

WHO WE ARE

Factum Investigations is a licensed private investigation firm based in Newcastle, New South Wales. We carry out factual investigations, surveillance, incident and workplace investigations and aerial scene capture across the Hunter, Central Coast, Mid North Coast and New England.

We establish what happened and record it for the people who decide a claim or a workplace matter: what witnesses said, what we inspected and what the documents show. We offer no opinions on liability, medical questions or recovery.

WHO WE WORK FOR

Workers compensation insurers and their claims agents, CTP insurers, general insurers, self-insurers, employers and solicitors, by referral. We do not name clients, and each engagement is itself confidential.

SERVICES

Factual Investigations. Workers compensation, work injury damages and public liability claims. We interview the worker, employer and witnesses, inspect the site and review the documents provided. In workers compensation claims, interviews follow the expectations in SIRA Standard of practice S24: the worker nominates the place of interview and may have a support person or interpreter. The report records what was said, observed and documented.

Surveillance. Covert observation of the person named in the referral, in or from public places, by a licensed investigator. Scope and duration are agreed in writing before any activity starts, and other people are redacted from footage and reports where possible. The client receives a timed log, footage and a written report. Material is stored securely and provided only to the client.

Incident & Workplace Investigations. Commissioned by employers, insurers and solicitors after an incident, injury or complaint, and structured on the ICAM method to describe what happened and why. Witness statements are taken in the witness's own words, in numbered paragraphs, dated and signed on every page. Where management action is in question we record what was done, when, under which policy and with what evidence; whether it was reasonable is for the tribunal or court to decide.

Aerial Scene Capture. Still and video imagery of sites, premises and plant, flown by a remote pilot who holds a CASA Remote Pilot Licence (RePL) on aircraft registered with CASA, within CASA's rules and with the consent of the landowner or occupier. No audio is recorded, and aircraft are not used to observe or follow a person.

Other services. Background checks and skip tracing for insurers, employers and solicitors.

HOW WE WORK

- **Referral.** Instructions come by referral, stating the reason for the investigation, the parties, any interpreter need and the information required. We do not need entire claim files.
- **Scope in writing.** Scope, duration and the questions to be answered are confirmed in writing first.
- **Conflict check.** Every referral is checked for a conflict of interest, and we decline where one exists.
- **Interviews and inspections.** Interviews are arranged with notice, at a place the interviewee nominates, with a support person or interpreter if requested. Sites are measured and photographed. After a notifiable incident, scene work waits for SafeWork NSW and the site is not disturbed.
- **Reporting.** Reports record facts in plain language, attach statements, photographs and logs, and say what could not be established. Each is written as if the worker and their representatives will read it.
- **Secure storage.** Material is protected against loss, unauthorised access, use, modification or disclosure, and retained or destroyed as the client instructs and the law requires.
- **Confidentiality.** No matter is discussed outside the engagement; material goes only to the client.

STANDARDS AND COMPLIANCE

- **Licensing.** Factum Investigations is licensed under the Security Industry Act 1997 (NSW), NSW Master Licence 000111255.
- **Workers compensation.** SIRA does not license or accredit investigators. Its Standards of practice set expectations for workers compensation insurers. We structure factual investigations to the expectations in S24 and surveillance to those in S25, as amended in December 2025, so that insurers can meet them. Particular care is taken in psychological injury claims.
- **CTP.** For CTP claims we work to Part 4 of SIRA's Motor Accident Guidelines, which require a licensed investigator and set their own rules for interviews and surveillance.
- **General insurance.** SIRA does not regulate public liability. For general insurers we apply the claims investigation standards in the General Insurance Code of Practice, including its interview protections.
- **Surveillance and privacy.** Surveillance and aerial work comply with the Surveillance Devices Act 2007 (NSW), Workplace Surveillance Act 2005 (NSW) and Privacy Act 1988 (Cth).
- **Aerial work.** Flown by a CASA Remote Pilot Licence (RePL) holder on aircraft registered with CASA, within CASA's drone safety rules and any required airspace approvals.
- **Currency.** Regulatory references were checked on 1 October 2026. SIRA has announced a review of all Standards of practice in 2026; we update our processes when standards change.

QUALIFICATIONS

- CPP30619 Certificate III in Investigative Services, the qualification required for a Class 2E licence in NSW.
- CASA Remote Pilot Licence (RePL).

Copies of licences and aircraft registrations are available to clients on request.

COVERAGE

Based in Newcastle, by appointment.

- **Hunter:** Newcastle, Lake Macquarie, Maitland, Cessnock, Port Stephens, Singleton, Muswellbrook and the Upper Hunter.
- **Central Coast:** Gosford, Wyong, The Entrance, Woy Woy and Terrigal.
- **Mid North Coast:** Forster, Taree, Port Macquarie, Kempsey and Coffs Harbour.
- **New England:** Tamworth, Armidale, Glen Innes and Inverell.

WHAT WE DO NOT DO

- We do not offer opinions on liability, medical questions, capacity or recovery. Those are matters for the insurer, the tribunal or the court.
- We observe only the person named in the referral, and only in or from public places. No inducement, entrapment or trespass, and no social media friend requests or messages.
- We do not record private conversations, make pretext calls or use undercover approaches.
- We do not conduct covert surveillance of employees at work, which the Workplace Surveillance Act 2005 (NSW) prohibits without a covert surveillance authority.
- We do not use aircraft to observe or follow people.
- We do not take sworn affidavits, and we do not promise outcomes. Whether any material is admitted is always a matter for the court or tribunal.

CONTACT

Factum Investigations, Newcastle NSW, by appointment. NSW Master Licence 000111255.

Phone 0480 099 885 Email info@factum.au Web www.factuminvestigations.com.au