



JANET LAMBROU



M: 0426 284 567
E: janet@jam-mediation.com.au
W: www.jam-mediation.com.au

Qualifications

LLB (Hons) University of Melbourne	1991
Admitted Barrister and Solicitor of the Supreme Court of Victoria	1992
Graduate Diploma in Insurance, Deakin University	2002
Accredited Mediator, LEADR	2010
Licensed Investigator	2013
Certificate IV (Investigation Services)	2013

Professional Background/Appointments

Principal	JAM Mediation Services Pty Ltd	2012 –
Mediator Panel Member	Victorian Civil & Administrative Tribunal	2013 -
Mediator Panel Member	Victorian Small Business Commission	2013 – 2019
Adjunct Lecturer	College of Law, Melbourne	2017 - 2022
Consultant Mediator	McFarlane Legal Dispute Resolution	2011 – 2012
Principal	JAM Consulting Limited, London and Melbourne	2010 – 2013
Senior Vice President	FINPRO Division – Marsh Limited, London	2003 - 2009
Claims Manager	Victorian Managed Insurance Authority, Marsh Pty Ltd, Melbourne	1999 - 2003
Senior Associate	Minter Ellison, Lawyers	1992 - 1999

Mediation experience

Janet has been a mediator for 15 years, having completed the Australian LEADR mediation course in 2009. She is accredited under the National Mediator Accreditation System. She is the principal of her own mediation practice and truly independent. Her principal areas of expertise are insurance and institutional abuse, however, Janet has also successfully mediated hundreds of disputes, locally and interstate, in a variety of areas including:

- commercial and contractual
- professional negligence
- real property
- bank debts and guarantees
- issues before the Financial Ombudsman
- Worksafe premium disputes
- wills and estates
- institutional abuse and adoption cases
- total and permanent disability insurance
- workplace disputes
- human rights and discrimination.

Previous areas of practice

Following articles of clerkship in 1992, focusing on corporate law and the securities industry, Janet's legal experience was gained predominantly in insurance litigation. Her principal focus was on complex, commercial claims against solicitors, acting on the instructions of the professional indemnity insurer. She was also involved in medical

negligence litigation, large-scale general liability claims, and litigation involving accountants, conveyancing companies and financial advisors. Janet was involved in numerous Supreme and County Court trials, appearing at directions and interlocutory hearings and representing clients at mediation.

After leaving Minter Ellison, Janet was appointed Claims Manager responsible for the management of claims for the Victorian Managed Insurance Authority. This involved litigated claims in most classes of insurance, from public liability claims against Parks Victoria to professional negligence claims against the Department of Human Services. She attended VMIA Board Meetings and developed skills liaising with executives in the insurance and risk management teams of numerous government departments. The role also involved creating and delivering presentations in relation to claims handling and incident response.

Following her move to the United Kingdom, she was employed in the London insurance market for nearly 8 years and gained extensive experience advocating on behalf of clients in complex and litigated claims, arising in the United Kingdom, Europe, Canada, Scandinavia and Africa. This involved liaising with senior managers and executives of multi-national corporations and their internal and external legal counsel, and with the senior managers and underwriters of major insurance companies and Lloyd's syndicates. Her strategic advice and negotiation skills were sought after by both colleagues and clients.

Janet became skilled in drafting policy wording and complex endorsements and was heavily involved in the rollout of a new, radically different excess wording for financial lines insurance in the London market. She also developed guides and protocols for insured clients, and presented and conducted training throughout the United Kingdom, Ireland and various European countries, in a wide range of areas within the insurance industry.

As a broker and claims advocate in London, Janet's excellent communication skills were honed, when acting as an intermediary in complex multi-party insurance disputes, clarifying key issues, diplomatically managing parties' expectations and facilitating resolution.

Academic experience

For five years, Janet worked casually as an adjunct lecturer at the College of Law, mentoring graduates of major Melbourne law firms through their practical legal training course. This kept her in touch with new and emerging members of the legal profession, and developments in the law.

Grievance reviews

Janet has conducted Grievance Review Hearings for a government department on complex issues, providing written determinations.

Investigation experience

Janet has conducted numerous investigations in government, educational and private workplaces, involving sensitive issues of racism, breaches of privacy, bullying, harassment and misconduct. Janet no longer conducts investigations, preferring mediation to provide a better outcome for all involved parties.