



GPO Box 127 Melbourne, Victoria 3001  
Telephone 1300 305 806

[www.vadr.asn.au](http://www.vadr.asn.au)

**TUESDAY**  
**22 MARCH**

Venue: Heritage Room  
Coopers Inn  
282 Exhibition St  
Melbourne

Corner Little Lonsdale St  
2<sup>nd</sup> 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](mailto:admin@vadr.asn.au)

RSVP: by Thursday, 18 March  
[admin@vadr.asn.au](mailto:admin@vadr.asn.au) or  
[deborahmacfarlane@gmail.com](mailto:deborahmacfarlane@gmail.com)

Book early to ensure a place

**AMIE COUSINS**  
**Manager Conciliation Team**  
**Financial Ombudsman Service**

## **STRATEGIES FOR POWER IMBALANCES CASE STUDY: FINANCIAL OMBUDSMAN SERVICE**

Power imbalances are often unavoidable and FOS has developed strategies for dealing with these situations. Amie Cousins' presentation will examine:

- theories of power in mediation;
- the position of the mediator within that picture;
- issues over terms like 'neutrality';
- ethics of mediator intervention.

The presentation will also detail practices and interventions used at FOS, including case studies, and touch on the benefits and drawbacks of teleconferencing.

*Amie Cousins has worked as a member and then manager of the Financial Ombudsman Service Conciliation Team since January 2007. Her team is responsible for conciliating complex disputes across a varied field, including financial planning, stock-broking, insurance and managed investments. Amie has law and arts degrees, a Masters in Dispute Resolution, and is a nationally accredited mediator, providing mediation training and coaching regularly within FOS and to the financial services industry. She also provides dispute resolution, communication and complaints handling training to members of the financial services industry.*