

# NATIONAL investigations symposium

9-11 NOVEMBER 2016

## PROGRAM

Four Seasons Hotel Sydney

Proudly presented by:



8:00am	Conference Registration: <i>Ballroom Foyer</i>			
9:00am	<b>Welcome:</b> <i>Grand Ballroom</i> Institute of Public Administration Australia NSW <b>Official opening: Welcome to Country: Uncle Charles (Chicka) Madden:</b> <i>Grand Ballroom</i> Acting NSW Ombudsman NSW Independent Commission Against Corruption Commissioner <b>Keynote speaker:</b> <i>Grand Ballroom</i> Travis Tygart – U.S. Anti-Doping Agency – Lance Armstrong case			
10:30am	Morning tea: <i>Ballroom Foyer &amp; Level 2 Pre function area</i>			
11:00am	<b>Session 1:</b> <b>Stream A: Studio Rooms</b> <b>COMPLAINT HANDLING</b> Creating a positive complaints culture Understanding and addressing barriers to creating a positive reporting culture <b>Allan Yates</b> Northern Beaches Council Creating a culture which encourages complaints, works better than rules <b>Trinh Mai</b> Department for Education and Child Development	<b>Stream B: Ballroom 2</b> <b>TECHNOLOGY/ FORENSICS</b> How technology can inform an investigation Making the most of open source intelligence <b>Gavin Whalebone</b> NSW Independent Commission Against Corruption What you can learn from electronic records/metadata <b>Benny Lee</b> Deloitte	<b>Stream C: Gallery Rooms</b> <b>SKILLS</b> Interviewing the vulnerable Interviewing children <b>Prof Pamela Snow</b> La Trobe University Interviewing traumatised people <b>Jackie Burke</b> Rape and Domestic Violence Services Australia	<b>Stream D: Ballroom 1</b> <b>CHALLENGING INVESTIGATIONS</b> Managing sensitive investigations Handling complaints in challenging and sensitive areas <b>Assistant Commissioner Luke Cornelius</b> Victoria Police Investigating sexually predatory behaviour in the workplace <b>Harriet Witchell</b> WISE Workplace
12:30pm	Lunch: <i>Ballroom Foyer &amp; Level 2 Pre function area</i>			
1:30pm	<b>Session 2:</b> <b>Stream A: Studio Rooms</b> <b>COMPLAINT HANDLING</b> Industry ombudsman challenges Innovate or wane – how industry ombudsman are evolving to respond to today's challenges <b>Janine Young</b> Energy & Water Ombudsman NSW The role of CIO in financial services disputes <b>Tim Gough</b> Deputy Credit & Investment Ombudsman	<b>Stream B: Gallery Rooms</b> <b>TECHNOLOGY/ FORENSICS</b> Forensic insights into witness competence Conditions that affect competence of witnesses <b>Dr Susan Pulman</b> Susan Pulman & Associates	<b>Stream C: Ballroom 2</b> <b>SKILLS</b> Prosecution briefs Taking statements <b>Nicholas Marney</b> Office of the Director of Public Prosecutions Understanding admissible evidence and preparing briefs for the Office of the Director of Public Prosecutions <b>Marianne Carey</b> Office of the Director of Public Prosecutions	<b>Stream D: Ballroom 1</b> <b>CHALLENGING INVESTIGATIONS</b> Challenging investigations – case studies Investigation into City of Botany Bay Council <b>Jeff Lawrence</b> NSW Independent Commission Against Corruption Investigating allegations involving people with a significant disability <b>Roger West</b> WestWood Spice
3:00pm	Afternoon tea: <i>Ballroom Foyer &amp; Level 2 Pre function area</i>			
3:30pm	<b>Session 3:</b> <b>Stream A: Studio Rooms</b> <b>COMPLAINT HANDLING</b> Complaints / reports and oversight in challenging environments Establishing an independent investigation into the police actions in the aftermath of the Hillsborough disaster (UK) <b>Deborah Glass OBE</b> Victorian Ombudsman The NSW disability reportable incident scheme - responding to the abuse of people with a disability <b>Anthony Holton</b> NSW Ombudsman	<b>Stream B: Gallery Rooms</b> <b>TECHNOLOGY/ FORENSICS</b> Evidence capture Document examination <b>Dr Tracey Kajer</b> Australian Federal Police Covert evidence gathering: opportunities and limitations <b>Amanda Bridgeman</b> Crime and Corruption Commission, Queensland	<b>Stream C: Ballroom 2</b> <b>SKILLS</b> Investigation strategies The challenge of the non-statutory administrative investigation – how to do it well <b>Jane Thorpe</b> NSW Department of Education Root cause analysis as an investigative strategy <b>Cate Malone</b> NSW Department of Health	<b>Stream D: Ballroom 1</b> <b>CHALLENGING INVESTIGATIONS</b> Management approaches Project management for complex investigations <b>Sharon Loder</b> NSW Independent Commission Against Corruption New Zealand Ombudsman's changes in handling investigations into complaints: new targets; new ideas; faster processes <b>Judge Peter Boshier</b> Chief Ombudsman, New Zealand
5:15pm	Cocktails: <i>Ballroom Foyer</i>			
6:30pm	Symposium dinner      Dinner entertainment - Kitty Flanagan: <i>Grand Ballroom</i>			



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## THURSDAY 10 NOVEMBER

8:00am	Registration: Ballroom Foyer			
9:00am	<b>Session 4:</b> <b>Stream A: Studio Rooms</b> <b>COMPLAINT HANDLING</b> Innovations in dealing with complaint issues Investigation into issues associated with violence restraining orders and their relationship with family and domestic violence fatalities <b>Kylie Maj</b> WA Ombudsman Enforceable undertakings; an alternative to other enforcement action (such as a prosecution) under Work Health and Safety Act 2011 <b>Rick Bultitude</b> SafeWork NSW	<b>Stream B: Gallery Rooms</b> <b>TECHNOLOGY/FORENSICS</b> Making the most of electronic data Computer forensics <b>David Sinden</b> NSW Independent Commission Against Corruption Data led approach to investigations <b>Craig Griffiths &amp; Peter Britt</b> NSW Fair Trading	<b>Stream C: Ballroom 1</b> <b>SKILLS</b> Smarter investigations Investigators, brain surgeons or rocket scientists – who needs to be smarter? <b>Steve Longford</b> New Intelligence Investigative decision-making and intelligence <b>Prof Mark Kebbell</b> Griffith University	<b>Stream D: Ballroom 2</b> <b>CHALLENGING INVESTIGATIONS</b> Difficult investigative environments Ensuring robust investigation under challenging political conditions & high expectations <b>Dame Beverley Wakem</b> Former New Zealand Chief Ombudsman Multi-agency perspective – task force into unauthorised accommodation <b>Roy Cottam</b> City of Sydney Council
10:30am	Morning tea: Ballroom Foyer & Level 2 Pre function area			
11:00am	<b>Session 5:</b> <b>Stream A: Ballroom 1</b> <b>COMPLAINT HANDLING</b> Perspectives in managing complainants The other side of complaint handling and investigations – perspectives of complainants and witnesses <b>David Porter</b> Armstrong Legal The importance of recognising the inherent dignity of complainants <b>Chris Wheeler</b> NSW Ombudsman	<b>Stream B: Gallery Rooms</b> <b>TECHNOLOGY/FORENSICS</b> Forensics in witness accounts Statement analysis <b>Elizabeth Martin</b> Advanced Polygraph The enhancing of indistinct speech recordings <b>Dr Helen Fraser</b> Independent Forensic Consultant	<b>Stream C: Studio Rooms</b> <b>SKILLS</b> Being a witness How to survive the witness box <b>Nanette Williams</b> Crown Prosecutor's Chambers	<b>Stream D: Ballroom 2</b> <b>CHALLENGING INVESTIGATIONS</b> Tips for investigation managers Engaging external investigators <b>Max Britton</b> NSW Ombudsman Managing while you are under investigation <b>John Renshaw</b> O'Connor Marsden & Associates
12:30pm	Lunch: Ballroom Foyer & Level 2 Pre function area			
1:30pm	<b>Session 6:</b> <b>Stream A: Studio Rooms</b> <b>COMPLAINT HANDLING</b> Public interest disclosures Reprisal audit – what it tells us about how agencies respond to public interest disclosures <b>Maya Borthwick</b> NSW Ombudsman Public interest disclosures / bullying <b>Louise Clarke</b> NSW Ambulance	<b>Stream B: Gallery Rooms</b> <b>TECHNOLOGY/FORENSICS</b> Forensic auditing Executing investigations with internal audit tools <b>Leslie Manda</b> Central Australia Health Service Forensic accounting demystified <b>Adeline Shelley</b> RSM Australia	<b>Stream C: Ballroom 2</b> <b>SKILLS</b> Witness insights Behavioural indicators that could be used to detect interviewee deception in the conduct of investigative interviews <b>Martin Taylor</b> Criminal Intelligence Commission Eyewitness memory <b>Dr Helen Paterson</b> The University of Sydney	<b>Stream D: Ballroom 1</b> <b>CHALLENGING INVESTIGATIONS</b> Organisational perspectives Managing human rights and discrimination inquiries and complaints <b>Prof Gillian Triggs</b> Australian Human Rights Commission Organisational response to major investigations <b>Peter Connelly</b> NSW Department of Justice
3:00pm	Afternoon tea: Ballroom Foyer & Level 2 Pre function area			
3:30pm	<b>Plenary Session: Strategies for managing difficult and complex investigations: Grand Ballroom</b> <b>Facilitator: Chris Masters</b> – Multi-Walkley Award winner, journalist and author <b>Judge Peter Boshier</b> – Chief Ombudsman, New Zealand <b>Travis Tygart</b> – U.S. Anti-Doping Agency <b>Deborah Glass OBE</b> – Victorian Ombudsman <b>The Hon Megan Latham</b> – NSW Independent Commission Against Corruption <b>James Beaton</b> – Royal Commission into Trade Union Governance and Corruption			
5:00pm	Closing drinks: Ballroom Foyer			

## NATIONAL investigations symposium&gt;&gt;

## WORKSHOPS

## FRIDAY 11 NOVEMBER

**Workshop A: Administrative law – Full day: Studio 1**

**Chris Wheeler**  
NSW Ombudsman

**Workshop B: Fact Finder – Full day: Studio 2**

**Patrick Broad**  
**Chris Wightman**  
NSW Independent Commission Against Corruption

**Workshop C: Interviewing techniques – Full day: Studio 3**

**Gregory Phillips**  
New Intelligence

**Workshop D: Report Writing – Half day: Residential Suite**

**Neil Napper**  
Lander & Rogers

**Workshop E: Motivational Interviewing – Half day: Residential Suite**

**David Manchester**  
MLR consulting psychology

## EXHIBITORS

