

10th World Conference of the  
International Ombudsman Institute

Programme

# Speaking Truth to Power The Ombudsman in the 21st Century

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**10<sup>TH</sup> WORLD CONFERENCE  
OF THE INTERNATIONAL  
OMBUDSMAN INSTITUTE**

**WELLINGTON | 14 – 16 NOVEMBER 2012**  
SPEAKING TRUTH TO POWER – THE OMBUDSMAN IN THE 21ST CENTURY



International Ombudsman Institute  
Institut International de l'Ombudsman  
Instituto Internacional del Ombudsman

**Ombudsman**

Fairness for all

# Schedule

## Quick Reference

Date	Start time	Programme
Thursday 8th	8:00am - 4:30pm	Pre-Conference Workshop - <b>Sharpening Your Teeth Investigative Training</b>
Friday 9th	8:00am - 4:30pm	Pre-Conference Workshop - <b>Sharpening Your Teeth Investigative Training</b>
Monday 12th	9:00am - 12:30pm	Pre-Conference Workshop - <b>Managing unreasonable complainant conduct</b>
Wednesday 14th	8:30am - 5:30pm	Conference Registrations and Conference Day 1
	6:00am - 7:30pm	Evening Activities
Thursday 15th	9:00am - 7:30pm	Conference Day 2
	7:00pm	<b>Conference Dinner</b> , Wellington Town Hall
Friday 16th	9:00am - 3:00pm	Conference Day 3

# Foreword



## Dear Colleagues

The New Zealand Office of the Ombudsmen welcomes you to the 10th World Conference of the International Ombudsman Institute being held in Wellington from 14 – 16 November 2012. The IOI World Conference is a forum for Ombudsmen, or their equivalent, from around the world to meet to share their experience and expertise. Such an opportunity is particularly important at this time when public entities' governance and administration arrangements worldwide are undergoing fundamental change, and where challenges to the Ombudsman's role – political, social, economic and technological - mean that we have to review the way we do our work and how we may best ensure procedural fairness and administrative justice for all citizens.

Together with my colleague Ombudsman, Dr David McGee CNZM, and our staff, I look forward to engaging with you in debate and discussion and the prospect of a rich and diverse programme of topics and speakers providing a challenging assessment of the issues facing Ombudsmen everywhere. There will, of course, also be time for us to get to know one another better and to enjoy the unique New Zealand experience.

With warm good wishes

A handwritten signature in black ink that reads "Beverley A. Wakem". The signature is written in a cursive, flowing style.

Dame Beverley A Wakem DNZM CBE  
Chief Ombudsman of New Zealand, President of the IOI

# Pre-Conference Workshops

Thursday 8th - Tuesday 13th November 2012

## Thursday 8th and Friday 9th November 2012

Time Workshop

8:00am -  
4:30pm

### **Sharpening Your Teeth Investigative Training Office of the Ombudsman of Ontario, Canada**

This is a two day advanced course designed for professionals employed in investigative and administrative oversight capacities. Since 2005, the Ontario Ombudsman's Office, under the leadership of Ombudsman André Marin, has pioneered an innovative methodology for conducting systemic investigations. The Special Ombudsman Response Team (SORT) which conducts the majority of these investigations has acquired a reputation for tackling issues efficiently and expeditiously. SYT is designed to demonstrate the unique techniques used by SORT and how they can be easily adapted by other oversight agencies for their own use. Participants in this course will consider:

- *the principles of effective investigations*
- *planning an investigation*
- *witnesses and interviewing*
- *using social media*
- *whistleblowers*
- *assessing evidence*
- *report writing*

## Monday 12th November 2012

Time Workshop

9:00am -  
12:30pm

### **Managing unreasonable complainant conduct Chris Wheeler, Deputy Ombudsman, New South Wales Ombudsman, Australia**

Unreasonable conduct by complainants can take up an inordinate amount of an agency's time and resources. Developed by the nine Australasian Parliamentary Ombudsman, this two and a half hour session will provide Ombudsman staff with specific strategies and skills to effectively and confidently deal with unreasonable complainant conduct (UCC). This session is designed for Ombudsman staff who must manage UCC, senior management of Ombudsman Offices responsible for setting complaint handling policy, and Ombudsman staff who provide training or guidance to agencies about complaint handling. By completing this session, participants will become familiar with the underlying principles for the management of UCC, and with a range of strategies that are available to assist them to better manage UCC. Participants in the session will examine:

- *the causes of UCC*
- *the range of problems caused by UCC, for example problems related to resources, equity between current and future complainants, occupational health and safety*
- *strategies for preventing UCC*
- *strategies for managing UCC*
- *key messages for complainants and staff, for example to ensure that their expectations are realistic and their rights and responsibilities are clear*
- *resources that are available to assist case officers and managers to better manage UCC*

# Conference Programme

Wednesday 14th November 2012

Day 1

Time	Session
8:00am	<b>Registration desk opens</b>
9:00am	<b>Conference opening and welcome remarks: Speaking Truth to Power – the role of the Ombudsman in the 21st century</b> <i>Dame Beverley Wakem, President, International Ombudsman Institute and Chief Ombudsman, New Zealand</i>
9:15am	<b>Setting the stage: The realities of the 21st century and the changing landscape the Ombudsman is operating in</b>  Challenges and opportunities for strengthening integrity institutions and the relationship with the work of the Ombudsmen <i>Rt Hon Helen Clark, Administrator of United Nations Development Programme. Prime Minister of New Zealand 1999-2008</i>  Freedom of Information: the current challenges and the future directions freedom of information might take. <i>Professor Alasdair Roberts, Jerome L. Rappaport, Professor of Law and Public Policy at Suffolk University Law School, and Faculty Director of the Rappaport Center for Law and Public Service.</i>  The position of women's rights –how can the Ombudsman contribute towards changes needed in making women's rights a lived reality in public policy and administration <i>Michelle Bachelet, Under-Secretary General and Executive Director of UN Women, by video</i>
10:30am	<b>Morning Tea</b>
11:00am	<b>The effectiveness of the Ombudsman in the administrative justice landscape</b>  The Ombudsman enterprise and administrative justice <i>Dr Richard Kirkham, Faculty of Law, Sheffield University</i>  The role discretion plays in shaping the direction of an Ombudsman's Office – are limits on use desirable and/or necessary <i>Professor Anita Stuhmcke, Faculty of Law, University of Technology, Sydney</i>  The relationship of the Ombudsman to the administrative justice and public law landscape – reflections on the operation of the Ombudsman in the New Zealand context <i>Professor Philip Joseph, School of Law, University of Canterbury</i>  Chaired by: <i>Dr David McGee, Ombudsman, New Zealand</i>
12:30pm	<b>Lunch</b>

# Conference Programme

Wednesday 14th November 2012

Day **1**

Time	Session A	Session B	Session C
1:30pm	<p><b>Delivering more with less</b></p> <p>Prioritising and streamlining – good ideas and practices for delivering quality outcomes in times of fiscal and resource constraints  <b>John T. D. Wood</b>, <i>Baljurda Comprehensive Consulting, Australia</i></p> <p>Lessons from small states  <b>Nicola Williams</b>, <i>Complaints Commissioner for the Cayman Islands &amp; Vice-President of the Caribbean Ombudsman Association</i></p> <p>Utilising your front-line to ensure effective Ombudsman service delivery  <b>Dwight L. Bishop</b>, <i>Nova Scotia Ombudsman</i></p> <p>Should austerity measures fetter the discretion of the Ombudsman to investigate complaints  <b>Dr Jane Martin</b>, <i>Local Government Ombudsman and Chair, Commission for Local Administration in England</i></p> <p>Chaired by:  <b>Arlene Brock</b>, <i>National Ombudsman for Bermuda</i></p>	<p><b>Serving vulnerable populations effectively</b></p> <p>Protecting ethnic minorities, immigrants and other vulnerable groups in times of economic uncertainty  <b>Professor Dr Máté Szabó</b>, <i>Parliamentary Commissioner for Fundamental Rights, Hungary</i></p> <p>Protecting Older Persons in a rapidly changing world  <b>Professor Irena Lipowicz</b>, <i>Human Rights Defender, Poland</i></p> <p>Becoming literate in disability rights – an Ombudsman response to the paradigm shift and the United Nations Convention on the Rights of Persons with Disabilities  <b>Dulcie McCallum</b>, <i>Freedom of Information &amp; Protection of Privacy Review Officer, Former Ombudsman and member of Canadian delegation to the UNCRPD, Ad-Hoc Committee</i></p> <p>Good ideas and practices to assist the Ombudsman to mainstream the protection of the rights of disabled persons in their work  <b>Professor Linda Reif</b>, <i>Faculty of Law, University of Alberta</i></p> <p>Chaired by:  <b>David Rutherford</b>, <i>Chief Human Rights Commissioner, New Zealand</i></p>	<p><b>Holding leaders to account</b></p> <p>Strategies and tools for managing conflicts of interest and administrative transparency  <b>Professor Andrew Goldsmith</b>, <i>Executive Director, Centre for Transnational Crime Prevention, and Professor of Law, University of Wollongong, NSW, Australia</i></p> <p>Leadership codes in small states  <b>Phoebe Sangetari</b>, <i>Ombudsman Commission of Papua New Guinea</i></p> <p>Investigating Ministers &amp; the impact of the South African “Secrecy Bill”  <b>Adv Thuli Madonsela</b>, <i>Public Protector of South Africa</i></p> <p>Contributing Chair:  The challenges of transparent day to day decision making  <b>Lyn Provost</b>, <i>Controller &amp; Auditor-General, New Zealand</i></p>
3:30pm	<b>Afternoon Tea</b>		

# Conference Programme

Wednesday 14th November 2012

Day **1**

Time	Session D	Session E
4:00pm	<p><b>The Ombudsman's role as protector and promoter of human rights in a time of global financial crisis and austerity measures that limit or restrict government social &amp; economic programmes</b></p> <p>The appropriate role of the Ombudsman in protecting human rights – should an Ombudsman pursue becoming a NHRI?  <i>Adv. John Walters, Ombudsman for Namibia</i></p> <p>Working with governments to protect the human rights of citizens in fiscally constrained times.  <i>Mariana Sotto Maior, Head of Cabinet, Provedor de Justiça, Portugal</i></p> <p>A protocol for Ombudsman dealing with complaints by female victims of violence.  <i>Roberta Clarke, Regional Program Director for the Caribbean Regional Office of UN Women</i></p>	<p><b>Developments in FOI and Ombudsmanship – Norway &amp; USA</b></p> <p>Changes to the US Federal FOI regime &amp; the creation of the FOI Ombudsman in the National Archives &amp; Records Administration.  <i>Karen Finnegan, Deputy-Director of Government Information Services, US National Archives &amp; Records Administration</i></p> <p>Freedom of Information, the Ombudsman and the Electronic Public Records database in Norway  <i>Arne Fliflet, Ombudsman, Norway</i></p> <p>Chaired by:  <i>Colin MacDonald, Chief Executive, Department of Internal Affairs &amp; Government Chief Information Officer, New Zealand</i></p>
5:30pm	<b>End of day one</b>	
6:00pm - 7:30pm	<p><b>Evening Activities</b></p> <ul style="list-style-type: none"> <li>• Visit to the Carter Observatory</li> <li>• Night tour of Zealandia</li> </ul>	

# Conference Programme

Thursday 15th November 2012

Day **2**

Time	Session
9:00am	<p><b>Repositioning the Ombudsman: Maintaining relevance and credibility for all our stakeholders in a rapidly changing environment</b></p> <p>Maximising the Ombudsman's influence, the impact and effectiveness in a difficult and constantly changing environment <i>Ann Abraham, UK Parliamentary Ombudsman and Health Service Ombudsman for England 2002-2011</i></p> <p>Ensuring ethics in public administration: Can the Ombudsman remain a credible and relevant recourse for our citizens in the 21st century when there are alternative/less formal channels of redress available. <i>P. Nikiforos Diamandouros, European Ombudsman</i></p> <p>Traditions in setting standards of good administration: the role of legality in Ombudsman decisions. <i>Alex F. M. Brenninkmeijer, National Ombudsman of the Netherlands</i></p> <p>Chaired by: <i>David Miller, Ombudsman of the Global Fund to Fight AIDS, Tuberculosis and Malaria, and Editor of the Journal of the International Ombudsman Association (USA)</i></p>
10:30am	<b>Morning Tea</b>

## Session F

## Session G

## Session H

11:00am	<p><b>Securing Resources: Proving to others the Ombudsman is a worthwhile investment</b></p> <p>Evaluating the effectiveness of an Ombudsman: A riddle, wrapped in a mystery inside an enigma <i>Professor Anita Stuhmcke, Faculty of Law, University of Technology, Sydney, Australia</i></p> <p>Managing the political environment –Doing better with less <i>Dr Tom Frawley, Ombudsman, Northern Ireland</i></p> <p>Successfully changing the performance &amp; profile of an Ombudsman's Office <i>Dr Shoaib Suddle, Federal Tax Ombudsman, Pakistan</i></p> <p>Chaired by: <i>Dr Peter Wilkins, Deputy Ombudsman, Western Australia</i></p>	<p><b>Suddenly displaced communities – unique challenges requiring unique strategies for the Ombudsman</b></p> <p>Challenges the Japanese Ombudsman has faced after the Great East Japan earthquake <i>Morio Miyajima, Director-General, Administrative Evaluation Bureau</i></p> <p>Role of the Ombudsman in assisting agencies with their processes during the rebuild of Queensland after the 2010/11 floods and cyclone <i>Phil Clarke, Queensland Ombudsman, Australia</i></p> <p>The IASC Operational Guidelines and other tools and learnings that can assist Ombudsman to respond constructively to a natural disaster <i>David Rutherford, Chief Human Rights Commissioner, New Zealand</i></p> <p>Emerging issues Ombudsmen have seen arising from the Canterbury earthquakes in New Zealand <i>Karen Stevens, Insurance and Savings Ombudsman, New Zealand</i></p> <p>Contributing Chair: The Ombudsman's role in the 2008 Cranbourne methane gas disaster &amp; the 2009 Black Saturday bushfires <i>John Taylor, Deputy Ombudsman, Victoria Ombudsman</i></p>	<p><b>Complementary or conflicting? Benefits and disadvantages to being both an Ombudsman and an FOI Commissioner</b></p> <p>Benefits and disadvantages of having the dual role of Ombudsman and the FOI regulator for their country <i>Emily O' Reilly, Ombudsman and Information Commissioner, Ireland</i></p> <p>Protecting the freedom and rights of Armenian citizens as an Ombudsman with FOI oversight <i>Karen Andreasyan, Human Rights Defender of the Republic of Armenia</i></p> <p>The effect of removal of FOI jurisdiction from an Ombudsman <i>Bruce Barbour, Ombudsman, New South Wales</i></p> <p>Chaired by: <i>Dr David McGee, Ombudsman, New Zealand</i></p>
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# Conference Programme

Thursday 15th November 2012

Day **2**

Time	Session			
12:30pm	<b>Lunch</b>			
1:30pm	<p><b>OPCAT: Expectations versus reality. Creating an effective model that will work for an Ombudsman</b></p> <p>The OPCAT's expectations &amp; impact, models Ombudsmen around the world are using, and the SPT's approach to monitoring outcomes.  <i>Mark C.A. Thomson, Secretary General, Association for the Prevention of Torture, Geneva</i></p> <p>Experiences of an Ombudsman that adapted the OPCAT model to meet the needs of their own state  <i>Dame Beverley Wakem, Chief Ombudsman of New Zealand</i></p> <p>Contributing Chair:            Working as a NPM under the OPCAT  <i>Professor Irena Lipowicz, Human Rights Defender of the Republic of Poland</i></p>			
2:45pm	<b>Afternoon Tea</b>			
	<p><b>Session I</b></p>			
	<p><b>Session J</b></p>			
	<p><b>Session K</b></p>			
3:15pm	<table border="1"> <tbody> <tr> <td> <p><b>Innovative practices in upskilling agencies and improving administrative practices</b></p> <p>The Western Australian Integrity Coordinating Group's "Integrity in decision making" framework  <i>Chris Field, Ombudsman Western Australia</i></p> <p>The ACRC's award winning E-people initiative  <i>Kim Young-ran, Chairperson Anti-corruption and Civil Rights Commission, Republic of Korea</i></p> <p>Contributing Chair:            The Code of Administrative Behaviour in the Portuguese Public Administration  <i>Mariana Sotto Maior, Head of Cabinet, Provedor de Justiça, Portugal</i></p> </td> <td> <p><b>Challenges for the Ombudsman protecting prisoners' human rights</b></p> <p>Safeguarding the rights of detained persons: A paradigm of the challenges facing Ombudsmen in the modern world  <i>Professor Andrew Coyle, Emeritus Professor of Prison Studies in the University of London and Visiting Professor in the University of Essex, UK</i></p> <p>Challenges posed by the aging, disabled and indigenous offenders who have been incarcerated for long periods  <i>Howard Sapers, Correctional Investigator of Canada</i></p> <p>The success of the Maori focus units and faith based units operating in New Zealand prisons  <i>Kim Workman, QSO New Zealand</i></p> <p>Chaired by:  <i>Judge Sir David J Carruthers, Chairman NZ Parole Board 2005-2012</i></p> </td> <td> <p><b>Introducing &amp; embedding FOI</b></p> <p>UK &amp; comparative experience  <i>Andrew Ecclestone, Head of FOI Policy Branch, Department of Constitutional Affairs, UK 2001-2003</i></p> <p>Introducing FOI in small states with geographical challenges  <i>Jeannine Daniel, Assistant Ombudsman, Cook Islands</i></p> <p>Indian Experience and its Lessons  <i>Venkatesh Nayak, Coordinator, Access to Information Programme, Commonwealth Human Rights Initiative, India</i></p> <p>Contributing Chair:            Introducing FOI into hesitant jurisdictions  <i>Associate Professor Rick Snell, Faculty of Law, University of Tasmania</i></p> </td> </tr> </tbody> </table>	<p><b>Innovative practices in upskilling agencies and improving administrative practices</b></p> <p>The Western Australian Integrity Coordinating Group's "Integrity in decision making" framework  <i>Chris Field, Ombudsman Western Australia</i></p> <p>The ACRC's award winning E-people initiative  <i>Kim Young-ran, Chairperson Anti-corruption and Civil Rights Commission, Republic of Korea</i></p> <p>Contributing Chair:            The Code of Administrative Behaviour in the Portuguese Public Administration  <i>Mariana Sotto Maior, Head of Cabinet, Provedor de Justiça, Portugal</i></p>	<p><b>Challenges for the Ombudsman protecting prisoners' human rights</b></p> <p>Safeguarding the rights of detained persons: A paradigm of the challenges facing Ombudsmen in the modern world  <i>Professor Andrew Coyle, Emeritus Professor of Prison Studies in the University of London and Visiting Professor in the University of Essex, UK</i></p> <p>Challenges posed by the aging, disabled and indigenous offenders who have been incarcerated for long periods  <i>Howard Sapers, Correctional Investigator of Canada</i></p> <p>The success of the Maori focus units and faith based units operating in New Zealand prisons  <i>Kim Workman, QSO New Zealand</i></p> <p>Chaired by:  <i>Judge Sir David J Carruthers, Chairman NZ Parole Board 2005-2012</i></p>	<p><b>Introducing &amp; embedding FOI</b></p> <p>UK &amp; comparative experience  <i>Andrew Ecclestone, Head of FOI Policy Branch, Department of Constitutional Affairs, UK 2001-2003</i></p> <p>Introducing FOI in small states with geographical challenges  <i>Jeannine Daniel, Assistant Ombudsman, Cook Islands</i></p> <p>Indian Experience and its Lessons  <i>Venkatesh Nayak, Coordinator, Access to Information Programme, Commonwealth Human Rights Initiative, India</i></p> <p>Contributing Chair:            Introducing FOI into hesitant jurisdictions  <i>Associate Professor Rick Snell, Faculty of Law, University of Tasmania</i></p>
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4:45pm	<b>End of Day Two</b>			
7:00pm	<b>Conference Dinner, Wellington Town Hall</b>			

# Conference Programme

Friday 16th November 2012

Day **3**

Time	Session			
9:00am	<p><b>The importance of records, accountability and 'putting things right' in an era of austerity</b></p> <p>Effective information management – the keystone of Good Government  <i>Professor John McMillan, Australian Information Commissioner. Commonwealth Ombudsman 2003-2010</i></p> <p>Insights &amp; experiences from investigating complaints about the actions of public authorities and accessing official information  <i>Leo Donnelly, Deputy Ombudsman, New Zealand</i></p> <p>Good records management and open government: Co-equal partners  <i>Karen Finnegan, Deputy Director, Office of Government Information Services, US National Archives and Records Administration</i></p> <p>Chaired by:  <i>William P. Angrick II, Citizens' Aide/Ombudsman for the State of Iowa, USA, 1978 - 2010. President of the International Ombudsman Institute 2004 - 2010</i></p>			
10:15am	<b>Morning Tea</b>			
	<p><b>Session L</b></p>			
	<p><b>Session M</b></p>			
	<p><b>Session N</b></p>			
10:45am	<table border="1"> <tr> <td> <p><b>Distancing the "public" from the public sector - the growing trend towards the privatisation of public services.</b></p> <p>Challenges Ombudsmen face when overseeing privatised services  <i>Brian Thompson, Senior Lecturer, Liverpool Law School, University of Liverpool</i></p> <p>The Ombudsman and the changing face of public services: Dealing with private entities not familiar with public sector accountability – how far can an Ombudsman's jurisdiction really go?  <i>Peter Tyndall, Public Services Ombudsman, Wales</i></p> <p>Public sector accountability: Impacts for Government and public service provider  <i>Marco Bini, Director, Policy and Coordination, Victorian Auditor-General's Office, Australia</i></p> <p>Chaired by:  <i>Rafael Ribó, Síndic de Greuges de Catalunya, Spain</i></p> </td> <td> <p><b>Taking advantage of clever technology developments and other techniques to improve the Ombudsman's work &amp; accessibility.</b></p> <p>Old watchdog, new tricks: How social media and technology can transform the modern Ombudsman  <i>André Marin, Ombudsman of Ontario, Canada</i></p> <p>Planning and maintaining outreach and accessibility while undergoing challenging reforms  <i>Baart Weekers, Vlaams Ombudsman, Belgium</i></p> <p>The Gambian Ombudsman's decentralisation access strategy aimed at reaching vulnerable and remote communities where conditions are difficult  <i>Alhagie Sowe, Ombudsman, The Gambia</i></p> <p>Chaired by:  <i>Peter Kostelka, IOI Secretary-General and Ombudsman, Austria</i></p> </td> <td> <p><b>Ombudsmen, Access to Information and Anti-Corruption Agencies: Links between integrity agencies in delivering good governance and safeguarding taxpayers' resources.</b></p> <p>Methods for ensuring sound public administration, raising standards of integrity and preventing corruption  <i>Dr Fong Man Chong, Ombudsman, Macau Special Administrative Region and Chair, Commission against Corruption, Macau</i></p> <p>Innovative work of Global Integrity and the likely future priorities and challenges  <i>Nathaniel Heller, Executive Director, Global Integrity</i></p> <p>Contributing Chair:                      Queensland's Integrity Network  <i>Dr David Solomon, Integrity Commissioner, Queensland</i></p> </td> </tr> </table>	<p><b>Distancing the "public" from the public sector - the growing trend towards the privatisation of public services.</b></p> <p>Challenges Ombudsmen face when overseeing privatised services  <i>Brian Thompson, Senior Lecturer, Liverpool Law School, University of Liverpool</i></p> <p>The Ombudsman and the changing face of public services: Dealing with private entities not familiar with public sector accountability – how far can an Ombudsman's jurisdiction really go?  <i>Peter Tyndall, Public Services Ombudsman, Wales</i></p> <p>Public sector accountability: Impacts for Government and public service provider  <i>Marco Bini, Director, Policy and Coordination, Victorian Auditor-General's Office, Australia</i></p> <p>Chaired by:  <i>Rafael Ribó, Síndic de Greuges de Catalunya, Spain</i></p>	<p><b>Taking advantage of clever technology developments and other techniques to improve the Ombudsman's work &amp; accessibility.</b></p> <p>Old watchdog, new tricks: How social media and technology can transform the modern Ombudsman  <i>André Marin, Ombudsman of Ontario, Canada</i></p> <p>Planning and maintaining outreach and accessibility while undergoing challenging reforms  <i>Baart Weekers, Vlaams Ombudsman, Belgium</i></p> <p>The Gambian Ombudsman's decentralisation access strategy aimed at reaching vulnerable and remote communities where conditions are difficult  <i>Alhagie Sowe, Ombudsman, The Gambia</i></p> <p>Chaired by:  <i>Peter Kostelka, IOI Secretary-General and Ombudsman, Austria</i></p>	<p><b>Ombudsmen, Access to Information and Anti-Corruption Agencies: Links between integrity agencies in delivering good governance and safeguarding taxpayers' resources.</b></p> <p>Methods for ensuring sound public administration, raising standards of integrity and preventing corruption  <i>Dr Fong Man Chong, Ombudsman, Macau Special Administrative Region and Chair, Commission against Corruption, Macau</i></p> <p>Innovative work of Global Integrity and the likely future priorities and challenges  <i>Nathaniel Heller, Executive Director, Global Integrity</i></p> <p>Contributing Chair:                      Queensland's Integrity Network  <i>Dr David Solomon, Integrity Commissioner, Queensland</i></p>
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# Conference Programme

Friday 16th November 2012

Day 3

Time	Session
12:15pm	Lunch
1:00pm	<p><b>Celebrating 50 years of Ombudsmanship in New Zealand</b></p> <p><i>Rt Hon Sir Anand Satyanand, Governor-General of New Zealand 2006-2011, New Zealand Ombudsman 1995 - 2005</i></p> <p><i>Rt Hon Sir Geoffrey Palmer, Prime Minister of New Zealand 1989 – 1990 and President New Zealand Law Commission 2005-2010</i></p> <p><i>Mai Chen, Founding Partner, Chen Palmer New Zealand Public Law Specialists &amp; author of “Public Law Tool Box” and Adjunct Professor of Commercial and Public Law at the University of Auckland Business School</i></p> <p><i>Sir Brian Elwood, Chief Ombudsman of New Zealand 1994 – 2003 and President of the International Ombudsman Institute 1999 – 2002</i></p> <p>Chaired by: <i>Professor Jonathon Boston, Professor of Public Policy, School of Government, Victoria University, Wellington</i></p>
2:30pm	<p><b>Looking ahead – challenges for the IOI in responding to its members needs in changing times</b></p> <p><i>Bruce Barbour, Ombudsman, New South Wales, Australia</i></p> <p>Closing remarks <i>Dame Beverley Wakem, President, International Ombudsman Institute and Chief Ombudsman, New Zealand</i></p>
3:00pm	<b>End of Conference</b>

# Registration

Registration can be made online at the conference website. [www.confer.co.nz/wcioi](http://www.confer.co.nz/wcioi)

## Registration Fees

*(All fees are in NZ\$ and include 15% GST)*

IOI Member	\$1200
*Non Member	\$1300

## Day Rates – NZ Residents only

Day Rate - Wednesday 14 November	\$550
Day Rate – Thursday 15 November	\$550
Half Day Rate – Friday 16 November	\$300

*\*For non members the conference programme starts on Wednesday 14th November.*

## The registration fee includes:

Entrance to all conference sessions  
Conference Handbook  
Satchel  
Lunches and Tea/coffee breaks  
Welcome Reception at Parliament on Tuesday 13th November  
Conference Dinner on Thursday 15th November

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