

## **ITINERARY**

### **Day One: Monday 27 November 2017**

#### **Welcome Reception for Conference Delegates**

**Venue: Parliament House, Harvest Terrace, Perth**

- 15:45 Delegates assemble at Mantra on Murray, 305 Murray Street Perth for bus transfer to Parliament House
- 16:30 Reception hosted by The Honourable Mr Peter Watson MLA, Speaker of the Legislative Assembly, including introductory remarks by Mr. Speaker
- 18:30 Reception close and bus transfer to Mantra on Murray

## **Day Two: Tuesday 28 November 2017** **29<sup>th</sup> Australasian and Pacific Ombudsman Region Conference**

*Connections in our Australasian-Pacific Region*  
140 William Street, Perth

<b>8:45</b>	<b>Arrival and registration</b>
<b>9:30</b>	<b>Welcome to Country</b> Dr Richard Walley OAM
<b>9:45</b>	<b>Opening of the 29<sup>th</sup> Australasian and Pacific Ombudsman Region Conference</b> Her Excellency the Honourable Kerry Sanderson AC, Governor of Western Australia
<b>9:55</b>	<b>Opening Address Chair:</b> Mr Richard Connock, Ombudsman, Tasmania <b>Address by the President of the Australasian and Pacific Ombudsman Region of the International Ombudsman Institute</b> Ms Connie Lau JP, Ombudsman, Hong Kong
<b>10:05</b>	<b>Address by the 2<sup>nd</sup> Vice-President of the International Ombudsman Institute</b> Mr Chris Field, Ombudsman, Western Australia
<b>10:30</b>	<b>Morning tea</b>
<b>11:00</b>	<b>Engagement with First Peoples</b> Judge Peter Boshier, Chief Ombudsman, New Zealand and Director, International Ombudsman Institute
<b>11:30</b>	<b>Panel Discussion</b> <b>Panel Chair:</b> Judge Peter Boshier, Chief Ombudsman, New Zealand and Director, International Ombudsman Institute Ms Dorinda Cox, Managing Director, Inspire Change Consulting Group Ms Alison Gibson, Principal Aboriginal Liaison Officer, Ombudsman Western Australia Mr Danny Lester, Deputy Ombudsman (Aboriginal Programs), Ombudsman New South Wales Mr Tearoa John Tini (BEM), Ombudsman, Cook Islands
<b>12:30</b>	<b>Lunch</b>
<b>13:30</b>	<b>The unique challenges for offices of the Ombudsman in the Australasian and Pacific Ombudsman Region</b> Mr Michael Manthorpe PSM, Commonwealth Ombudsman
<b>14:00</b>	<b>Panel Discussion</b> <b>Panel Chair:</b> Mr Wayne Lines, Ombudsman, South Australia Madam Dr Po-ya Chang, President, Control Yuan Dr Tzong-ho Bau, Member Control Yuan and Chairperson of the Control Yuan's International Affairs Committee Ms Deborah Glass OBE, Ombudsman, Victoria Mr 'Aisea Havea Taumoepeau, SC, Ombudsman, Tonga
<b>15:00</b>	<b>Afternoon tea and APOR family photograph</b>
<b>15:30</b>	<b>Closing Address: The evolving role of the Ombudsman</b> Ms Judi Jones, Chair, Australian and New Zealand Ombudsman Association and Telecommunications Industry Ombudsman
<b>16:00</b>	<b>Close</b>
<b>18:30</b>	<b>Conference Dinner</b>
<b>to</b>	<b>Venue: Lalla Rookh Bar and Eating House, 77 St Georges Terrace, Perth</b>
<b>22:00</b>	

## **Day Three: Wednesday 29 November 2017**

### **Visit to the Office of the Premier of Western Australia**

**Venue: Hale House, 1 Parliament Place West Perth**

8:30 Delegates assemble at Mantra on Murray, 305 Murray Street Perth for bus transfer to Parliament House

9:00 Visit to the Office of The Honourable Mark McGowan MLA, Premier of Western Australia

### **29<sup>th</sup> Australasian and Pacific Ombudsman Region Business Meeting**

**Venue: Dumas House, 2 Havelock St West Perth**

9:30 – 11:30

Chair: Ms Connie Lau JP, President of the Australasian and Pacific Ombudsman Region and Ombudsman, Office of The Ombudsman, Hong Kong

1. Welcome
2. Apologies
3. Matters arising
  - 3.1. Tabling of minutes of APOR meeting
4. New Business
  - 4.1. IOI Annual Report – requirements of APOR members and new reporting template
  - 4.2. Training – particular interest and needs of APOR members
  - 4.3. New APOR E-Newsletter
  - 4.4. Membership fee payments and new membership fee structure
5. Member presentations
  - 5.1. Mr Richard Pagen, Ombudsman, Ombudsman Commission of Papua New Guinea, *Ombudsman Commission and Constitution*
  - 5.2. Mr Ali Noroozi, Inspector-General of Taxation, the office of Inspector-General of Taxation, *The evolving role of the Inspector-General of Taxation*
6. Any other business
7. Next meeting

## **Optional Tour of Kings Park (including lunch)**

**Venue: Kings Park**

### **A guided tour of Kings Park**

Kings Park is one of the world's largest and most beautiful inner city parks. It is rich in Aboriginal and European history, and has an international reputation for scientific research, leading horticulture, conservation and public education.

Visitors also enjoy sweeping views of the Swan and Canning Rivers, the city skyline and the Darling Ranges to the east.

11:30 – 13.00

## **Optional Ombudsman Training Program**

**Venue: Dumas House, 2 Havelock Street West Perth**

13:00 – 14:30 Training Session 1 to be provided by the Office of the Commonwealth Ombudsman, *Leading Organisational Renewal*

14:30 – 15:00 Afternoon Tea

15:00 – 16:30 Training Session 2 to be provided by the Office of The Ombudsman, Hong Kong, *The Ombudsman Hong Kong – Efficient and Effective Investigation*