

Client Guarantees

I personally provide the following guarantees to all JFA Brisbane clients.

All investigation matters.

JFA Brisbane will: -

- Perform all investigations in a conscientious, expeditious and professional manner.
- Whenever practicable, complete all investigations within the set time limits
- Always strive to be as cost-effective as possible in our approach to all investigation matters. If we feel any investigation can be best dealt with in another manner so as to achieve the same results but at a lesser cost, we will seek your further instructions.
- Always report accurately and truthfully. JFA Brisbane will fully cooperate with any auditing system required by our clients.
- When reporting, provide a clear separation of facts from opinions.
- Always operate in accordance with all State, Territory and Federal industry codes of conduct and relevant legislation.
- Not engage in any conduct that will likely give rise to a civil action; for example, trespass.
- Not act outside instructions without prior approval.
- Maintain current all relevant insurances, including but not limited to Professional Indemnity Insurance and Worker's Compensation cover.
- Maintain all necessary industry licensing, including but not limited to a Security Firms Licence and all individual Security Providers Licences.
- Strictly adhere to all Information Privacy Principles and keep secure and confidential all information gathered during any investigation.
- Always notify our clients of any potential conflict of interest.

Surveillance matters

- JFA Brisbane will always seek further instructions if during the course of a surveillance matter, we find the Claimant acting in a (seemingly genuine) manner consistent with his/her claims of restriction. This is designed to potentially limit client costs.
- If noteworthy video in any injury related claim matter is obtained on one day, we will always conduct surveillance on the following day to limit the good-day, bad-day scenarios often put forward by Claimants.
- JFA Brisbane will not attempt to actively induce a claimant into a situation in which that person would not ordinarily and voluntarily enter, thereby creating a false or misleading impression.



Jarris Fuller
Managing Director
JFA Brisbane