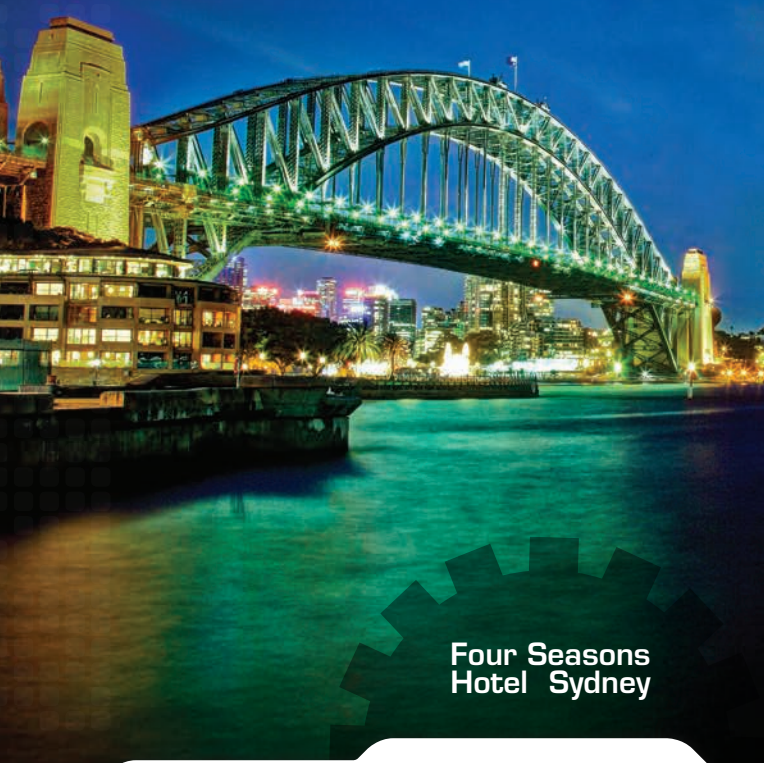


# NATIONAL investigations symposium

9-11 NOVEMBER 2016

## PROGRAM



Four Seasons Hotel Sydney

Proudly presented by:



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National-Investigations-Symposium

8:00am	Conference Registration			
9:00am	<p><b>Welcome:</b> Institute of Public Administration Australia NSW</p> <p><b>Official opening:</b> Acting NSW Ombudsman NSW Independent Commission Against Corruption Commissioner</p> <p><b>Keynote speaker:</b> Travis Tygart – U.S. Anti-Doping Agency – Lance Armstrong case</p>			
10:30am	Morning tea			
11:00am	<p><b>Session 1:</b></p> <p><b>Stream A: COMPLAINT HANDLING</b> Creating a positive complaints culture</p> <p>Understanding and addressing barriers to creating a positive reporting culture <b>Allan Yates</b> Northern Beaches Council</p> <p>Creating a culture which encourages complaints, works better than rules <b>Tommaso Briscese</b> Burwood Council</p>	<p><b>Stream B: TECHNOLOGY/FORENSICS</b> How technology can inform an investigation</p> <p>Making the most of open source intelligence <b>Gavin Whalebone</b> NSW Independent Commission Against Corruption</p> <p>What you can learn from electronic records/metadata <b>Benny Lee</b> Deloitte</p>	<p><b>Stream C: SKILLS</b> Interviewing the vulnerable</p> <p>Interviewing children <b>Prof Pamela Snow</b> La Trobe University</p> <p><b>Shellee Wakefield</b> Queensland Centre for Domestic &amp; Family Violence Research</p>	<p><b>Stream D: CHALLENGING INVESTIGATIONS</b> Managing sensitive investigations</p> <p>Handling complaints in challenging and sensitive areas <b>Assistant Commissioner Luke Cornelius</b> Victoria Police</p> <p>Investigating sexually predatory behaviour in the workplace <b>Harriet Stacey</b> WISE Workplace</p>
12:30pm	Lunch			
1:30pm	<p><b>Session 2:</b></p> <p><b>Stream A: COMPLAINT HANDLING</b> Industry ombudsman challenges</p> <p>Innovate or wane – how industry ombudsman are evolving to respond to today's challenges <b>Janine Young</b> Energy &amp; Water Ombudsman NSW</p> <p>The role of CIO in financial services disputes <b>Raj Venga</b> Credit &amp; Investments Ombudsman</p>	<p><b>Stream B: TECHNOLOGY/FORENSICS</b> Forensic insights into witness competence</p> <p>Conditions that affect competence of witnesses <b>Dr Susan Pulman</b> Susan Pulman &amp; Associates</p>	<p><b>Stream C: SKILLS</b> Prosecution briefs</p> <p>Taking statements <b>Nicholas Marney</b> Office of the Director of Public Prosecutions</p> <p>Understanding admissible evidence and preparing briefs for the Office of the Director of Public Prosecutions <b>Marianne Carey</b> Office of the Director of Public Prosecutions</p>	<p><b>Stream D: CHALLENGING INVESTIGATIONS</b> Challenging investigations – case studies</p> <p>Investigation into City of Botany Bay Council <b>Jeff Lawrence</b> NSW Independent Commission Against Corruption</p> <p>The NSW Ombudsman's Operation Prospect investigation: reflections on strategic and legal challenges <b>Prof John McMillan AO</b> NSW Ombudsman</p>
3:00pm	Afternoon tea			
3:30pm	<p><b>Session 3:</b></p> <p><b>Stream A: COMPLAINT HANDLING</b> Complaints / reports and oversight in challenging environments</p> <p>Establishing an independent investigation into the police actions in the aftermath of the Hillsborough disaster (UK) <b>Deborah Glass OBE</b> Victorian Ombudsman</p> <p>Reporting and independent oversight of serious incidents <b>Anthony Holton</b> NSW Ombudsman</p>	<p><b>Stream B: TECHNOLOGY/FORENSICS</b> Evidence capture</p> <p>Document examination <b>Rochelle Epple</b> Australian Federal Police</p>	<p><b>Stream C: SKILLS</b> Investigation strategies</p> <p>The challenge of the non-statutory administrative investigation – how to do it well <b>Jane Thorpe</b> NSW Department of Education</p> <p>Root cause analysis as an investigative strategy <b>Dr Jonny Taitz</b> Clinical Excellence Commission</p>	<p><b>Stream D: CHALLENGING INVESTIGATIONS</b> Governance issues for investigations</p> <p>A management framework for investigations <b>Sharon Loder</b> NSW Independent Commission Against Corruption</p>
5:15pm	Cocktails			
6:30pm	Symposium dinner		Dinner entertainment - Kitty Flanagan	

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## WORKSHOPS

FRIDAY **11**  
NOVEMBER

**Workshop A:**  
Administrative law – Full day

**Chris Wheeler**  
NSW Ombudsman

**Workshop B:**  
Fact Finder – Full day

**Scott Collins**  
**Chris Wightman**  
NSW Independent Commission  
Against Corruption

**Workshop C:**  
Interviewing techniques – Full day

**Steve Longford**  
New Intelligence

**Workshop D:**  
Report Writing – Half day

**Neil Napper**  
Lander & Rogers

**Workshop E:**  
Motivational Interviewing – Half day

**David Manchester**  
MLR consulting psychology

Program is correct at time of printing and is subject to change.

8:00am	Registration			
9:00am	<b>Session 4:</b> <b>Stream A: COMPLAINT HANDLING</b> Innovations in dealing with complaint issues Investigation into issues associated with violence restraining orders and their relationship with family and domestic violence fatalities <b>Kylie Maj</b> WA Ombudsman An alternative to other enforcement action (such as a prosecution) under Work Health and Safety Act 2011 <b>Rick Bultitude</b> SafeWork NSW	<b>Stream B: TECHNOLOGY/FORENSICS</b> Making the most of electronic data Computer forensics <b>David Sinden</b> NSW Independent Commission Against Corruption Data lead approach to investigations <b>Mitchell Stitt</b> NSW Fair Trading	<b>Stream C: SKILLS</b> Smarter investigations Investigators, brain surgeons or rocket scientists – who needs to be smarter? <b>Steve Longford</b> New Intelligence Investigative decision-making and intelligence <b>Prof Mark Kebbell</b> Griffith University	<b>Stream D: CHALLENGING INVESTIGATIONS</b> Difficult investigative environments Ensuring robust investigation under challenging political conditions & high expectations <b>Dame Beverley Wakem</b> Former New Zealand Chief Ombudsman Multi-agency perspective – task force into unauthorised accommodation <b>Roy Cottam</b> City of Sydney Council
10:30am	Morning tea			
11:00am	<b>Session 5:</b> <b>Stream A: COMPLAINT HANDLING</b> Perspectives in managing complainants The other side of complaint handling and investigations – perspectives of complainants and witnesses <b>David Porter</b> Redfern Legal Centre The importance of recognising the inherent dignity of complainants <b>Chris Wheeler</b> NSW Ombudsman	<b>Stream B: TECHNOLOGY/FORENSICS</b> Forensics in witness accounts Statement analysis <b>Elizabeth Martin</b> Advanced Polygraph The enhancing of indistinct speech recordings <b>Dr Helen Fraser</b> Independent Forensic Consultant	<b>Stream C: SKILLS</b> Being a witness How to survive the witness box <b>Frank Veltro</b> Office of the Director of Public Prosecutions	<b>Stream D: CHALLENGING INVESTIGATIONS</b> Tips for investigation managers Engaging external investigators <b>Max Britton</b> NSW Ombudsman Managing while you are under investigation <b>John Renshaw</b>
12:30pm	Lunch			
1:30pm	<b>Session 6:</b> <b>Stream A: COMPLAINT HANDLING</b> Public interest disclosures Reprisal audit – what it tells us about how agencies respond to public interest disclosures <b>Maya Borthwick</b> NSW Ombudsman Public interest disclosures / bullying <b>Louise Clarke</b> NSW Ambulance	<b>Stream B: TECHNOLOGY/FORENSICS</b> Forensic auditing Executing investigations with internal audit tools <b>Leslie Manda</b> Central Australia Health Service Forensic accounting demystified <b>Adeline Shelley</b> RSM Australia	<b>Stream C: SKILLS</b> Witness insights Behavioural indicators that could be used to detect interviewee deception in the conduct of investigative interviews <b>Martin Taylor</b> Australian Crime Commission Eyewitness memory <b>Dr Helen Paterson</b> The University of Sydney	<b>Stream D: CHALLENGING INVESTIGATIONS</b> Organisational perspectives Managing organisations through an investigation <b>Prof Gillian Triggs</b> Australian Human Rights Commission Organisational response to major investigations <b>Peter Connelly</b> NSW Department of Justice
3:00pm	Afternoon tea			
3:30pm	<b>Plenary Session: Strategies for managing difficult and complex investigations</b> <b>Facilitator: Chris Masters</b> – Multi-Wakley Award winning Journalist and author <b>Prof John McMillan AO</b> – NSW Ombudsman <b>Travis Tygart</b> – U.S. Anti-Doping Agency <b>Deborah Glass OBE</b> – Victorian Ombudsman <b>The Hon Megan Latham</b> – NSW Independent Commission Against Corruption <b>Prof Gillian Triggs</b> – Australian Human Rights Commission <b>James Beaton</b> – Royal Commission in Trade Union Governance and Corruption			
5:00pm	Closing drinks			