



# WE MAKE THE COMPLEX CLEAR SO YOU CAN MAKE INFORMED DECISIONS

**9/10 clients would  
recommend Clarity**

Source: AskNicely customer survey data

**Clarity's Client  
First Guarantee**



Clarity's expert team draw insights from their experience across a wide range of business disciplines including law, OHS, psychology, human resources and insurance.

**The Clarity team has extensive experience working with self-insurers, large employers and law firms and understands their needs and priorities. We help you by making the complex clear through Factual Investigations, Surveillance, Online Investigations and Process Serving.**

CEO, **Mathew Seeto** has many years of experience in senior management in the workers' compensation industry. Mathew leads an experienced team of Case Managers and Investigators.

As a certified B Corp, we're committed to being a profit-for-purpose business and we're motivated by the positive impact our work has for our clients & the community.

## **CASE MANAGER**

*Self-Insured Organisation*

'Clarity have always treated our claimants with enormous amounts of empathy and the claimants often say that they were thankful to be heard and have someone assist them to piece their timeline together.'



## **ASSOCIATE, WORKERS' COMPENSATION**

*Legal firm*

"Love the communication, I always know what is happening with my matters. I also really appreciate the lengths that CWS goes to, to speak with relevant people and obtain relevant information."



## **CASE MANAGER**

*Self-Insured Organisation*

"Working relationship is excellent and service provided exceeds expectations."



## **CONTACT US**

Send instructions to:

**info@clarityws.com.au**

Speak with us on:

**1300 091 176**

## FACTUAL INVESTIGATIONS



Liability  
Investigations



Psychological  
injury claims



Hearing loss  
claims



Asbestos and  
dust diseases



Common Law  
matters

Your investigations will be conducted with care, to ensure minimal impact in the workplace while gathering all necessary information. We are conscious of the experience of all employees involved, and operate with transparency, empathy and regard for their time.

Factual Investigations Manager, **Peter Donegan**, and Senior Consultant, **Martin Gannoni**, are both very experienced litigators in workers' compensation. Peter and Martin provide ongoing guidance, training and quality assurance reviews to our Case Management and Factual Investigations teams.

You will receive consistency, high quality and fast turnaround from our Factual Investigators, the majority of whom are directly employed by Clarity, rather than operating as contractors. We invest heavily in training and upskilling our investigation team.

With ten female Investigators, we are reliably able to offer either a trauma-informed male or female interviewer in matters where this would be prudent.

All Investigators conducting mental injury investigations have completed Applied Suicide Intervention Skills Training (ASIST).

## SURVEILLANCE & ONLINE INVESTIGATIONS



Surveillance to support  
management of workers'  
compensation claims



Litigation support on  
common law matters



Specialised social media  
and database searches



Locating witnesses and  
individuals who do not  
want to be found

**Sheena Preston** has managed our surveillance practice for over ten years, and has an outstanding reputation for delivering results in surveillance and online investigations.

Initial social media and other desktop searches are conducted on every investigation, and detailed desktop investigations can be arranged to assist you in deciding whether surveillance is warranted.

Licensed and highly-trained private investigators conduct discreet and confidential observations of subjects' activities, in accordance with legal requirements and codes of conduct.

Investigations are commenced in a timely manner and we offer you flexible and prompt updating via email or telephone, depending on your preference. In urgent matters, you can access footage in our secure video vault via an instant link.



## A TAILORED APPROACH TO SUIT YOUR NEEDS

Your investigations can be conducted using processes and formats that meet your requirements. This approach can include:

- Approved Information Sheets for witnesses, to ensure transparency regarding Clarity's role, the investigation process, what is required of them, and their rights in an interview.
- Agreements regarding timeframes for commencement, initial updates and reporting, to ensure you always receive the information you need, on time.
- Detailed statement templates with sub-headings that suit you, to allow you to find and focus on pertinent information.
- Report templates that provide the level of detail and context for statements that you find helpful.

These aspects are managed on Clarity's internal case management system, which tracks each case through the customised workflow appropriate to each client.

Clarity Investigators will receive training and instruction regarding your needs and preferences.

### **WORKPLACE HEALTH & SAFETY MANAGER**

*Employer Representative*

"[Our employees] were nervous and concerned but after talking with the Investigator they understood what was involved and their rights. She was empathic, understanding and patient."



### **PARTNER**

*Legal firm*

"Great communication & timely reports that are to the point."



### **SPECIAL COUNSEL**

*Legal firm*

"Stephanie Lamb does a terrific job of keeping me up to date with the progress of the investigations. As I work to reasonably tight deadlines, her oversight is much appreciated."



## NOTES

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In the most complicated work environments, you need Clarity. Join our community at [info.clarityws.com.au/community](https://info.clarityws.com.au/community) to gain insights on investigations and workplace issues.

## OUR TEAM



**Vincent Quattropani**

BEC, CA, FGIA, MHRI  
Founder & Director



**Mathew Seeto**

MOHS, BBUS, JP  
CEO



**Jane Burns**

PhD, BA (Hons), GAICD  
Strategic Advisor



**Kirsty Harvison**

LLB (Hons), FGIA, MAPP  
Senior Consultant  
& General Counsel



**Peter Donegan**

BA, LLB  
Manager - Factual  
Investigations



**Sheena Preston**

Manager - Surveillance,  
Process Serving & Online  
Investigations



**Stephanie Matthews**

BA  
Manager - Quality Systems



**Martin Gannoni**

BA, LLB  
Senior Consultant



**Brianna Date**

BA (Psych), JD  
Factual Investigator,  
Lawyer

Clarity Workplace Solutions is part of the Clarity+ Group of companies working together to build better workplaces.