

# NATIONAL investigations symposium

9-11 NOVEMBER 2016

## PROGRAM

Four Seasons  
Hotel Sydney

Proudly  
presented by:

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National-Investigations-Symposium

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

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## WORKSHOPS

FRIDAY **11** NOVEMBER

### Workshop A: Administrative law – Full day

**Chris Wheeler**  
NSW Ombudsman

### Workshop B: Fact Finder – Full day

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

### Workshop C: Interviewing techniques – Full day

**Gregory Phillips**  
New Intelligence

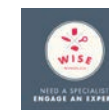
### Workshop D: Report Writing – Half day

**Neil Napper**  
Lander & Rogers

### Workshop E: Motivational Interviewing – Half day

**David Manchester**  
MLR consulting psychology

## EXHIBITORS



Changing the way people think

Program is correct at time of printing and is subject to change.

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