

13th National Investigations Symposium

24–25 May 2023

DAY 1 – WEDNESDAY 24 MAY 2023

8:00 – 17:00	Conference registration – welcoming tea and coffee provided. <i>GRAND BALLROOM</i>		
9:00 – 10:30	OPENING PLENARY SESSION Welcome to Country: Yvonne Weldon , Deputy Chairperson, Metropolitan Local Aboriginal Land Council Welcome: The Hon John Hatzistergos AM , Chief Commissioner, NSW Independent Commission Against Corruption Paul Miller PSM , NSW Ombudsman KEYNOTE: National Australia Bank fraud – how did it happen? Rosalie Hatcher Detective Acting Sergeant, Financial Crimes Squad, State Crime Command, NSW Police Force		
10:30 – 10:50	Morning tea (20 minutes) <i>Please attend catering station closest to your next stream</i>		
10:50 – 12:30	STREAM A: WORKPLACE AND DISCIPLINARY INVESTIGATIONS <i>GRAND BALLROOM</i>	STREAM B: INVESTIGATIONS INVOLVING VULNERABILITY <i>GALLERY</i>	STREAM C: COMPLAINT HANDLING <i>STUDIO</i>
Session 1	Chair: Wendy Klaassen, NSW Observations from the LECC's monitoring of critical incident investigations Aaron Bantoft Director Investigations, Oversight Division Law Enforcement Conduct Commission, NSW Beyond the basics – advanced investigation techniques Catherine Geenty Principal Investigator O'Connor Marsden & Associates Tips for conducting interviews in workplace conduct investigations Gareth Jones Trainer/ Consultant Former Director Special Ombudsman Response Team, Ontario Ombudsman, Canada	Chair: Helen Wodak, NSW Interviewing children and young people in reportable conduct investigations Professor Martine Powell Griffith University Emily Sanders Director Regulation, Victoria's Commission for Children and Young People Approaches for interviewing people experiencing vulnerabilities Steve Garden Inspector, Training Support and Investigations Regional Investigations, South Australia Investigations and Compliance Operations Australian Border Force	Chair: Travis Brown, NSW Early resolution, mediation and conciliation Richard Perin Principal, Business Partner, People & Culture The Sydney Children's Hospital Network Reimagining the Ombudsman's approach to complaints – quick resolution, investigations and the Victorian Ombudsman's conciliation journey Ros Wozniak Director of Investigations Victorian Ombudsman Michael Heffernan Principal Officer of Alternative Dispute Resolution Victorian Ombudsman Zachary Cronau Principal Officer of Complaints Operations Victorian Ombudsman
12:30 – 13:15	Lunch (45 minutes) <i>Please attend catering station closest to your next stream</i>		

A joint initiative by:

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13:15 – 15:00	STREAM A: WORKPLACE AND DISCIPLINARY INVESTIGATIONS GRAND BALLROOM	STREAM B: INVESTIGATIONS INVOLVING ABUSE AND NEGLECT GALLERY	STREAM C: INVESTIGATING ENVIRONMENTAL ISSUES STUDIO	
Session 2	Chair: Paul Grainger, NSW ICAC Conducting effective outsourced investigations Kristie Walker Director On Track Investigations The fundamental importance of perceptions of fairness to the effectiveness of investigations Chris Wheeler PSM Chris Wheeler Consulting Is mental health an indicator of ethical health? Narelle Beer Executive Director, Health and Safety WorkSafe, Victoria	Chair: Monica Wolf, NSW O Investigating, detecting and preventing child sexual exploitation material crimes online Dr Benoit Leclerc Associate Professor of Criminology and Criminal Justice School of Criminology and Griffith Criminology Institute, Griffith University Investigating abuse and neglect of adults with disability and older people Kathryn McKenzie Director Operations NSW Ageing and Disability Commission Investigating financial exploitation associated with family violence and elder abuse Dr June Smith Deputy Chief Ombudsman Australian Financial Complaints Authority	Chair: Maya Borthwick, NSW O EPA approaches and challenges met Kelly Clarke Manager, Investigations & Incident Management Environment Protection Authority, South Australia Integrating advanced technologies in water use compliance investigation Dr Ivars Reinfelds Manager Spatial and Data Analytics Natural Resources Access Regulator NSW Scott Mathieson Senior Investigator, Investigations and Enforcement Natural Resources Access Regulator, NSW	
	15:00 – 15:30	Afternoon tea (30 minutes) <i>Please attend catering station closest to your next stream</i>		
	15:30 – 17:00	STREAM A: FORENSICS/ ACCOUNTING & TECHNOLOGY STUDIO	STREAM B: PUBLIC INTEREST DISCLOSURES GALLERY	STREAM C: REFORMS GAINED FROM INVESTIGATIONS GRAND BALLROOM
	Session 3	Chair: Bernadette Dubois, NSW ICAC Corruption in a compliance environment: NSW ICAC Operations Ember and Paragon Tim Fox Director Strategic Intelligence and Capabilities NSW Independent Commission Against Corruption Daniel Moore Principal Forensic Accountant Financial Investigation Unit NSW Independent Commission Against Corruption The darknet – marketplaces, forums and ransomware gangs Andrew O'Connor Manager, Cyber Security NSW Department of Communities and Justice	Chair: Sanya Silver, NSW O Significant changes to whistleblower legislation in NSW Louise Lazzarino Deputy Ombudsman, Systems Oversight NSW Ombudsman The Queensland public interest disclosures jurisdiction Caitlin Pincott General Counsel Queensland Ombudsman Supporting whistleblowers and managing public interest disclosures effectively – an agency perspective Alexandra Snelling Principal Investigator, Professional and Ethical Standards NSW Department of Education	Chair: Joanne Gamble, NSW ICAC The triple governance track - innovation in dealing with complaint handling and investigation in local government using strategies of prevention, education and investigation Dhamendra Unka Acting Internal Ombudsman City of Parramatta, Cumberland City and Inner West Councils Using investigations to prevent misconduct and reform systems Lewis Rangott Executive Director Corruption Prevention NSW Independent Commission Against Corruption The value of ‘no-blame’ investigation in improving transport safety Dr Natalie Pelham CEO and Chief Investigator Office of Transport and Safety Investigations
17:00		Welcome drinks GRAND BALLROOM FOYER AND LEVEL 2 LANDING		
18:00 – 22:00	Symposium dinner and entertainment GRAND BALLROOM			

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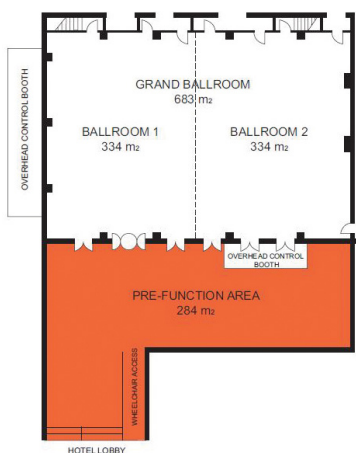
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DAY 2 – THURSDAY 25 MAY 2023

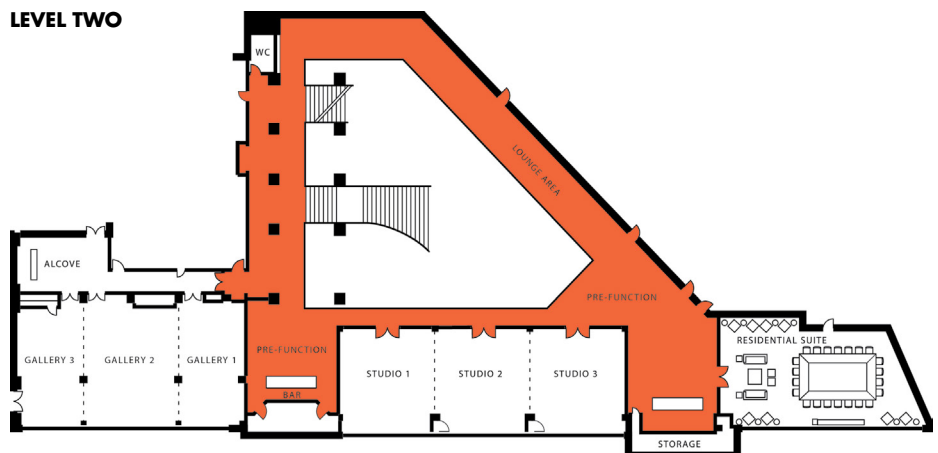
8:00 – 16:45	Conference registration – welcoming tea and coffee provided <i>GRAND BALLROOM FOYER</i>		
9:00 – 10:15	PLENARY SESSION Welcome to Day 2: Paul Miller PSM , NSW Ombudsman KEYNOTE: Self-care – the forgotten but key ingredient underpinning effective investigations and complaint handling Alex Shehadie Expert adviser on gender equality, diversity and inclusion and creating positive and safe workplace cultures		
10:15 – 10:35	Morning tea (20 minutes) <i>Please attend catering station closest to your next stream</i>		
10:35 – 12:15	STREAM A: FORENSICS / TECHNOLOGY <i>STUDIO</i>	STREAM B: PSYCHOLOGICAL WELFARE OF PARTIES TO INVESTIGATIONS <i>GRAND BALLROOM</i>	STREAM C: CHALLENGING INVESTIGATIONS <i>GALLERY</i>
Session 4	Chair: David Burfoot, NSW ICAC NSW Crime Commission – follow the money Louise Douglas-Major Intelligence Manager, Unexplained Wealth NSW Crime Commission Using digital forensics to drive investigations Donna Thomson Specialist Leader Deloitte Australia Paul Taylor Partner Deloitte Australia Tim Myers Principal Deloitte Australia	Chair: Jacqueline Fredman, NSW O ‘Who’s on the other side?’ An analysis of how improving stakeholder relationships results in more effective regulatory investigations and outcomes Tom Hall National Manager, Notifications – Investigations Australian Health Practitioner Regulation Agency The critical role of witness welfare in an investigation – end to end support Manager, Witness Welfare Independent Broad-based Anti-corruption Commission, Victoria Director, Investigations Independent Broad-based Anti-corruption Commission, Victoria A trauma-informed approach to keeping parties safe Robyn Bradey Mental Health Accredited Social Worker RB Counselling & Consultancy Services	Chair: Stephanie Foster, NSW ICAC Investigating and taking action against cartel conduct Harshan Athureliya Director, Competition Enforcement and Cartels Branch Australian Competition & Consumer Commission Source operations from an integrity agency perspective Acting Director Operations Australian Commission for Law Enforcement Integrity
	12:15 – 13:00	Lunch (45 minutes) <i>Please attend catering station closest to your next stream</i>	

VENUE MAPS

LEVEL ONE



LEVEL TWO



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DAY 2 – THURSDAY 25 MAY 2023

13:00 – 14:50	STREAM A: ABORIGINAL ENGAGEMENT STUDIO	STREAM B: INVESTIGATING AUTOMATED DECISION-MAKING GRAND BALLROOM	STREAM C: INTERNATIONAL PERSPECTIVES GALLERY
Session 5	<p>Facilitator: George Blacklaws, NSW</p> <p>Working effectively with Aboriginal communities</p> <p>George Blacklaws Director Complaints Systems Review NSW Ombudsman</p> <p>Sue-Anne Hunter Commissioner Yoorrook Justice Commission, Victoria</p> <p>Richard Weston Chief Executive Officer Maari Ma Health, NSW</p>	<p>Chair: Lewis Rangott, NSW ICAC</p> <p>Avoiding automated maladministration</p> <p>Paul Miller PSM NSW Ombudsman</p> <p>Behind the scenes of an Information Commissioner's Office inquiry: The use of AI by local authorities <i>(pre-recorded presentation)</i></p> <p>Sally-Anne Poole Group Manager, High Priority Inquiries Information Commissioner's Office, United Kingdom</p> <p>Claire Walker Team Manager, High Priority Inquiries Information Commissioner's Office, United Kingdom</p> <p>Technology and consumer protection – case study example and practical tips</p> <p>Gareth Jamieson Director, Enforcement Southern Branch, Consumer & Fair Trading Division Australian Competition & Consumer Commission</p> <p>Generative AI - what does it mean in the context of fraud?</p> <p>TJ Koekemoer Director, Forensic & Technology Services Clayton Utz</p>	<p>Chair: Rezana Karim, NSW ICAC</p> <p>Investigating corruption in NSW, Botswana and Myanmar – What is different? What is the same? Reflections of an anti-corruption itinerant</p> <p>Don McKenzie Surveillance Devices Commissioner, NSW</p> <p>Success and failures in developing an effective response to forest and wildlife-based crime in Lao PDR</p> <p>Aidan Flanagan <i>(pre-recorded presentation)</i> Manager Compliance Forest Practices Authority, Tasmania</p> <p>When extreme events happen: the NZ Ombudsman's experience</p> <p>Bridget Hewson Deputy Ombudsman Ombudsman New Zealand</p>
	14:50 – 15:10	Afternoon tea (20 minutes)	
15:10 – 16:00	CLOSING PLENARY SESSION GRAND BALLROOM		
	<p>THE JOURNALIST AND THE MURDERER Hedley Thomas, National Chief Correspondent, The Australian Claire Harvey, Editorial Director, Sydney, The Australian</p> <p>Chair: The Hon Helen Murrell SC, Commissioner, NSW Independent Commission Against Corruption</p> <p><i>The Australian's</i> Hedley Thomas, creator of globally successful podcasts including <i>The Teacher's Pet</i> and <i>Shandee's Story</i>, discusses investigative journalism, justice and the judicial system with <i>The Australian's</i> editorial director Claire Harvey, host of the daily news podcast <i>The Front</i>.</p>		
16:00 – 16:45	Farewell drinks GRAND BALLROOM FOYER		
16:45	Conference close		

THE PROGRAM IS SUBJECT TO CHANGE

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WORKSHOPS PROGRAM – TUESDAY 23 MAY 2023

08:00 – 09:00	Arrivals & registration: Level 2 landing
10:30 – 11:00	Morning tea: Level 2 landing
12:30 – 13:30	Lunch: Level 2 landing
15:00 – 15:30	Afternoon tea: Level 2 landing

Full-day 09:00 – 17:00	Workshop 1 STUDIO A Investigation fundamentals: the mindset and techniques you need to succeed. Gareth Jones Trainer/Consultant Former Director Special Ombudsman Response Team, Ontario Ombudsman, Canada
Full-day 09:00 – 17:00	Workshop 2 STUDIO B Managing unreasonable conduct by a complainant Don Sword Trainer and consultant NSW Ombudsman
Half-day 09:00 – 12:30	Workshop 3 STUDIO C Resilience for investigators and complaint handlers Robyn Bradey Mental Health Accredited Social Worker RB Counselling & Consultancy Services
Half-day 09:00 – 12:30	Workshop 4 RESIDENTIAL 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
Half-day 13:30 – 17:00	Workshop 5 RESIDENTIAL Fundamentals of complaint handling Sandra Duke Training and Engagement Officer NSW Ombudsman
Half-day 13:30 – 17:00	Workshop 6 STUDIO C Administrative law considerations in investigations Dr Janina Boughey Associate Professor, UNSW Law & Justice, ARC DECRA Fellow Director, Administrative Law and Justice Project Gilbert + Tobin Centre of Public Law

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