



**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 Specialists

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?

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.