



**Victorian  
Association for  
Dispute  
Resolution Inc**

President: Deborah Macfarlane

Secretary: Anthony Grimes

Email: [admin@vadr.asn.au](mailto:admin@vadr.asn.au)

**TUESDAY**

**16 February 2016**

Venue: Heritage Room  
Coopers Inn (2<sup>nd</sup> Floor)  
Cnr Exhibition & Little  
Lonsdale Streets  
Melbourne.

Time: 5:45pm–6:15pm  
Socialising

Drinks at bar prices  
Finger food provided

Presentation: 6:15pm–7:15 pm

Cost: No charge VADR members  
\$20 Non-members

Membership \$85 p.a.  
Enquiries: [admin@vadr.asn.au](mailto:admin@vadr.asn.au)

RSVP: [admin@vadr.asn.au](mailto:admin@vadr.asn.au)

Book early to ensure a place

## **TREASURE JENNINGS PUBLIC TRANSPORT OMBUDSMAN**

### ***Best Practice in the Office of the Public Transport Ombudsman***

On 16 February 2016 Treasure Jennings, the Public Transport Ombudsman, will talk about the work of her Office. The Public Transport Ombudsman deals with over 4000 complaints and enquiries about public transport issues annually, employing 4 conciliation officers and 2 case officers. The PTO forms part of the overall consumer protection framework and provides access to justice for consumers of public transport services. Public Transport Ombudsman Treasure Jennings will speak about best practice ADR in her sector, what conciliation aims to achieve for the customer and future trends in the industry.

*Treasure Jennings became Victoria's fourth Public Transport Ombudsman in December 2014 after working as the General Manager of Operations at the Victorian Energy and Water Ombudsman. Treasure has held a number of senior roles in public, private and not for profit sectors within transport, adult education and the airline industries. Treasure has post graduate qualifications in Organisational Leadership and is currently undertaking the final leg of a Masters in Dispute Resolution.*