

## Heidi Smith A resolution Senior Workplace Investigator



Heidi Smith is a Senior Organisational Psychologist and Workplace Investigator. Heidi has strong experience in Human Resource Management specialising in conflict management, bullying and harassment, grievance resolution, worker's compensation, organisational design and development, policy and procedure, performance management and employee disputes.

Heidi helps workplaces investigate matters quickly, effectively and fairly. As an experienced Organisational Psychologist Heidi has a strong understanding of stress, organisational culture and structure, bullying and harassment and performance management issues.

Heidi has carried out investigations in the Not-for-Profit and Private Sector and has extensive experience in the Health sector. Heidi developed Regulatory experience as a Professional Officer Psychology at the Australian Health Practitioner Regulation Agency and has worked extensively with clients in the Health Sector including Nursing, Foster Care, Outreach Centres, Behavioural Therapists, Psychology and Aged Care.

Heidi holds a Masters in Organisational Psychology and Bachelor of Neuroscience. Heidi has a strong understanding of organisational assessment and development. Heidi has the capacity to make assessments of workplace factors that may contribute to employee claims within the context of the organisations' development and management capability.

Heidi has experience in complex and sensitive investigations involving several witnesses and extensive documentation.

Heidi's investigation competencies include:

- Organisational culture assessment
- Health Sector
- Not for Profit and Private Sector
- Performance Management
- Change Management
- Procedural fairness
- Evidence based findings
- Policy development
- Unfair Dismissal
- Workers Compensation Stress Claims
- Timely and effective communication
- Report Writing

When choosing an investigator, it is important to match your complaint to your investigation organisation and investigator. A resolution specialises in medium risk investigations with a complex mix of interpersonal and organisational factors. If your investigation involves fraud, theft, or serious allegations of misconduct, we can recommend a more suited investigation service.

Please note that while Heidi Smith is a Registered and endorsed Organisational Psychologist, investigations are carried out in her capacity as a Workplace Investigator.