

# 9th NATIONAL investigations symposium >>

## PROGRAM

**WORKSHOPS**

**WEDNESDAY  
NOVEMBER 7**

### Workshops for complaint handlers/managers new to investigations

- >> **Fact finder**  
ICAC  
(1 day)
- >> **Managing unreasonable complainant conduct**  
NSW Ombudsman  
(1 day)

### Workshops for experienced investigators

- >> **Interviewing techniques**  
Mike Enders engaged by NSW Ombudsman  
(1/2 day)
- >> **Administrative law for investigations**  
NSW Ombudsman  
(1/2 day)

**THURSDAY 8 NOVEMBER**

9:00am	Welcome		
	<b>Keynote Speaker:</b> <b>Prof. Aldert Vrij</b> – Professor of Applied Social Psychology, University of Portsmouth – How to become better at lie detection		
10:30am	Morning tea		
11:00am	<b>Stream A:</b> <b>Effective whistleblower management</b>  >> <b>Chris Wheeler</b> Deputy Ombudsman, NSW Ombudsman  >> <b>Inspector Kerrie Lewis</b> NSW Police Internal Witness Support Unit	<b>Stream B:</b> <b>The impact of emerging technologies on investigations</b>  >> <b>Bronwyn Barker</b> Electronic Evidence Specialist, ICAC  >> <b>TBC</b>	<b>Stream C:</b> <b>The investigator and investigated</b>  >> <b>Colette Kenny</b> Executive Officer, ICAC  >> <b>Sheri Norton</b> Director Corporate and Community Services, Yass Valley Council
12:30pm	Lunch		
1:30 pm	<b>Stream A:</b> <b>Investigation and alternative dispute resolution processes: Addressing disadvantage and investigating for resolution</b>  >> <b>Jodie Ball</b> Deputy Director Complaint Handling Section, Australian Human Rights Commission  >> <b>Kylie Allen</b> Principal Investigations/ Conciliation Officer, Australian Human Rights Commission	<b>Stream B:</b> <b>Day in court</b>  >> <b>Siobhan Herbert</b> Crown Prosecutor, ODPP  >> <b>Prof. Martine Powell</b> Deakin Forensic Psychology Centre	<b>Stream C:</b> <b>Investigation effectiveness and outcomes</b>  >> <b>Ian Temby</b> QC  >> <b>TBC</b>
3:00pm	Afternoon tea		
3:30pm	<b>Panel Session:</b> <b>Media and government investigations and integrity</b>  <b>Facilitator:</b> <b>Geraldine Doogue</b> * presenter of Saturday Extra and Compass  >> <b>Debora Picone</b> Chief Executive Officer, Australian Commission on Safety and Quality in Health Care >> <b>John McMillan</b> Australian Information Commissioner >> <b>Liz Jackson</b> Four Corners >> <b>Michael Strong</b> former Director, Office of Police Integrity Victoria >> <b>Gail Furness</b> Barrister >> <b>Richard Baker</b> The Age		
5:15pm	Cocktails		
6:30pm	Symposium dinner		

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9:00am	<p><b>Panel Session:</b> Avoiding investigation flaws and deficiencies – supporting disciplinary proceedings and achieving outcomes</p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>Commissioner Elizabeth Bishop</b> Industrial Relations Commission</li> <li>&gt;&gt; <b>Michael Barnes</b> QLD State Coroner</li> <li>&gt;&gt; <b>Melissa Buchanan</b> Principal Legal Officer, Dept of Education and Communities</li> <li>&gt;&gt; <b>Elaine Brus</b> Barrister</li> <li>&gt;&gt; <b>Neil Parsons</b> Operations Manager Investigations, RailCorp</li> </ul>		
10:30am	Morning tea		
11:00am	<p><b>Stream A:</b> <b>The art of complaint handling</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>A/C Paul Carey</b> Professional Standards, NSW Police</li> <li>&gt;&gt; <b>Mark Hummerston</b> Assistant Privacy Commissioner, Office of the Privacy Commissioner</li> </ul>	<p><b>Stream B:</b> <b>Investigating for reform</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>Warren Strange</b> Assistant Director, Misconduct Investigations, CMC</li> <li>&gt;&gt; <b>Geoff Bell</b> Chief Risk and Compliance Officer, Securrency</li> </ul>	<p><b>Stream C:</b> <b>Ethics and integrity – implications for investigators and complaint handlers</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>Dr Darren Palmer</b> Associate Professor in Criminology, Deakin University</li> <li>&gt;&gt; <b>Chris Wheeler</b> Deputy Ombudsman, NSW Ombudsman</li> <li>&gt;&gt; <b>Peter Achterstraat</b> Auditor-General of NSW</li> </ul>
12:30pm	Lunch		
1:30 pm	<p><b>Stream A:</b> <b>Complaint management systems</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>Clare Petre</b> Ombudsman, Energy and Water Ombudsman NSW</li> <li>&gt;&gt; <b>TBC</b></li> </ul>	<p><b>Stream B:</b> <b>Interviewing – the theorist and the practitioner</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>Anthony McLean</b> Executive Director, New Intelligence</li> <li>&gt;&gt; <b>Prof. Aldert Vrij</b> Professor of Applied Social Psychology, University of Portsmouth</li> </ul>	<p><b>Stream C:</b> <b>Investigation challenges – when the going gets tough</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>Peter Cantwell</b> Assistance Ombudsman, Queensland Ombudsman</li> <li>&gt;&gt; <b>Joy Patton</b> Director Investigations, Ombudsman Victoria</li> <li>&gt;&gt; <b>Megan Philpot</b> Deputy Ombudsman, Ombudsman South Australia</li> </ul>
3:00pm	Afternoon tea		
3:30 pm	<p><b>Stream A:</b> <b>Specialist investigations</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>Steve Beaman</b> A/Director Waste, NSW Department of Environment &amp; Heritage</li> <li>&gt;&gt; <b>Andi Sontos</b> National OHS Partner Deloitte Touche Tohmatsu</li> </ul>	<p><b>Stream B:</b> <b>Data and forensics</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>Chris Noble</b> Partner Forensic, Deloitte Touche Tohmatsu</li> <li>&gt;&gt; <b>Dr Russell Smith</b> Principal Criminologist, Manager Global Economic and Electronic Crime, Australian Institute of Criminology</li> </ul>	<p><b>Stream C:</b> <b>Internal investigations</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; <b>Conrad Martens</b> Fraud Prevention &amp; Security Advisor, Gold Coast City Council</li> <li>&gt;&gt; <b>Steven Whittle</b> A/Senior Director, Fraud Prevention and Internal Investigations, Australian Taxation Office</li> </ul>
4:30pm	Close of conference		

