

JOAN LILLIAS WELSH

PERSONAL DETAILS

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ACADEMIC QUALIFICATIONS

1992 *Train the Trainer Certificate*
Department of Attorney General, Queensland, Australia

1990 *Community Mediation Certificate, Community Justice Program*
Department of Attorney General, Queensland, Australia

1989 *Bachelor of Arts Degree by External Studies*
University of Queensland, Queensland, Australia – Commencement

Certificate for Teaching English as a Second Language
Education Department, Victoria, Australia

Certificate A (4th Year of Teacher Training)
Education Department, Victoria, Australia

1960-1962 *Trained Infant Teachers' Certificate*
Burwood State College, Victoria, Australia

RELEVANT SKILLS/ QUALIFICATIONS

Co-producer and participant in Media Resources:

2003 *Effective Conciliation, Queensland Health.* Health Rights Commission & QIEP
Patient Complaints & Survey Area Program (Video)

1991 *Talk About It.* Community Justice Program. This video resource developed in
collaboration with Marcia Langton and the Doomadgee Aboriginal
Community, explains the use of mediation as a method of negotiating and
resolving disputes involving Aboriginal and Torres Strait Islander People

1990 *Mediation Process* Community Justice Program. Mediation training
demonstration

EMPLOYMENT HISTORY

2007- Current

Conciliation Manager (Job Share/Part Time)

- Management of the activities of the conciliation team
- Management of the Commission's processes for conciliation of health service complaints
- Provision of professional guidance, leadership, training and development for the conciliation team

1992-2007

Conciliator, Complaints Resolution, Health Quality and Complaints Commission (former Health Rights Commission), Queensland

- Resolution of health service complaints about professional providers and health facilities in the public and private sectors by managing negotiations between complainants and respondents, and liaising and negotiating with key medical and legal organisations, the parties' legal representatives, professional defence bodies, insurers and accountable authorities, including representatives for Queensland Health.
- Development and monitoring of procedures for dispute resolution by conciliation through the collation and recording of relevant data about processes and the evaluation of their equity and effectiveness.
- Co-development of a training package for Health Rights Commission complaint staff to provide skills in conflict management and dispute resolution.
- Participation in Queensland Health consultations with community group representatives.
- Member of Queensland Health *Working Party for Maternal/Birthing Services For Aboriginal Women in Remote and Rural Queensland*
- Training health consumers in health rights and responsibilities.
- Training hospital staff in effective complaint management processes.
- Consultations with key agencies in the Aboriginal and Torres Strait Islander communities during the establishment of the Health Rights Commission, to assess the needs of those communities in accessing the services of the Commission.
- Ongoing membership of committees in both the Health Rights Commission and then the Health Quality and Complaints Commission, to highlight the needs of the Aboriginal and Torres Strait Islander communities and to develop the most effective responses to those needs. Participation included visits to several Aboriginal communities with Aunty Eunice Watson during the period she was the Aboriginal and Torres Strait Islander Health Rights Officer.

Secondments during
1992 – 2007

- January 1994 – Seconded to the Alternative Dispute Resolution (ADR) Division of Justice and Attorney General to facilitate a planning session for the Division.
- 1995 – Seconded to ADR Division to be co-trainer with Marg O'Donnell, Director of the ADR Division and Kent Maddock, Deputy Director of the Department of Justice and Attorney General, in Mediation and Facilitation Skills for Senior Managers in the Queensland Public Service.
- 1993 - Co-mediation with Marg O'Donnell, Director of the ADR Division and the Honourable Hal Wootton AC QC, to facilitate community meetings at Yarrabah Aboriginal Community, about a contested land

claim under the Queensland Aboriginal Land Act 1991. Father Frank Brennan, Legal adviser to the Aboriginal Co-ordinating Council, was also invited to attend as an expert adviser. Those meetings expanded to incorporate wide-ranging exploration of concerns about ownership and management of land generally in the community. Over 500 people attended the meetings during that period.

1990 – 1992

Mediator and Project Officer, Community Justice Program, Alternative Dispute Resolution Division, Department of Justice and Attorney General, Queensland

- Trainer and co-trainer for a range of training programs in dispute resolution processes.
- Initial Project Officer for the Aboriginal and Torres Strait Islander Mediation Project and developed a Project Proposal for an Aboriginal and Torres Strait Islander Mediation Initiative, to improve access by those communities to the services of the ADR Division and to promote the development of culturally appropriate dispute resolution mechanisms for those communities.
- Designer and Team Leader for multi party and public issue mediations and facilitations, including:
 - The Great Sandy Region Advisory Committee, which was formed to develop a management plan for the Great Sandy Region. The Committee consisted of representatives from all interested groups including government.
 - The Gardner Road Landfill Local Advisory Committee which was to facilitate community consultation on construction and management of the site, and to minimise the impact on the local community.
- Designer and Team Leader for multi party mediations in Aboriginal and Torres Strait Islander Communities, including:
 - Group leader of a mediation team which participated in community-based meetings and mediations in the Doomadgee Aboriginal Community over a period of days to develop planning for law and order and the management of alcohol.
 - Palm Island Aboriginal Community, to assist with resolving conflicts between elected officials and residents' groups.
 - Darnley Island in the Torres Strait, to assist with resolving a family feud which had escalated to involve the wider community.
 - Co-facilitation of a series of three-day meetings convened by the Department of Aboriginal and Islander Affairs, with representatives from a number of Aboriginal and Islander committees and organisations and relevant Queensland and Commonwealth Government Departments to develop a strategy for "Caring for Returned Human Remains and Burial Artifacts"

Prior to 1990

Primary School Teacher in the public and private school systems both in Australia and the United Kingdom, including:

- 1973 Vice-Principal of North Melbourne Primary School and Co-ordinator of *English as a Second Language* Program
- 1974 -1998 Co-founder of and teacher at the Blackall Range Independent School, Sunshine Coast, Queensland 4560

REFEREES

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