

Australia's trusted workplace review specialists

We review workplaces to identify issues and actions for improvement.

A workplace review is a diagnostic tool that delivers an independent, evidence-based assessment of workplace culture, empowering organisations to confidently manage risks and make positive change.

Our firm has developed thorough and exacting review processes that allow our reviewers to capture and analyse large amounts of information to draw out and communicate clear insights.

Our expert review team has interviewed thousands of employees about their workplaces, analysing their feedback to identify the factors contributing to negative working environments.

REASONS TO REVIEW

Organisations engage our experts to review their workplaces to:

- provide insights into patterns of high staff turnover, absenteeism, psychological injury claims, low employee satisfaction and poor productivity
- inform and support organisational change or transformation
- proactively identify psychosocial hazards in the workplace before they escalate into serious problems
- provide employees an opportunity to share their feedback and insights in a confidential and impartial forum.

OUR EXPERIENCE

70+
workplace
reviews

2,000+
interviews with
employees

All
states and
territories and
industry
sectors



Members of the Q Workplace Solutions national team

OUTCOMES

Workplace reviews are a way to obtain an impartial view of what's working well, or not working well, across an organisation or within specific teams, divisions or work sites.

A well-conducted review can provide employers with objective insights into potential areas of workplace risk and priority areas for action.



Christina Coleman
Indigenous Engagement Advisor

OUR APPROACH

Our experienced reviewers have highly developed interviewing and people skills.

We take a trauma-informed, neuroinclusive and culturally responsive approach to our reviews, focusing on each participant's unique circumstances.

Aboriginal and Torres Strait Islander participants are supported by our Indigenous Engagement Advisor Christina Coleman, who is available to attend interviews and provide cultural support.

From our experience interviewing thousands of employees and workplace leaders over the past 15+ years, we have found that our approach:

- enhances employee trust in the review process and encourages a 'safe to speak up culture'
- elicits better quality information during interviews
- results in accurate insights upon which employers can rely.

OUR PROCESS

We tailor every review to the unique context of each organisation, the make-up of their workforce and the review objectives.



Design review

- discuss and agree the review scope such as:
 - composition of the participant pool
 - methodology, such as survey, focus groups, individual interviews or a mix
 - logistics such as staff availability, interview locations and reporting timeframes
 - how any allegations of misconduct will be treated
- develop internal communications, in collaboration with the employer, to inform participants about the review.

Undertake review

- consult with organisations to develop questions designed to gather workplace culture insights
- conduct preliminary desktop review of workplace policies, incident reports, complaints and other HR data relevant to the participant pool
- conduct trauma-informed, neuroinclusive and culturally responsive interviews on a one-to-one confidential basis
- continue to review and adjust the process, in consultation with the employer, in response to information or concerns raised.

Deliver report

- prepare report comprising:
 - summary and analysis of relevant information
 - themes or systemic issues identified during the review process
 - other matters as instructed, including recommendations
- optional verbal debrief on the process and report contents
- optional separate disclosure report capturing allegations of misconduct raised during the review for potential further investigation.



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CASE STUDY

Context

This organisation engaged Q Workplace Solutions to undertake a workplace review in response to feedback it had received via employee exit interviews raising concerns about workplace culture and leadership effectiveness.

Scope | Team review

Participants

leadership
and blue
collar staff

15

voluntary
participants

100%

of invited
participants
took part

Review insights

Q Workplace Solutions found a key issue impacting workplace culture was unresolved workplace conflict between the leadership team and a small group of employees.

The conflict permeated through day-to-day interactions with staff. The review found that unsustainable workloads underpinned much of the discontent and division within the workforce, including exacerbating interpersonal conflict between team members.

Overall, participants were disillusioned by ineffective complaint management processes, primarily because of historic inaction which had fuelled a perception that there was little utility in escalating complaints.

Outcomes



The information provided as part of the Culture Review was invaluable in terms of insights into our culture, areas for improvement and further education.

We saved around \$50,000 in the first month or so alone because we were able to understand the nature and extent of the issues and implement appropriate strategies to address the 'pain points'.

We have seen a more harmonious team overall, including a noticeable reduction in staff taking leave, consistently raising issues and just general job dissatisfaction.

Employer feedback