



Emma Flukes- Senior Reviewer – Melbourne

Prior to joining CPM Reviews, Emma enjoyed a public service career spanning close to 30 years – serving in both the Commonwealth and State Public sectors.

Emma's experience spans the Federal Health department, Family and Community Services, Department of Defence (including the Australian Defence Force Academy), the National Health and Medical Research Council, the ACT Land and Planning Authority and the ACT Director of Public Prosecutions.

As a Senior Executive in the Corporate Services domain, Emma worked successfully at both the strategic and operational levels across all elements of corporate support services. This included financial, Industrial Relations, Information Technology, Legal Support, Human Resources, Contract Management and policy development.

As a former corporate manager, Emma has considerable experience in managing complex HR activities; including employee conduct, conditions of service, recruitment and selection, organisational wellbeing and OH&S, Employee Assistance (EAP) contracts and programs, rehabilitation and compensation, performance management and policy development.

Emma has conducted and overseen many misconduct and other employment related investigations, grievance reviews and the management of employee underperformance. Her investigation expertise includes areas such as bullying and harassment, unacceptable behaviour, workplace disputes, failure to comply with directions and behaviours external to the workplace - such as social media.

She has undertaken a variety of complex and sensitive investigations across a wide range of areas including misuse of government resources, IT systems and email. Emma has completed complex fraud investigations including wrongful benefit claims, unauthorised access, conflict of interest and reviews of governance arrangements.

Emma has successfully presented case material to the Administrative Appeals Tribunal and Fair Work Australia.

Emma's relevant qualifications include a Graduate Certificate in Public Sector Management and an Advanced Diploma of Government (Investigations).

Providing Reviews of Decisions and Actions, Workplace Investigations
and Related Strategic Advice to the Public Sector and Other Organisations