### WEDNESDAY 9 NOVEMBER

Interviewing the vulnerable

Interviewing children

Jackie Burke

**Prof Pamela Snow** 

La Trobe University

Services Australia

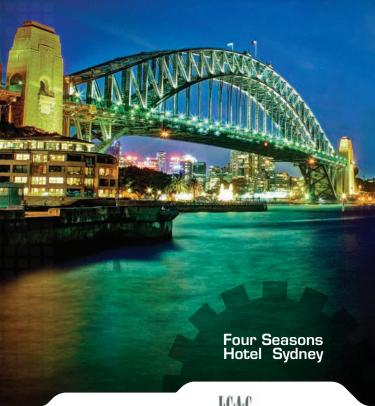
Interviewing traumatised people

Rape and Domestic Violence

# NATIONAL investigations symposium>>

9-11 NOVEMBER 2016

**PROGRAM** 



Proudly presented by:



INDEPENDENT COMMISSION AGAINST CORRUPTION





5:15pm

6:30pm

8:00am Conference Registration: Ballroom Foyer 9:00am Welcome: Grand Ballroom Institute of Public Administration Australia NSW Official opening: Welcome to Country: Uncle Charles (Chicka) Madden: Grand Ballroom Acting NSW Ombudsman NSW Independent Commission Against Corruption Commissioner Keynote speaker: Grand Ballroom Travis Tygart - U.S. Anti-Doping Agency - Lance Armstrong case 10:30am 11:00am 📛 COMPLAINT HANDLING Allan Yates Creating a culture which encourages What you can learn from complaints, works better than rules 12:30pm 1:30pm Stream A: Studio Rooms **COMPLAINT HANDLING** Industry ombudsman challenges Innovate or wane - how industry ombudsman are evolving to respond to today's challenges Janine Young Energy & Water Ombudsman The role of CIO in financial services disputes Tim Gough Deputy Credit & Investment Ombudsman 3:00pm 3:30pm

Morning tea: Ballroom Foyer & Level 2 Pre function area Stream A: Studio Rooms Stream B: Ballroom 2 TECHNOLOGY / FORENSICS

intelligence

Gavin Whalebone

Against Corruption

NSW Independent Commission

Creating a positive How technology can inform complaints culture an investigation Making the most of open source

Understanding and addressing barriers to creating a positive reporting culture

Northern Beaches Council

Trinh Mai Department for Education and

Child Development

Lunch: Ballroom Foyer & Level 2 Pre function area Stream B: Gallery Rooms TECHNOLOGY/ FORENSICS

electronic records/metadata

Forensic insights into witness competence

Benny Lee

Deloitte

Conditions that affect competence Taking statements of witnesses

Dr Susan Pulman Susan Pulman & Associates

Office of the Director of Public Prosecutions Understanding admissible

Prosecution briefs

Nicholas Marney

**SKILLS** 

SKILLS

evidence and preparing briefs for the Office of the Director of Public Prosecutions Marianne Carey

Office of the Director of Public Prosecutions

Stream C: Gallery Rooms Stream D: Ballroom 1 CHALLENGING INVESTIGATIONS

Managing sensitive investigations

Handling complaints in challenging and sensitive areas

Assistant Commissioner Luke Cornelius Victoria Police

Investigating sexually predatory behaviour in the workplace

Harriet Witchell WISE Workplace

Stream C: Ballroom 2 Stream D: Ballroom 1 CHALLENGING INVESTIGATIONS

> Challenging investigations case studies

Investigation into City of Botany **Bay Council** 

> Jeff Lawrence **NSW Independent Commission** Against Corruption

Investigating allegations involving people with a significant disability

Roger West WestWood Spice

Stream D: Ballroom 1

Management approaches

Afternoon tea: Ballroom Fover & Level 2 Pre function area

Stream A: Studio Rooms COMPLAINT HANDLING

Complaints / reports and oversight Evidence capture in challenging environments

Establishing an independent investigation into the police actions in the aftermath of the Hillsborough disaster (UK)

Deborah Glass OBE Victorian Ombudsman The NSW disability reportable

incident scheme - responding to the abuse of people with a disability

Anthony Holton

NSW Ombudsman

Symposium dinner

Cocktails: Ballroom Fover

opportunities and limitations Amanda Bridgeman Crime and Corruption Commission, Queensland

Dinner entertainment - Kitty Flanagan: Grand Ballroom

Australian Federal Police

Covert evidence gathering:

Stream B: Gallery Rooms

Document examination

Dr Tracey Kajer

TECHNOLOGY/ FORENSICS

Stream C: Ballroom 2 **SKILLS** 

Investigation strategies

The challenge of the non-statutory administrative investigation - how to do it well

Jane Thorpe NSW Department of Education

Root cause analysis as an investigative strategy Cate Malone

NSW Department of Health

Project management for complex

CHALLENGING INVESTIGATIONS

investigations Sharon Loder

NSW Independent Commission Against Corruption

New Zealand Ombudsman's changes in handling investigations into complaints: new targets: new ideas; faster processes

Judge Peter Boshier Chief Ombudsman. New Zealand



nsw.ipaa.org.au/National-Investigations-Symposium

## NATIONAL investigations symposium>>

**WORKSHOPS** 

### NOVEMBER 1

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**









