

Carolyn Monod

Consultant

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Carolyn recently commenced with Worklogic as a Consultant, and her role encompasses investigations, mediations and training.

Carolyn has an extensive background in complex investigations, complaint handling and conciliation/mediation in both the public and private sector.

Prior to joining Worklogic Carolyn was a Senior Investigation Officer at Ombudsman Victoria. In this role she was responsible for assessing and investigating complaints in accordance with the Ombudsman Act 1973 and the Whistleblowers Protection Act 2001.

She is skilled at analysing complex and sensitive issues with multi-party respondents, and has a practical understanding of the issues of investigating whistleblower matters. Carolyn is also adept at recognising systemic process and policy issues through workplace reviews.

Carolyn also enjoys training and has presented to external providers.

Carolyn's experience with complaint handling and conciliation/mediation in the public domain is strengthened by her past employment with the Energy and Water Ombudsman (Victoria), where she worked as a Conciliator from 2002-2005, on complaints between customers and their water, gas or electricity provider.

Qualifications

- Registration as LEADR mediator June 2009
- Certificate IV in Government (Investigation) March 2009
- Graduate Diploma in Conflict Resolution (La Trobe University) 2007
- Investigative Interviewing Course Charles Sturt University June 2005