

presentations and papers by staff

- McMillan, J. 2003, *Dispute Resolution Mechanisms in Complex Industries*, paper presented to the National Alternative Dispute Resolution Advisory Council conference, Sydney.
- McMillan, J. 2003, *How Can an Ombudsman Make a Difference?*, paper presented to the Australian Institute of Administrative Law (Qld) Annual General Meeting, Brisbane.
- McMillan, J. 2003, *Future Directions for Australian Administrative Law—the Ombudsman*, paper presented to the National Administrative Law Forum, hosted by the Australian Institute of Administrative Law, Canberra.
- McMillan, J. 2003, *Legal Pitfalls in the Regulation of Medical Practitioners*, presentation to the Annual Seminar of the Australia and New Zealand Medical Boards and Councils, Canberra.
- McMillan, J. 2003, *Judicial Review of the Work of Administrative Tribunals—how much is too much?*, paper presented to the ACT Chapter of the Council of Australasian Tribunals, Canberra.
- McMillan, J. 2004, *Launch of the ACT Public Service Integrity Policy*, Canberra.
- McMillan, J. 2004, *Keynote Address*, paper presented to the National Ombudsman Commission of Indonesia conferences on the Ombudsman, Medan and Yogyakarta, Indonesia.
- McMillan, J. 2004, *Adapting to Change: the Contemporary Role of an Ombudsman*, paper presented to Institute of Administrative Law and Institute of Public Administration Seminar, Darwin.
- McMillan, J. 2004, *Problem Areas in Administrative Law*, paper presented to an Australian Public Service Commission seminar, Sydney and Melbourne.
- McMillan, J. 2004, *Reflections—From Academia to Practitioner*, paper presented to an Australian Public Service Commission seminar, Sydney.
- McMillan, J. 2004, *The Ombudsman—New Challenges*, paper presented to the Australian Corporate Lawyers' Association, Canberra.
- McMillan, J. 2003–04, various presentations on administrative law, the Ombudsman and complaint handling to seminars and classes organised by the Australian National University Law Faculty, University of Tasmania Law Faculty, Australian Human Resources Institute, Centre for Democratic Institutions, Spark Helmore, Australian Federal Police, Centrelink, Department of Finance and Administration, and Department of Immigration and Multicultural and Indigenous Affairs.
- Moss, P. 2003, paper presented to Certificate IV in Government (Fraud Control Investigation Program) courses conducted by the ATO and KPS and Associates, Sydney (and in Canberra in 2004).
- Moss, P. 2004, *Towards Community Ownership of the Tax System: The Taxation Ombudsman's Perspective*, keynote address paper presented to the ATAX 6th International Conference, Sydney.
- Taylor, J. 2003, *The Role of Mediation in Complaints Handling*, paper presented to the Annual General Meeting of LEADR, Melbourne.