



Vicki Mullen - Senior Reviewer – Sydney

For more than 25 years Vicki Mullen worked in senior positions in the public and private sectors. The majority of those roles have required her to effectively analyse and resolve highly complex matters and apply sound judgement in both policy and operational settings.

Vicki served most recently as an Ombudsman with the Australian Financial Complaints Authority (AFCA). AFCA is the external dispute resolution scheme for complaints made by consumers against financial firms. As an AFCA Ombudsman Vicki was required to consider and assess submissions and evidence from parties to complaints. Vicki made balance of probability decisions for complaints and issued written determinations that could be binding. Vicki applied the relevant law and industry codes, ensured procedural fairness was afforded, and provided fair resolutions to matters considered.

Prior to this role, Vicki held a number of senior policy and governance positions with several industry and professional associations, including the Actuaries Institute and the Insurance Council of Australia. During her time with the Actuaries Institute, she was responsible for administering the investigative committees for professional conduct complaints under the Institute's Code of Conduct. She also co-ordinated the review of the Institute's Code of Conduct. During her time with the Insurance Council of Australia, she administered the secretariat for the 2012 Independent Review of the General Insurance Code of Practice.

While with the public sector, Vicki worked as a Tipstaff/Associate to a High Court Judge, a legal research officer in the NSW Parliamentary Library, a Senior Policy Officer to the Law and Justice Committee of the NSW Legislative Council, a Principal Policy Officer in the NSW Cabinet Office, and as an adviser in a Ministerial office.

Vicki has lectured in public law at the University of NSW, presented at numerous local and international conferences and seminars on a range of public policy and regulatory issues, and she has successfully conducted internal training and development sessions for staff.

Vicki has extensive experience in regulatory affairs, legal policy, professional standards and dispute resolution. She has first-hand experience in sensitively dealing with complex matters and challenging behaviours from parties to a dispute.

She holds a Bachelor of Arts/Laws from the Australian National University, a Master of Laws from the University of NSW, and she is a graduate of the AICD's Company Directors Course.

Providing Reviews of Decisions and Actions, Workplace Investigations
and Related Strategic Advice to the Public Sector and Other Organisations