



Informal pre-conference Dinner

Monday 21 April 2008

RACV Club Melbourne

Conference

Tuesday 22 April 2008 (1.15pm-6.00pm)

RACV Club Melbourne

Conference

Wednesday 23 April 2008 (9.00am-5.30pm)

RACV Club Melbourne

Conference Dinner

Tuesday 22 April 2008

RACV Club Melbourne

ANZOA and British and Irish Ombudsman Association (BIOA) Meeting

Tuesday 22 April 2008 (10am)

RACV Club Melbourne

The Australian and New Zealand Ombudsman Association (ANZOA) is pleased to be holding its inaugural Conference. The Association was established in 2004 and has been growing rapidly, with members from Parliamentary and private sector Ombudsman schemes/ offices in Australia and New Zealand. ANZOA embodies active collaboration between its members, taking the view that, whether an Ombudsman is in the public or private sector, there is more that binds us than differentiates us.

Who should attend?

The inaugural ANZOA Conference is to provide a space for its members, their staff, and those interested in the institution of Ombudsman, to reflect on current issues and challenges, having regard to the evolution of the Ombudsman role in Australia and New Zealand.

Registration details

Registration fees (including dinners):

ANZOA member schemes/ offices' staff:	\$AUD450
Community groups/ academics:	\$AUD350
Group bookings (minimum three non-ANZOA people in one registration):	\$AUD550
Non ANZOA members:	\$AUD600

A registration form is attached. **Please register no later than close of business Friday 7 March 2008.**

Venue, parking and accommodation

The RACV Club is located at 501 Bourke Street, Melbourne. Car parking is available at the conference venue at \$42 per day. Major car parking stations are located within walking distance of the venue at a competitive daily rate / early bird parking. Accommodation at RACV is from \$195 per night for conference participants.

ANZOA contact for further information

ANZOA Secretariat: Australia (07) 5545 1598
Email: info@anzoa.com.au

ANZOA Conference 2008

Programme

DAY ONE

Tuesday 22 April 2008

12.30pm *Registration, tea and coffee and sandwiches*

1.15pm sharp

Conference welcome

Conference welcome and introduction of the conference theme.

Fiona McLeod, ANZOA Chair

1.30pm—1.55pm

Keynote Speech

Speaker, (tbc)

1.55pm—2.30pm

What's in a name?

The use of the term Ombudsman in an expanding Ombudsman world.

Professor John McMillan, Commonwealth Ombudsman (confirmed)

2.30pm—3.45pm

The future - threats and challenges

Video presentation: ANZOA members

Tony Redmond, Chair, British and Irish Ombudsman Association (confirmed)

Colin Neave, Banking and Financial Services Ombudsman (confirmed)

3.45pm—4.00pm *Afternoon tea*

4.00pm—5.15pm

Ombudsman core values

Accessibility: **Helen Walch**, Consumer Representative Member, NZ Banking Ombudsman Commission (confirmed)

Independence: **Catriona Lowe**, Co-Chief Executive Officer, Consumer Action Law Centre (confirmed)

Fairness: **Elisabeth Wentworth**, Special Counsel to the Ombudsman, Banking and Financial Services Ombudsman (confirmed)

Accountability: (tbc)

Efficiency: **Simon Cleary**, Deputy Ombudsman, Telecommunications Industry Ombudsman (confirmed)

Effectiveness: **Peter Kell** (tbc), Chief Executive Officer, Choice (Australian Consumers Association)

5.15pm—6.00pm

The Ombudsman model

The expansion of the role of Ombudsman from the traditional Parliamentary role to professional and private sector industries.

Clare Petre, Energy & Water Ombudsman NSW (confirmed)

Deirdre O'Donnell, Telecommunications Industry Ombudsman (confirmed)

6.00pm *Close*

7.00pm *Pre-dinner drinks
RACV Club, 501 Bourke Street, Melbourne*

7.30pm *Dinner
RACV Club, 501 Bourke Street, Melbourne*

ANZOA Conference 2008

Programme

DAY TWO

Wednesday 23 April 2008

8.30am Registration, tea and coffee

9.00am sharp–9.40am

Standards for complaints handling – national and international models

John Wood, Complaint Handling Consultant (confirmed)

9.40am–10.15am

Ombudsman offices and systemic change

The importance of identifying and redressing systemic problems, as well as resolving individual complaints.

George Brouwer, Victorian Ombudsman (confirmed)

10.15am–10.45am Morning Tea

10.45am–11.50am

Staying professional – quality and consistency

The necessity for consistently high standards from Ombudsman who oversight the performance of others.

Judi Jones, Electricity and Gas Complaints Commissioner, NZ (confirmed)

Janine Young, Deputy Ombudsman, Energy and Water Ombudsman (Victoria) (confirmed)

11.50am–12.50pm

Four concurrent break out sessions

Ombudsman offices in different sectors and industries focus on their performance.

- Session 1: Utilities (energy and water, telephones and transport): **Barry Adams**, Energy Ombudsman Qld (confirmed)
- Session 2: Public sector: **Chris Field**, WA Ombudsman (confirmed)
- Session 3: Finance and banking: **Alison Maynard**, CEO, Financial Industry Complaints Service (confirmed) and **Dianne Carmody**, General Manager, Banking and Financial Services Ombudsman (tbc)
- Session 4: Professions (health, legal): **Victoria Marles**, Legal Services Commissioner and CEO, Legal Services Board (confirmed)

12.50pm–1.50pm Lunch

1.50pm – 3.00pm

Achieving administrative justice and procedural fairness in Ombudsman investigations

The role the Ombudsman plays alongside courts, tribunals and other bodies in providing remedial help to people and the how rules of natural justice/ procedural fairness are fundamental to effective investigations.

Beverley Wakem, Ombudsman NZ (confirmed)

3.00pm–3.30pm Afternoon tea

3.30 pm–5.00pm

Panel debate: The role of the Ombudsman in the Justice System—Where does the Ombudsman sit?

Moderator: Jon Faine, Melbourne radio presenter (confirmed)

A panel of eminent jurists, justice system representatives, Parliamentarians responsible for the justice system and an Ombudsman will discuss the burgeoning role of Ombudsman in the Australian and New Zealand justice systems.

Bruce Barbour, Ombudsman NSW (confirmed)

Anita Stuhmcke, Academic (confirmed)

Jillian Segal AM, President, Administrative Review Council (confirmed)

5.00pm

Closing Comments

Fiona McLeod, ANZOA Chair

5.30pm Close

ANZOA Conference 2008

The role of the Ombudsman – yesterday, today and tomorrow

REGISTRATION FORM

SCHEME / OFFICE:

PRIMARY CONTACT: (WHERE THERE ARE MULTIPLE REGISTRANTS IN A GROUP BOOKING ON THIS FORM)

TELEPHONE:

FAX:

EMAIL:

BILLING ADDRESS:

NAMES OF GROUP BOOKING ATTENDEES
(INCLUDING TITLES PLEASE)

	PRE-CONFERENCE DINNER Y/N?	CONFERENCE DINNER Y/N?	BREAK OUT SESSIONS 1, 2, 3 OR 4 ?
1.			
2.			
3.			
4.			
5.			

Please tick your registration category:

ANZOA Member

Community/Academic

Group Booking

Non-ANZOA

(NAME—PRINTED PLEASE)

(SCHEME/OFFICE)

(SIGNATURE)

(DATE)

Payment methods: Cheque and Direct Transfer (please complete details in method selected)

- Cheque, payable to ANZOA, is attached for \$AUD [please insert amount to be paid per person/per group of three or more people] for the above person/s.
- An amount of \$AUD..... was transferred to ANZOA bank account: Westpac, BSB 033 017, Account Number 166120 .

PLEASE RETURN NO LATER THAN FRIDAY 7 MARCH 2008

- EMAIL THIS FORM TO ANZOA - info@anzoa.com.au
- FAX THIS FORM TO ANZOA - + 03 9649 7550
- or MAIL THIS FORM TO ANZOA at GPO Box 469, Melbourne, Victoria, 3001, Australia

Contact for further information: ANZOA Secretariat: Australia (07) 5545 1598

ANZOA Conference 2008

The role of the Ombudsman – yesterday, today and tomorrow

Pre-conference Dinner	Monday 21 April 2008, 7.00pm
Conference	Tuesday 22 April 2008, 1.15pm to 6.00pm Wednesday 23 April 2008, 9.00am to 5.30pm
Conference Dinner	Tuesday 22 April 2008, 7.00pm for 7.30pm
Venue	RACV Club, 501 Bourke Street, Melbourne

ACCOMMODATION DETAILS

Listed below is information on accommodation available at and close to the conference venue. Please contact your chosen hotel directly to book accommodation.

Hotel	Phone	Room Type	Room Only	Room with Breakfast	Car Parking (per night)	Requirements
RACV Club , 501 Bourke Street	(03) 9944 8888	Std King	\$205.00	\$225.00	\$12.00	N/A
		Std Twin	\$205.00	\$225.00		
		King Spa	\$250.00	\$270.00		
		King Suite	\$300.00	\$320.00		
Causeway Inn on the Mall , 327 Bourke Street	(03) 9659 0688	Queen	\$115.00	\$122.00	N/A	
Mercure Hotel Welcome , 265-281 Little Bourke Street	(03) 9639 0555	Queen	\$122.00	\$141.00	N/A	When booking 10-13 rooms
			\$129.00	\$141.00		When booking less than 10 rooms
Ibis Hotel , 600 Little Bourke Street	(03) 9672 0000	Queen	\$129.00	\$146.50	N/A	For a maximum of 20 rooms