

14th National Investigations Symposium

28 – 29 May 2025

Four Seasons Hotel, Sydney

DAY 1 – WEDNESDAY 28 MAY 2025

8:00 – 15:30	Conference registration – welcoming tea and coffee provided. <i>GRAND BALLROOM FOYER, LOBBY LEVEL</i>		
9:00 – 10:20	OPENING PLENARY SESSION <i>GRAND BALLROOM, LOBBY LEVEL</i> Welcome to Country: Yvonne Weldon AM , Deputy Chairperson, Metropolitan Local Aboriginal Land Council Welcome: Paul Miller PSM , NSW Ombudsman The Hon John Hatzistergos AM , Chief Commissioner, NSW Independent Commission Against Corruption Official opening: The Hon Chris Minns, MP Premier of NSW KEYNOTE ADDRESS: The Australian Taxation Office's response to increasing digitalised fraud Jade Hawkins Assistant Commissioner, Fraud and Criminal Behaviours Australian Taxation Office		
10:20 – 11:00	Morning tea (40 minutes) <i>Please attend catering station closest to your next session</i>		
11:00 – 12:40	STREAM A: INVESTIGATIONS AND COMPLAINTS INVOLVING PEOPLE AT RISK <i>BALLROOM 1, LOBBY LEVEL</i>	STREAM B: PUBLIC INTEREST DISCLOSURES (WHISTLEBLOWING) <i>BALLROOM 2, LOBBY LEVEL</i>	STREAM C: FOREIGN INTERFERENCE <i>GALLERY, LEVEL 2</i>
Session 1	Overcoming obstacles affecting the access of older people and adults with disability to the criminal justice system Ainsley Hodges Manager Investigations NSW Ageing and Disability Commission	Conducting an effective end-to-end public interest disclosure investigation Riley O'Keeffe Manager, Disclosures & Complex Investigations Conduct and Integrity Office University of New South Wales	The risks posed by foreign interference on public sector integrity and good administration The Hon John Hatzistergos AM Chief Commissioner, NSW ICAC
	Enhancing witness welfare: Addressing the needs of young people in investigations William Barry School Counsellor NSW Department of Education	What a difference a whistleblower makes Susan Raice Director Prevention, Legal and Engagement Law Enforcement Conduct Commission, NSW Wendy Sculthorpe Manager, Investigations Integrity Law Enforcement Conduct Commission, NSW	Countering foreign interference: The threat environment and the Commonwealth's response Nathan Smyth Deputy Secretary National Security & Resilience Group and National Co-ordinator of the Counter Foreign Interference Co-ordination Centre
	Embedding a human rights-based approach to complaint systems: How the NDIS Commission aims to promote the rights of people with disability in its regulation of NDIS providers Sian Leathem Deputy Commissioner Complaints & Engagement NDIS Quality and Safeguards Commission	Establishing an independent support unit for whistleblowers in the NSW public sector Chris Banks Manager Whistleblower Support Whistleblower Support Unit NSW Ombudsman	
12:40 – 13:15	Lunch (35 minutes). <i>Please attend the catering station closest to your next session</i>		

A joint initiative by:



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13:15 – 15:00

STREAM A: FATALITIES: INVESTIGATIONS, INQUIRIES AND PREVENTION
BALLROOM 2, LOBBY LEVEL

STREAM B: INVESTIGATING ENVIRONMENTAL ISSUES
GALLERY, LEVEL 2

STREAM C: ARTIFICIAL INTELLIGENCE AND AUTOMATED DECISION-MAKING (ADM)
BALLROOM 1, LOBBY LEVEL

Session 2

Coronial investigations and inquests: Challenges in conducting investigations and preparing for inquests

Alana McCarthy

Director
Crown Solicitor's Office of NSW

Reviewing student deaths by suicide outside a legislative framework

Anne Reddie

Director
Child Wellbeing and Mental Health Services
NSW Department of Education

Broadening the scope of patient harm investigations

Steve Bowden

Associate Director, Patient Safety
Clinical Excellence Commission

Can illegally obtained material be used in investigations

Kevin Rowley

Manager Investigations and Compliance Unit
Department for Environment and Water
South Australia

Investigating water offences: Can prosecution achieve deterrence when competing against the narrative of the Australian farmer?

Lisa Stockley

Director, Investigations and Enforcement
Natural Resources Access Regulator, NSW

A crime that is almost never witnessed or accounted for

Vic Gaffney

Senior Investigator
Department for Environment & Water
South Australia

AI beyond the hype

Professor Kai Riemer

Co-Director of Sydney Executive Plus
The University of Sydney Business School
The University of Sydney

Associate Professor Sandra Peter

Co-Director of Sydney Executive Plus
The University of Sydney Business School
The University of Sydney

The ethical considerations around the use of AI

Dr Katie Willis AIM

Acting Executive Director
Mission Coordination and Analysis
Australian Criminal Intelligence Commission

The use of AI in detection, prioritisation and investigation

Deepak Pillai

Partner, KPMG

15:00 – 15:30

Afternoon tea (30 minutes). Please attend the catering station closest to your next session

15:30 – 17:00

STREAM A: PSYCHOLOGICAL WELFARE OF PARTIES TO INVESTIGATIONS
BALLROOM 1, LOBBY LEVEL

STREAM B: INVESTIGATION CASE STUDIES
BALLROOM 2, LOBBY LEVEL

STREAM C: CONSUMER COMPLAINTS AND INVESTIGATIONS
GALLERY, LEVEL 2

Session 3

Psychological injury and workplace investigations – best practice insights from workers compensation outcomes

Kate Peterson

Partner, McCullough Robertson

Engendering trust through trauma informed investigations

Kim Copeland

Director and Principal Consultant
Ayyon Consulting

How early engagement work with witnesses to address their mental health and wellbeing needs produces better outcomes for the investigation

Hanan Amer

Witness Liaison Officer
Human Resources & Security
NSW ICAC

Investigating in a co-regulatory environment – a Health Care Complaints Commission case study

Justine Simpkins

Manager Investigations
Health Care Complaints Commission, NSW

Mark Henney

Acting Director Investigations
Health Care Complaints Commission, NSW

Investigation into inmate discipline in NSW correctional centres

Sanya Silver

Deputy Ombudsman
Investigations and Major Projects
NSW Ombudsman

Kate McGuinness

Principal Investigator
NSW Ombudsman

Focused police complaints pilot: Achieving quicker complaint response times for vulnerable communities

Emily Scott

Manager Investigations
Independent Broad-based Anti-corruption
Commission, Victoria

Blake Boulton

Principal Investigator
Independent Broad-based Anti-corruption
Commission, Victoria

Use of experts in water and energy disputes

Natalie Stuart-Gregory

Dispute Resolution and Investigations Manager
Energy & Water Ombudsman NSW

Emerging business models of healthcare: Regulatory challenges on the web

Maxine Kauter

Acting Director Intake
Triage and Assessments
Health Care Complaints Commission, NSW

Transforming Fair Trading's approach to complaint handling

Melody King

Director Issues Resolution
NSW Fair Trading

Dannielle Lansley

Manager, Customer Care, Intake and Triage
NSW Fair Trading

17:00

Welcome drinks GRAND BALLROOM FOYER, LOBBY LEVEL & LEVEL 2 LANDING

18:30

Symposium dinner GRAND BALLROOM, LOBBY LEVEL

DINNER SPEAKER:

Nick McKenzie

Investigative journalist
The Age and the Sydney Morning Herald

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DAY 2 – THURSDAY 29 MAY 2025

8:00 – 15:10	Conference registration – welcoming tea and coffee provided <i>GRAND BALLROOM FOYER, LOBBY LEVEL</i>		
9:00 – 10:00	PLENARY SESSION <i>GRAND BALLROOM, LOBBY LEVEL</i> Welcome: Paul Miller PSM , NSW Ombudsman KEYNOTE ADDRESS: Aligning the Serious Fraud Office strategic priorities with case impact: Triaging approaches, investigative challenges, and the SFO’s role in New Zealand law enforcement Karen Chang Director and Chief Executive Serious Fraud Office, New Zealand		
10:00 – 10:20	Morning tea (20 minutes). <i>Please attend the catering station closest to your next session.</i>		
10:20 – 12:00	STREAM A: ALTERNATIVE DISPUTE RESOLUTION PRACTICE <i>GALLERY, LEVEL 2</i> Conciliation as an early resolution tool for parliamentary ombudsman – a story of collaboration Rory O’Connor Senior Legal Officer Ombudsman South Australia, and Michael Heffernan Senior Manager of Resolution and Review Victorian Ombudsman Restorative engagement in defence abuse and student complaints Sarah Bendall First Assistant Ombudsman National Student Ombudsman Joanne Mulder Acting Deputy Ombudsman Commonwealth Ombudsman Reflections from an agency perspective – NSW Department of Communities and Justice Nathaniel Taylor Director Community Services, New England Binnie Carter Manager Client Services, Mid-North Coast	STREAM B: CONDUCTING EFFECTIVE INVESTIGATIONS <i>GRAND BALLROOM, LOBBY LEVEL</i> Probity investigations – a different perspective on an investigation Justin Gill Manager Probity & Approvals Liquor & Gaming NSW Operation Keppel: Insights into the investigation of former members of the Parliament of NSW, Daryl Maguire and Gladys Berejiklian Paul Grainger Manager Investigations NSW ICAC	STREAM C: INVESTIGATIONS AND REFORMS <i>STUDIO, LEVEL 2</i> Systemic opportunities and improvements identified through investigations Jim Modrouvanos CEO and Chief Investigator Office of Transport Safety Investigations, NSW Wallan 2020 – an Office of the National Rail Safety Regulator case study Laura McCurdy National Manager, Investigations The Office of the National Rail Safety Regulator Systemic health investigations – focussing on the solutions and improving outcomes Kelly Gleeson Executive Director, Investigations The Office of the Health Ombudsman, Queensland
12:00 – 12:50	Lunch (50 minutes). <i>Please attend the catering station closest to your next session</i>		

VENUE MAPS

LEVEL TWO



LEVEL ONE



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DAY 2 – THURSDAY 29 MAY 2025

12:50 – 14:30	STREAM A: INVESTIGATING STAFF MISCONDUCT BALLROOM 1, LOBBY LEVEL	STREAM B: INVESTIGATION CASE STUDIES BALLROOM 2, LOBBY LEVEL	STREAM C: GAMBLING: CRIME, CORRUPTION & HARMS GALLERY, LEVEL 2
Session 5	Insider threat and corruption investigations Michael Phelan APM Former CEO Australian Criminal Intelligence Commission (ACIC)	Operation Kullen – investigating Australia’s longest serving ombudsman Dan Parker Director Investigations Corruption and Crime Commission Western Australia	Strike Force Brombal: The investigation into corrupt wagering in Australia on fixed table tennis matches played in Eastern Europe during 2020
	Misconduct and merits review in the Australian public sector Jamie Lowe Merit Protection Commissioner	Andrew Tunstall Senior Investigator Corruption and Crime Commission Western Australia	Detective Chief Inspector Grant Raper Investigations Coordinator Gaming Unit Organised Crime Squad NSW Police Force
	Zero tolerance: The link between acting on misconduct and cultural reform Candice Neilson Acting Executive Director Youth Justice NSW	Investigating the Islamic State’s chemical weapons in Iraq Sarah Andruchow Principal Consultant Maven Consultancy	Detective Sergeant John Cosgrove Gaming Unit State Crime Command NSW Police Force
		NSW Crime Commission collaborative approaches Darren Bennett Executive Director Criminal Investigations NSW Crime Commission	Operation Starlings: From match-fixing in Victorian soccer to the establishment of a national platform James Moller Director Strategic Intelligence Sport Integrity Australia
			Gambling harm experienced by individuals, their significant others and the workplace Professor Sally Gainsbury Director, Gambling Treatment & Research Clinic Professor School of Psychology The University of Sydney
14:30 – 15:10	Afternoon tea (40 minutes). <i>Afternoon tea is served on Levels 1 and 2</i>		
15:10 – 16:00	CLOSING PLENARY SESSION GRAND BALLROOM, LOBBY LEVEL KEYNOTE ADDRESS: A guide to sovereign citizens and pseudolaw Dr Harry Hobbs Associate Professor Faculty of Law and Justice The University of New South Wales		
16:00 – 17:00	Farewell drinks GRAND BALLROOM FOYER, LOBBY LEVEL & LEVEL 2 LANDING		
17:00	Conference close		

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WORKSHOPS PROGRAM – TUESDAY 27 MAY 2025

08:00 – 09:00	Morning registration: Level 2
12:30 – 13:30	Afternoon registration: Level 2
Full-day 09:00 – 17:00	Workshop 1 Factfinder: an introduction into fact finding investigations – STUDIO 1, Level 2 Factfinder: An introduction into fact-finding investigations Philippa Hook Principal Lawyer NSW ICAC Leonie White Senior Investigator NSW ICAC
Full-day 09:00 – 17:00	Workshop 2 Introduction to dispute resolution skills for complaint handlers – STUDIO 2, Level 2 Dispute resolution microskills for complaint handlers Shiv Martin Accredited mediator, lawyer, conciliator, decision-maker and trainer
Half-day 09:00 – 12:30	Workshop 3 Navigating psychosocial hazards – RESIDENTIAL SUITE, Level 2 Navigating psychosocial hazards in investigations: Safeguarding integrity and well-being Sarah McAlister Senior Manager PKF Integrity Services Sarah-Jane Jacques PKF Integrity Services
Half-day 09:00 – 12:30	Workshop 4 Fundamentals of complaint handling – STUDIO 3, Level 2 Fundamentals of complaint handling Don Sword Consultant and trainer
Half-day 13:30 – 17:00	Workshop 5 OSINT fundamentals – STUDIO 3, Level 2 Open source intelligence (OSINT) fundamentals Gavin Whalebone Principal Intelligence Analyst ICAC NSW
Half-day 13:30 – 17:00	Workshop 6 Strategies for meeting the challenges of investigative report writing – RESIDENTIAL SUITE, Level 2 Strategies for meeting the challenges of investigative report writing Sanya Silver Deputy Ombudsman Investigations and Major Projects NSW Ombudsman Lesya Bryndzia Investigation Report Editor Victorian Ombudsman Fiona Hudson Senior Investigations Analyst Victorian Ombudsman

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