

# Volunteers Conference 2022

## Workshop Facilitator



**Doris Zagdanski, BA DIP ED**

Doris has worked in the field of grief education and support for grieving people for almost 40 years. Much of this time has been spent employed in and around the funeral industry in roles such as National Training Manager and General Manager Qld Funerals for InvoCare, from where she retired in 2021 after a 27-year career. She is also an experienced Funeral Director and Funeral Celebrant.

Doris is the author of seven books on themes around loss, grief and empathy – subjects which she speaks about with passion and authority. She ties this in with a strong focus on the areas of customer service, communication skills and business success.

She is also an active community volunteer and has spent many years assisting bereavement support groups. Currently, she is a sponsor and judge for Australia's annual Grieve Writer's Competition which sees up to 1000 entries every year. In Queensland, she is a regular supporter of the Homicide Victims Support Group, and the Care For Life/World Suicide Prevention Day.

Doris was born and raised in Geelong, educated at Monash University, Melbourne and now lives on the Gold Coast.