

Day One | Wednesday 14 November 2012

Conference opening: Speaking Truth to Power – the role of the Ombudsman in the 21st century

Welcome remarks by Dame Beverley Wakem

President, International Ombudsman Institute and Chief Ombudsman, New Zealand
(no written documentation available)

Plenary Session I: Setting the stage – The realities of the 21st century and the changing landscape the Ombudsman is operating in

01. Plenary Session I: *Challenges and opportunities for strengthening integrity of institutions and the relationship with the work of the Ombudsman*
Helen Clark (Administrator of the United Nations Development Programme)
02. Plenary Session I: *Transparency in troubled times*
Prof. Alasdair Roberts (Professor of Law & Public Policy at Suffolk University Law School, and Faculty Director of the Rappaport Center for Law and Public Service)
03. Plenary Session 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*
Michelle Bachelet (Under-Secretary General and Executive Director of UN Women)
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Plenary Session II: The effectiveness of the Ombudsman in the administrative justice landscape

04. Plenary Session II: *The Ombudsman enterprise and administrative justice*
Dr. Richard Kirkham (Faculty of Law, Sheffield University)
05. Plenary Session II: *Discretion, direction and the Ombudsman: To steer the ship or to choose the ship?*
Prof. Anita Stuhmke (Faculty of Law, University of Technology, Sydney)
06. Plenary Session II: *Parallel universe: Ombudsman and courts*
Prof. Philip Joseph (School of Law, University of Canterbury, New Zealand)
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Working Session A: Delivering more with less

07. Working Session A: *Can we deliver more with less?*
John T. Wood (Baljurda Comprehensive Consulting, Australia)
08. Working Session A: *Lessons from small states*
Nicola Williams (Complaints Commissioner for the Cayman Islands & Vice-President of the Caribbean Ombudsman Association)
09. Working Session A: *Effective Ombudsman services delivery*
Dwight L. Bishop (Nova Scotia Ombudsman)
10. Working Session A: *Austerity, public policy and politics – implications for fettering the discretion of the Ombudsman to investigate complaints*
Dr. Jane Martin (Government Ombudsman and Chair, Commission for Local Administration in England)
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Working Session B: Serving vulnerable populations effectively

11. Working Session B: *Protection of vulnerable groups in Hungary and central Europe*
Prof. Dr Máté Szabó (Parliamentary Commissioner for Fundamental Rights, Hungary)
12. Working Session B: *Protection of rights of elderly persons*
Prof. Irena Lipowicz (Human Rights Defender, Poland)
13. Working Session B: *Becoming iterate in disability rights – an Ombudsman response to the paradigm shift*
Dulcie McCallum (Freedom of Information & Protection of Privacy Review Officer, Former Ombudsman and member of Canadian delegation to the UNCRPD Ad-Hoc Committee)
14. Working Session B: *Enhancing the role of Ombudsman institutions in the protection and promotion of the rights of persons with disabilities*
Prof. Linda Reif (Faculty of Law, University of Alberta)
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Working Session C: Holding leaders to account

15. Working Session C: *Ensuring robust and resilient oversight under challenging conditions*
Prof. Andrew Goldsmith (Strategic Professor in Criminology and Criminal Justice, Flinders Law School, Adelaide and Adjunct Professor, Regulatory Institutions Network, College of Asia and the Pacific, Australian National University, Canberra)
16. Working Session C: *Leadership codes in small states*
Phoebe Sangetari (Ombudsman Commission of Papua New Guinea)
17. Working Session C: *Investigating Ministers & the impact of the South African “Secrecy Bill”*
Adv Thuli Madonsela (Public Protector of South Africa)
18. Working Session C: *An Auditor-General’s report on fraud*
Lyn Provost (Controller & Auditor-General, New Zealand)
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Working Session D: 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 & economic programmes

19. Working Session D: *The appropriate role of the Ombudsman in protecting human rights; should an Ombudsman pursue becoming a NHRI?*
Adv. John Walters (Ombudsman for Namibia)
20. Working Session D: *The role of the Ombudsman in the promotion and protection of human rights*
Mariana Sotto Maior (Head of Cabinet, Provedor de Justiça, Portugal)
21. Working Session D: *A protocol for Ombudsman dealing with complaints by female victims of violence*
Roberta Clarke (Regional Program Director, Caribbean Regional Office UN Women)
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Working Session E: Developments in FOI and Ombudsmanship – Norway & USA

22. Working Session E: *The evolving FOI culture in the U.S.*
Karen Finnegan (Deputy-Director of Government Information Services, US National Archives & Records Administration)
23. Working Session E: *Freedom of information and the Norwegian electronic public records (OEP)*
Arne Fliflet (Ombudsman, Norway)

Day Two | Thursday 15 November 2012

Plenary Session III: Repositioning the Ombudsman – Maintaining relevance and credibility for all our stakeholders in a rapidly changing environment

24. Plenary Session III: *Maximising the Ombudsman's influence, impact and effectiveness in a difficult and constantly changing environment*
Ann Abraham (UK Parliamentary Ombudsman and Health Service Ombudsman for England 2002-2011)
25. Plenary Session III: *Ensuring ethics in public administration. The role of the Ombudsman*
Nikiforos Diamandouros (European Ombudsman)
26. Plenary Session III: *Traditions in setting standards of good administration: the role of legality in Ombudsman decisions*
Alex F. M. Brenninkmeijer (National Ombudsman of the Netherlands)
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Working Session F: Securing Resources: Proving to others the Ombudsman is a worthwhile investment

27. Working Session F: *Evaluating the effectiveness of an Ombudsman: A riddle, wrapped in a mystery inside an enigma*
Prof. Anita Stuhmcke (Faculty of Law, University of Technology, Sydney, Australia)
28. Working Session F: *Doing better with less?*
Dr Tom Frawley (Ombudsman, Northern Ireland)
29. Working Session F: *Making a difference (no written documentation available)*
Dr. Shoalb Suddle (Federal Tax Ombudsman, Pakistan)
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Working Session G: Suddenly displaced communities – unique challenges requiring unique strategies for the Ombudsman

30. Working Session G: *Challenges the Japanese Ombudsman has faced after the Great East Japan earthquake*
Osamu Watarai (Deputy Director-General, Administrative Evaluation Bureau, Ministry of Internal Affairs and Communications)
31. Working Session G: *Suddenly displaced communities; unique challenges requiring unique strategies for the Ombudsman*
Phil Clarke (Queensland Ombudsman, Australia)
32. Working Session G: *The IASC Operational Guidelines and other tools and learnings that can assist Ombudsmen to respond constructively to a natural disaster*
David Rutherford (Chief Human Rights Commissioner, New Zealand)
33. Working Session G: *The challenges Ombudsmen face when dealing with suddenly displaced communities as a result of natural disaster. The Canterbury earthquakes.*
Karen Stevens (Insurance and Savings Ombudsman, New Zealand)
34. Working Session G: *The Ombudsman's role in the 2008 Cranbourne methane gas disorder & the 2009 Black Saturday bush fires*
John Taylor (Deputy Ombudsman, Victoria Ombudsman)
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Working Session H: Complementary or conflicting? Benefits and disadvantages to being both an Ombudsman and an FOI Commissioner

35. Working Session H: *Complimentary or Conflicting. The Norwegian Ombudsman's experience (no written documentation available)*
Arne Fliflet (Ombudsman, Norway)
36. Working Session H: *Finding the right fit. An Ombudsman and freedom of information*
Bruce Barbour (Ombudsman, New South Wales)
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Plenary Session IV: OPCAT – Expectations versus reality. Creating an effective model that will work for an Ombudsman

37. Plenary Session IV: *The role of the Ombudsman in preventing torture and ill-treatment: The OPCAT and beyond*
Mark C.A. Thomson (Secretary General, Association for the Prevention of Torture, Geneva)
38. Plenary Session IV: *Experiences of an Ombudsman that adapted the OPCAT model to meet the needs of their own state*
Dame Beverley Wakem (Chief Ombudsman of New Zealand)
39. Plenary Session IV: *Working as a NPM under the OPCAT*
Prof. Irena Lipowicz (Human Rights Defender of the Republic of Poland)
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Working Session I: Innovative practices in upskilling agencies and improving administrative practices

40. Working Session I: *The Western Australian Integrity Coordinating Group's "Integrity in decision making" framework*
Chris Field (Ombudsman Western Australia)
41. Working Session I: *E-People Initiative; facilitating dialogue and conflict resolution between the governing and the governed*
Young-ran Kim (Chairperson Anti-corruption & Civil Rights Commission, Republic of Korea)
42. Working Session I: *Proposal for the establishment of The Code of Administrative Behaviour in the Portuguese Public Administration*
Mariana Sotto Maior (Head of Cabinet, Provedor de Justiça, Portugal)
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Working Session J: Challenges for the Ombudsman Protecting Prisoners' human rights

43. Working Session J: *Safeguarding the rights of detained persons: A paradigm of the challenges facing Ombudsmen in the modern world*
Prof. Andrew Coyle (Emeritus Professor of Prison Studies in the University of London and Visiting Professor in the University of Essex, UK)
44. Working Session J: *The office of the correctional investigator and human rights: Aging, disabled and aboriginal offenders in Canadian federal corrections*
Howard Sapers (Correctional Investigator of Canada)
45. Working Session J: *Success of the Maori focus units & faith based units operating in New Zealand prisons*
Kim Workman (QSO New Zealand)
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Working Session K: Introducing & embedding FOI

46. Working Session K: *UK & comparative experience*
Andrew Ecclestone (Head of FOI Policy Branch, Department of Constitutional Affairs, UK, 2001-2003)
47. Working Session K: *Introducing FOI in small states with geographical challenges*
Jeannine Daniel (Assistant Ombudsman, Cook Islands)
48. Working Session K: *Implementing the Right to Information Act in India: Experiences and Challenges*
Venkatesh Nayak (Coordinator, Access to Information Programme, Commonwealth Human Rights Initiative, India)
49. Working Session K: *Introducing FOI into hesitant jurisdictions (no written documentation available)*
Associate Prof. Rick Snell (Faculty of Law, University of Tasmania)
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Day Three | Friday 16 November 2012

Plenary Session V: The importance of records, accountability and ‘putting things right’ in an era of austerity

50. Plenary Session V: *Effective information management – the keystone of good Government*
Prof. John McMillan (Australian Information Commissioner. (Commonwealth Ombudsman 2003-2010)
51. Plenary Session V: *Insights & experiences from investigating complaints about the actions of public authorities and accessing official information*
Leo Donnelly (Deputy Ombudsman, New Zealand)
52. Plenary Session V: *Good records management and open government: Equal partners*
Karen Finnegan (Deputy Director, Office of Government Information Services, US National Archives and Records Administration)
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Working Session L: Distancing the “public” from the public sector - the growing trend towards the privatisation of public services

53. Working Session L: *Must Ombudsmen retain remit over privatised services?*
Brian Thompson (Senior Lecturer, Liverpool Law School, University of Liverpool, UK)
54. Working Session L: *Ombudsman and the changing face of public services*
Peter Tyndall (Public Services Ombudsman, Wales)
55. Working Session L: *Public sector accountability: keeping pace with a changing public service landscape*
Marco Bini (Director, Policy and Coordination, Victorian Auditor- General’s Office, Australia)
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Working Session M: Taking advantage of clever technology developments and other techniques to improve the Ombudsman's work & accessibility

56. Working Session M: *Old watchdog, new tricks: How social media and technology can transform the modern ombudsman*
André Marin (Ombudsman of Ontario, Canada)
57. Working Session M: *Planning and maintaining outreach and accessibility while undergoing challenging reforms*
Bart Weekers (Vlaams Ombudsman, Belgium)
58. Working Session M: *Decentralisation and sensitisation in the face of financial constraints*
Alhagie Sowe (Ombudsman, The Gambia)
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Working Session N: Ombudsmen, access to Information and anti-corruption agencies: Links between integrity agencies in delivering good governance and safeguarding taxpayers' resources

59. Working Session N: *Methods for ensuring sound public administration, raising standards of integrity and preventing corruption*
Dr. Fong Man Chong (Ombudsman, Macau Special Administrative Region and Chair, Commission against Corruption, Macau)
60. Working Session N: *The role of the Ombudsman in the "open government" century: exploring ways to integrate Ombudsmen into the emerging anti-corruption framework*
Nathaniel Heller (Executive Director, Global Integrity)
61. Working Session N: *Queensland's Integrity Network*
Dr. David Solomon (Integrity Commissioner, Queensland)
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Plenary VI: Celebrating 50 years of Ombudsmanship in New Zealand

62. Plenary Session VI: *50 Years of the Ombudsman office in New Zealand*
Rt Hon Sir Anand Satyanand (Governor-General of New Zealand 2006-2011, and New Zealand Ombudsman 1995 – 2005)
63. Plenary Session VI: *Constitutional reflections on 50 years of the Ombudsmen in New Zealand*
Rt Hon Sir Geoffrey Palmer (Prime Minister of New Zealand 1989 – 1990 and President New Zealand Law Commission 2005 – 2010)
64. Plenary Session VI: *A public law toolbox perspective on the Ombudsman's role after 50 years*
Mai Chen (Founding Partner, Chen Palmer New Zealand Public Law Specialists, Author of "Public Law Tool Box" and Adjunct Professor of Commercial and Public Law at the University of Auckland Business School)
65. Plenary Session VI: *Looking ahead; challenges for the IOI in responding to its members needs in changing times*
Bruce Barbour (Ombudsman, New South Wales, Australia)
66. Plenary Session VI: *Closing remarks (no written documentation available)*
Dame Beverley Wakem (President, International Ombudsman Institute and Chief Ombudsman, New Zealand)
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