TUESDAY
10 MAY 2011

Venue: Heritage Room
Coopers Inn
282 Exhibition St
Melbourne
Corner Little Lonsdale St
2nd floor (no lift)

Time: 5.45pm – 6.15pm
Socialising
Drinks at bar prices
Finger food provided

6.15pm – 7.15pm
Presentation

Cost: No charge VADR members
$20 Non-members
Membership $70
enquiries: admin@vadr.asn.au

RSVP: by Thursday, 5 May
admin@vadr.asn.au or
president@vadr.asn.au

Book early to ensure a place

LYNNE WITYNSKI
State Services Authority

MANAGING RISK
WITHIN AN
INTEGRATED
COMPLAINTS HANDLING
SYSTEM: A NEW MODEL

Based on research and the findings of a Victorian public sector purpose specific network, the State Services Authority has been developing a model for managing risk within an integrated complaints handling system for the State Public Service. The presentation highlights the costs of poorly managed conflicts and disputes for organisations and individuals and discusses an exciting new sector-wide action learning project that the Authority is currently leading.

Lynne Witynski is a trained mediator and conflict coach. Before joining the Victorian Public Service, Lynne worked in the Commonwealth govt. both in Australia and overseas, developing and implementing a diverse range of policies and programs. At the State Services Authority, Lynne is project managing a far-reaching piece of work, ‘Taking the heat out of workplace issues’. The approach used is based on action learning principles and has seen the rise of an active community of practice with over 200 members.