

**TUESDAY  
10 MAY 2011**

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, 5 May

[admin@vadr.asn.au](mailto:admin@vadr.asn.au) or  
[president@vadr.asn.au](mailto: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.*