

Good > Better > Best

Changes in public integrity

National conference speakers

23–24 September 2009 | Hotel Realm | 18 National Circuit, Barton ACT



Conference speakers



Professor John McMillan

Professor John McMillan was appointed Commonwealth Ombudsman in 2003 and reappointed in 2008 for a further five-year term. He is on leave from The Australian National University where he is a Professor of Administrative Law.

Professor McMillan is a member of the Administrative Review Council, which advises the Government on administrative law reform. He also established the Australian Commission for Law Enforcement Integrity in 2007, as Integrity Commissioner.

Professor McMillan is a co-author of *Control of Government Action* (second edition published 2009). He has been active in community affairs and legal practice. He was a founding member and later president of the Australian Institute of Administrative Law; he is an Executive Member of the Australian New Zealand Ombudsman Association; and he is a National Fellow of the Institute of Public Administration Australia.



Mr Bruce Barbour

Mr Bruce Barbour was appointed NSW Ombudsman in June 2000. His background is in law with a particular speciality in administrative law.

Before being appointed NSW Ombudsman, Mr Barbour was a senior member of the Commonwealth Administrative Appeals Tribunal (AAT) for nine years and was also a member of the Casino Control Authority.

Before being appointed to the bench of the AAT, Mr Barbour was director of the Licensing Division of the Australian Broadcasting Tribunal (now the Australian Broadcasting Authority).



Professor Duncan Bentley

Professor Duncan Bentley specialises in comparative international tax administration and taxpayers' rights. He is Pro Vice-Chancellor of the Curtin Business School and is an international speaker and consultant.

He sits on several boards and committees, including the Commonwealth Attorney-General's International Legal Services Advisory Council.



Mr Ron Brent

Mr Ron Brent was appointed as Deputy Ombudsman (Commonwealth) in June 2003 for a five-year term. In June 2008, he was reappointed for a second five-year term. Before his appointment he was director of the National Film and Sound Archive.

Mr Brent was born in Melbourne and completed his Bachelor of Economics and Bachelor of Laws at The Australian National University in Canberra.

He has held senior positions in legal and policy areas within the Department of Arts, Sport, the Environment and Territories, and the Department of Primary Industries and Energy.



Mr Ian Carnell

Mr Ian Carnell was appointed to the independent statutory position of Inspector-General of Intelligence and Security in March 2004.

Mr Carnell has had broad-ranging experience in public administration in various senior positions. This has included policy development, program administration and fraud control.



The Hon. John Clarke QC

The Hon. John Clarke QC was a judge of the NSW Supreme Court from 1983 to 1997 and sat on the NSW Court of Appeal from 1987 to 1997.

With a reputation for fiercely protecting his independence, Mr Clarke later worked for the Independent Commission Against Corruption (ICAC). At the ICAC, his work included the investigation into alleged mistreatment of nurses by the former NSW health minister Craig Knowles.

In 2008, Mr Clarke was appointed by the Attorney-General, Robert McClelland MP, to head the federal government's judicial inquiry into the counter-terrorism investigation into Dr Mohamed Haneef. The inquiry examined the conduct of the Australian Federal Police, staff of the Commonwealth Director of Public Prosecutions, as well as officers of the Department of Immigration and its former minister, Kevin Andrews.

The Clarke Inquiry into the case of Dr Mohamed Haneef made 10 recommendations on the special powers applying to inquiries and independent reviews involving matters of national security and the roles, functions and responsibilities of government agencies and departments—the Government agreed to all.

Mr Clarke also conducted an inquiry for the Howard government into the entitlements of veterans in 2002. He made more than 100 recommendations—which the government rejected.

Since retiring from the bench Mr Clarke has practised as a mediator and arbitrator and is a member of LEADR (Lawyers Engaged in Alternative Dispute Resolution).



Mr Mark Dreyfus QC, MP

Mr Mark Dreyfus QC, MP is the Federal Member for Isaacs, the Chair of the House of Representatives Legal and Constitutional Affairs Committee and a member of the Parliamentary Joint Committee on Intelligence and Security.

As chair of the Legal and Constitutional Affairs Committee, he oversaw the inquiry into whistleblowing protections within the Australian Government public sector. The inquiry's report was tabled in the House of Representatives in February 2009 and is currently being considered by the Australian Government.



Ms Kate Eadie

Ms Kate Eadie is an experienced Investigations Manager at the national Telecommunications Industry Ombudsman (TIO). She has worked for the ombudsman in key roles for almost 10 years and is now part of the senior management team. Among

her many achievements, Ms Eadie managed the TIO's groundbreaking *connect.resolve* campaign.



Mr Peter Kell

Mr Peter Kell was appointed a deputy chair of the Australian Competition and Consumer Commission (ACCC) in July 2008 for a five-year term. Mr Kell chairs the Adjudication Committee and is a member of the Enforcement Committee. He serves on the Consumer

Policy Committee of the Organisation for Economic Co-operation and Development (OECD) and the International Consumer Protection and Enforcement Network. He is also a member of the Advisory Board of the federal government's Financial Literacy Foundation.

Before joining the ACCC, Mr Kell was chief executive of CHOICE (the Australian Consumers Association) and a board member of the global consumer organisation Consumers International. He has extensive experience in advancing consumer and market reform issues in Australia and internationally.

Mr Kell previously worked at the Australian Securities and Investments Commission (ASIC), which he joined in 1998 when it took on a significantly expanded role in consumer and investor protection in financial services. He served as ASIC's Executive Director of Consumer Protection and as its NSW Regional Commissioner until 2004.



Dr Grant Lester

Dr Grant Lester is a consultant forensic psychiatrist employed by the Victorian Institute of Forensic Mental Health as the psychiatrist-in-charge, the Acute Admission Unit at Victoria's Thomas Embling Hospital.

Since the mid-1990s he has had an interest in individuals with 'difficult' personalities and those with personality disorders. In particular he has researched people who would be best described as querulant and vexatious complainants and litigants. His research has been published in both legal and psychiatric journals.

Dr Lester was consultant for the *Dealing with Unreasonable Complainant Conduct* project undertaken by the eight Australian Parliamentary Ombudsmen. He is also, in collaboration with the National Judicial College Australia, training groups of the judiciary in understanding and managing the querulant and vexatious litigant.

Ms Clare Martin



Ms Clare Martin became CEO of the Australian Council of Social Service (ACOSS) in November 2008. ACOSS is the peak council of the community services and welfare sector and is the national voice of low income and disadvantaged people.

Before her appointment at ACOSS, Ms Martin was the Labor Member for the electorate of Fannie Bay in the Northern Territory Parliament for 13 years. During that time she was opposition leader from 1999 to 2001, then chief minister in the territory's first ever Labor Government until 2007.

Ms Martin was a journalist and broadcaster with the ABC for 17 years, working in Sydney, Canberra and Darwin in both radio and television, before her parliamentary career.

Mr George Masri



Mr George Masri is Senior Assistant Ombudsman (Social Support and Indigenous) in the office of the Commonwealth Ombudsman. Mr Masri has worked at the ombudsman's office since the beginning of 2005 and until August 2008 had responsibility for Immigration.

Mr Masri has a varied background in public administration, including as an associate to a member of the Administrative Appeals Tribunal, a principal solicitor in community legal centres, a ministerial adviser in three different portfolios and as a senior business consultant for a company developing automated systems to assist with administrative decision making.

Mr Masri is also a council member of the ACT Division of the Institute of Public Administration Australia (IPAA).



Ms Yvonne Miles

Ms Yvonne Miles is the Manager of Education and Training with the Independent Commission Against Corruption (ICAC). She has been with ICAC since 1994.

In her education roles with the ICAC, Ms Miles has initiated research to establish the need for outreach strategies and has extensive experience in formulating strategies for culturally and linguistically diverse communities. Her experience provides considerable insight into the challenges organisation like the ICAC face in undertaking this work.

Ms Miles has also led the development of a wide range of public sector and community educational resources. She holds a Bachelor of Arts and Diploma of Education from the University of New England and a Graduate Diploma in Management from Sydney University.



Mr Colin Neave AM

Mr Colin Neave AM practised as a solicitor in Melbourne for 20 years between 1967 and 1987, holding the position of company secretary of AMI Toyota Ltd, then a listed company between 1985 and 1987.

Between 1987 and 1996, he held senior positions with various governments, namely secretary of the Attorney-General's Department in Victoria and commissioner for Consumer Affairs in South Australia, managing director Legal Aid Commission NSW and deputy secretary of the Commonwealth Attorney-General's Department.

Mr Neave became the Banking and Financial Services Ombudsman in February 1996 and was appointed Chief Ombudsman of the Financial Ombudsman Service on 1 July 2008.

He has been the chairman of the Commonwealth Consumer Affairs Advisory Council (and its predecessors) since July 1997 and the Legal Services Board, Victoria, from December 2005.



Mr Mick Palmer AO APM

Mr Mick Palmer AO APM is a 35-year long police professional. He served for six years as Commissioner of the Northern Territory Police, Fire and Emergency Services and for seven years as Australian Federal Police Commissioner.

A lawyer, Mr Palmer is an Honours graduate of the Queensland Barristers Admission Board and practised at the private bar during 1982 and 1983 before returning to policing.

Mr Palmer currently holds the position of Inspector of Transport Security.



Ms Rhonda Parker

Ms Rhonda Parker was appointed Australia's first Aged Care Commissioner in April 2007.

Ms Parker's interest in ageing and the 50+ market began during her time as a member of the Western Australian parliament, where she served three years in the cabinet. As Minister for Seniors, she developed the first across-government plan on ageing for Western Australia and was instrumental in developing Australia's first National Healthy Ageing Strategy, released in 2000.

After leaving politics Ms Parker was chief executive of the Positive Ageing Foundation of Australia, an organisation dedicated to the research and promotion of successful ageing. In 2005 the foundation merged with the Centre for Research into Ageing at Curtin University of Technology, where Ms Parker was appointed an Adjunct Associate Professor.

During this period, Ms Parker also established her consultancy, working with industry and government to provide strategic advice on the impact of the ageing demographic, as well as delivering her 'Science of Successful Ageing' seminars to the 50+ population.

Ms Parker also served as a director of the Aged Care Standards and Accreditation Agency, and has been a

member of the Australian Speakers Bureau, the Australian Institute of Company Directors, and the Australian Institute of Management



Mr Chris Wheeler

Mr Chris Wheeler has been Deputy NSW Ombudsman since 1994. He has 25 years of experience in complaint handling and investigations, as well as extensive experience in management and public administration.

Among other things, Mr Wheeler has direct oversight of the responsibilities conferred on the NSW Ombudsman under the Freedom of Information Act and Protected Disclosures Act. He also has responsibility to lead and coordinate the preparation of publications issued by the NSW Ombudsman to guide and improve the performance by public officials of their duties.

Mr Wheeler is a member of the Research Team for the National *Whistling While They Work* project, looking at ways to improve the management and protection of internal witnesses. He is also the Project Sponsor of the *Dealing with Unreasonable Complainant Conduct* project undertaken by the eight Australian Parliamentary Ombudsmen.



Mr David Schomburgk

Mr David Schomburgk has worked in both private and public sectors in Australia and overseas. After spending the early part of his working life in finance and economic development, Mr Schomburgk has spent the past 13 years working in various areas of

consumer protection, including policy development, enforcement and dispute resolution.

Mr Schomburgk is the Manager of the Consumer Affairs division of the SA Office of Consumer and Business Affairs, where he has responsibility for providing a consumer advisory service, a dispute resolution service, monitoring marketplace activities for compliance with fair trading legislation, consumer product safety and trade measurement in South Australia.

He is also well known for his work with Indigenous communities in the APY Lands in the far north of South Australia.

Mr Schomburgk is a Council Member of Standards Australia; Member of the Australian Institute of Company Directors, Member of the SA Trade Standards Advisory Council, Member of the SA Scanning Code Administration Committee, former Treasurer of the Society of Consumer Affairs Professionals (SOCAP) Australia and former member of the Board of Trustees for the Travel Compensation Fund.

He is also heavily involved in a number of national advisory committees in relation to various elements of consumer protection and has contributed to the preparation of the South Australian response to the Productivity Commission's reviews of both the Australian Consumer Product Safety System and Australia's Consumer Policy Framework.

Mr Schomburgk is President of SOCAP Australia and is currently acting in the position of Deputy Commissioner & Director of Communication, Policy & Research in the SA Office of Consumer and Business Affairs.