



anzoa

Australian and New Zealand Ombudsman Association

ANZOA Conference 2010

Thursday 6 May & Friday 7 May 2010
Wellington, New Zealand

*It's the
'putting right'
that counts*

Holiday Inn
75 Featherston Street
Wellington NZ

Conference registration
11.30am – 5.30pm on Wednesday 5 May 2010
From 8.00am on Thursday 6 May 2010

2 Amazing days – 17 Presentations – 25+ Speakers

program

Pre-Conference: Wednesday 5 May 2010

1. **ANZOA Executive / Members meeting** 1pm - 4:30pm (Holiday Inn)
2. **ANZOA Interest Groups meetings** 1pm - 4:45pm (various venues)
3. **Governance seminar** for current and potential consumer directors of Ombudsman schemes and those responsible for the design or set-up of Ombudsman offices 1pm - 5pm (Holiday Inn)

6.00pm—7:30 pm

Reception at Parliament



Hosted by **The Honourable Dr Lockwood Smith**
MP, Speaker of the House of Representatives

Day 1: Thursday 6 May 2010

Chair: Fiona McLeod, ANZOA Chair & Energy and Water Ombudsman (Victoria), Australia.

9:00am

Welcome



His Excellency, The Honourable Sir Anand Satyanand
GNZM, QSO, Governor-General of New Zealand

9:15am—10:00am

Keynote Address—the place of the Ombudsman in the justice system



The Right Honourable Dame Sian Elias
GNZ, QC, Chief Justice

10:00am—10:30am

ANZOA Update



Fiona McLeod
ANZOA Chair, Energy and Water Ombudsman (Victoria), Australia

- ANZOA history—Where we started
- Key projects and issues—How we have been working
- What lies ahead—Future focus

10:30am—11:00am

Morning Tea

11:00am—11:45am

The changing landscape in New Zealand for consumer complaint resolution

Chair: Deb Battell, Banking Ombudsman, New Zealand



Judi Jones
Electricity & Gas Complaints Commissioner, New Zealand



Karen Stevens
Insurance & Savings Ombudsman, New Zealand

- Changing legislative and regulatory frameworks, finance and energy
- Different protections for New Zealand consumers
- Evolution of New Zealand finance and energy Ombudsmen

11:45am—12:45 pm

Concurrent Session 1

1.1 Resolution tools in the Ombudsman toolbox



Cynthia Gebert

Manager Operations, Energy and Water Ombudsman (Victoria), Australia



Leo Donnelly

Deputy Ombudsman, Office of the Ombudsmen, New Zealand

- What are the formal and informal options available to Ombudsmen?
- What is the Ombudsman point of difference in effective dispute resolution?

1.2 The practice of referring customers back to participating organisations



Anne Miller

Manager Investigations, Energy & Water Ombudsman NSW, Australia



Nanette Moreau

Manager Conciliation, Electricity & Gas Complaints Commissioner, New Zealand



Commentary by **Kerry McMillan**

Customer Relations Manager, Contact Energy

- How many chances should industry get to fix consumer complaints?
- When is enough 'enough'?
- How involved should an Ombudsman be in the referral process?



1.3 Independence—a key principle

Chris Field

Ombudsman Western Australia & Energy Ombudsman Western Australia



Liz McPherson

Chief Executive
Ministry of Consumer Affairs, New Zealand

- What is independence?
- How important is it?
- How is it applied in practice?

12:45pm—1:45pm

Lunch

1:45pm—2:15pm

The effectiveness of Ombudsmen—the Ombudsman Act 35 years on and reflections on private sector Ombudsmen

Chair: Colin Neave, Chief Ombudsman, Financial Ombudsman Service, Australia.



Mai Chen

Founding Partner, Chen Palmer New Zealand Public Law Specialist

2:15pm—2:45pm

ANZOA's work on National Benchmarks

Chair: Colin Neave, Chief Ombudsman, Financial Ombudsman Service, Australia.



Simon Cohen

Public Transport Ombudsman (Victoria), Australia

2:45pm—3:15pm

Afternoon Tea

3:15pm—4:15pm

Concurrent Session 2

2.1 Fair and reasonable decision making and the law



Karen Stevens

Insurance & Savings Ombudsman, New Zealand

- Are they mutually exclusive?
- How do they co-exist?
- How difficult is the tension between the two?
- What works best for consumers?

2.2 Natural justice in Ombudsman investigations



Simon Allston

Ombudsman Tasmania & Energy Ombudsman Tasmania, Australia

- What is natural justice?
- How do Ombudsman schemes/offices ensure natural justice is present in every case?
- How does an Ombudsman demonstrate to parties that an investigation is fair?

2.3 Reviewing/appealing the Ombudsman



Colin Neave

Chief Ombudsman, Financial Ombudsman Service, Australia



Alison Maynard

Ombudsman—Investments, Life Insurance and Superannuation, Financial Ombudsman Service, Australia

- Complainant options
- Maintaining community credibility
- Government/industry satisfaction
- Appeals—lessons from experience

4:15pm—5:00pm

Ethical dilemmas

Chair: Phillip Field, Ombudsman - Banking & Finance, Financial Ombudsman Service, Australia.



Professor Grant Gillett

Professor of Medical Ethics, Bioethics Centre, Dunedin School of Medicine, University of Otago, New Zealand

7:00pm—7:30pm

Pre-dinner Drinks - Holiday Inn

7:30pm—10:30pm

Dinner - Holiday Inn

Day 2: Friday 7 May 2010

9:00am—9:30am

Improving operational efficiency and effectiveness

Chair: John Price, Ombudsman - General Insurance, Financial Ombudsman Service, Australia.



Beverley Wakem

Chief Ombudsman, Office of the Ombudsmen, New Zealand

9:30am—11:00am

Panel: Perspectives on the role of Ombudsman

Chair: Clare Petre, Energy & Water Ombudsman NSW, Australia.



Raewyn Fox

Chief Executive Officer, New Zealand Federation of Family Budget Services, New Zealand



Dr Jan White

Chief Executive Officer, Accident Compensation Corporation, New Zealand



Sam Knowles

Chief Executive Officer, Kiwibank, New Zealand



The Honourable Heather Roy

Minister for Consumer Affairs, New Zealand



David Russell

Former Chief Executive, Consumers' Institute, New Zealand

- How the Ombudsman adds value
- How the Ombudsman gets in the way
- Cost of Ombudsman offices

11:00am—11:20am

Morning Tea

11:20am—12:50pm

Concurrent Session 3

3.1 Ombudsman value-adds



Deb Battell

Banking Ombudsman, New Zealand

Simon Cleary

Acting Telecommunications Industry Ombudsman, Australia

- What is the Ombudsman's role in adding value?
- What is the benefit?
- Practical examples

3.2 The role of industry and government in promoting Ombudsman offices



Sarah Mehrtens

Chief Executive, New Zealand Bankers' Association



Clare Petre

Energy & Water Ombudsman NSW



Gerard McGreevy

Deputy Secretary Legal, Ministry of Justice, New Zealand

- Current industry and agency initiatives

3.3 Remedies



Professor John McMillan

Australian Information Commissioner Designate



Janine Young

Deputy Ombudsman, Energy and Water Ombudsman (Victoria)

- What do complainants want?
- Why is an apology so difficult to give?
- Is compensation appropriate?

12:50pm—1:00pm

Wrap-up / Close



Fiona McLeod

ANZOA Chair, Energy and Water Ombudsman (Victoria), Australia.

1:00pm—2:00pm

Lunch



ANZOA thanks LANWorx for their sponsorship of the Conference Dinner



LANWorx is a software development and infrastructure support company. We have been building Complaints Managements Systems since the 1990s for our customer base, which includes organisations such as the Office of the Ombudsmen New Zealand, the Banking Ombudsman New Zealand, the PNG Ombudsman's Commission, the Human Rights Commission and the Electricity & Gas Complaints Commission New Zealand.

Our CMS application is extremely dynamic, flexible and can be configured to meet the wide variety of requirements, business processes, workflow, reporting and unique terminology sets associated with our customer's specific industries.