

2010 ANZOA Conference

MAY 6 & 7 2010 - WELLINGTON, NEW ZEALAND



Australian and New Zealand Ombudsman Association

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

25+ Speakers

KEYNOTE SPEAKERS



His Excellency, The Honourable
Sir Anand Satyanand



The Right Honourable
Dame Sian Elias

2 Amazing Days 17 Presentations

MAY 6 & 7 2010

WELLINGTON, NEW ZEALAND

Pre-Conference Meetings and Seminars
Reception at Parliament House
Conference Dinner

VENUE:

Holiday Inn
75 Featherston Street
Wellington, New Zealand

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www.anzoa.com.au

Simon Allston
Ombudsman Tasmania

Deb Battell
Banking Ombudsman, New Zealand

Mai Chen
Partner, Chen Palmer, New Zealand

Simon Cohen
Public Transport Ombudsman (Victoria)

Chris Field
Ombudsman Western Australia

Raewyn Fox
CEO, New Zealand Federation of Family Budget Services, New Zealand

Cynthia Gebert
Manager Operations, Energy and Water Ombudsman (Victoria)

Prof Grant Gillett
Professor of Medical Ethics, Bioethics Centre, Dunedin School of Medicine

Judi Jones
Electricity & Gas Complaints Commissioner, New Zealand

Sam Knowles
CEO, Kiwibank, New Zealand

Alison Maynard
Ombudsman - Investments, Life Insurance and Superannuation, FOS, Australia

Gerard McGreevy
Deputy Secretary Legal, Ministry of Justice, New Zealand

Fiona McLeod
Energy and Water Ombudsman (Victoria)

Prof John McMillan
Commonwealth Ombudsman, Australia

Kerry McMillan
Customer Relations Manager, Contact Energy, Australia

Liz McPherson
Chief Executive, Ministry of Consumer Affairs, New Zealand

Sarah Mehrtens
Chief Executive, New Zealand Bankers' Association, New Zealand

Anne Miller
Manager Investigations, Energy & Water Ombudsman NSW

Nanette Moreau
Manager Conciliation, Electricity & Gas Complaints Commissioner, New Zealand

Colin Neave
Chief Ombudsman, Financial Ombudsman Service, Australia

Clare Petre
Energy & Water Ombudsman NSW

Hon Heather Roy
Minister for Consumer Affairs, New Zealand

David Russell
Former Chief Executive, Consumers' Institute, New Zealand

Karen Stevens
Insurance & Savings Ombudsman, New Zealand

Beverley Wakem
Chief Ombudsman, Office of the Ombudsmen, New Zealand

Dr Jan White
CEO, Accident Compensation Corporation, New Zealand

Janine Young
Deputy Ombudsman, Energy and Water Ombudsman (Victoria)