and DWF's broader ability to provide another element of service (outside of legal advice) in the workplace relations space.



How we helped

DWF Risk conducted a series of interviews with key witnesses and involved persons to provide the client with a factual report which clearly outlined and detailed the alleged workplace stressors, as well as evidence to support or disprove each specific stressor. This investigation also involved a review of the client's internal policies to determine if management action taken was in compliance with the relevant procedures had been complied with.

The report allowed the university's injury management team to make an informed determination on whether to accept or reject the claim for workers' compensation. Dealing with the claim in this manner ultimately works to reduce the likelihood of future claims and legal action, and it also enabled the university to identify areas of improvement to work on from a workplace relations perspective to avoid similar incidents.

If you have a complex or sensitive employment or WHS matter that requires an external, confidential and professional investigation, please contact us below.

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