

DAY 1

Program

Sunday 24 September 2017



10am – 4.30pm

Welcome to Melbourne Tour

A tour through the Yarra Valley and Healesville Sanctuary, a bushland haven for Australian wildlife and the best place in Victoria to see and interact with native Australian fauna.

Monday 25 September 2017

8am – 8.45am

Networking arrival and registration

8.45am – 9.15am

Welcome to INFO 2017

Speakers:

Douglas Melville, Principal Ombudsman, Channel Islands Financial Ombudsman and Chair INFO Network

Shane Tregillis, Chief Ombudsman, FOS Australia

9.15am – 10am

Access to Justice

Speaker:

Professor The Hon. Michael Lavarch AO, Chair of the Board, FOS Australia

10.00am – 10.15am

Video postcards

Host:

Dr June Smith, Lead Ombudsman, Investments and Advice – FOS Australia

10.15am – 10.45am

Morning tea and tech break

Program

10.50am – 12pm

Increasing communication effectiveness through neuro insight

An interactive session exploring behaviour patterns and how the brain reacts during times of stress and conflict.

Speaker:

Katharina Kuehn, Consumer Neuroscientist

Hot Issues – Industry breakout sessions

A mix of group discussion and case study work focussing on the recent trends and developments in banking/credit, insurance and investments/pensions. Each breakout stream will discuss and explore current challenges facing schemes in the different sectors.

Banking/Credit

Speaker:

Nicola Sladden,
Banking Ombudsman,
Banking Ombudsman
Scheme New Zealand

Insurance

Speaker:

Jeremy Lee, CEO,
Ombudsman for Financial
Services Malaysia

Investments/Pensions

Speaker:

Sarah Bradley,
Ombudsman and CEO,
the Ombudsman for
Banking Services and
Investments Canada

2.50pm – 3.20pm

Afternoon tea and tech break

3.20pm – 4.50pm

Responding to significant events

This interactive session will be a collective look at planning and responding appropriately to significant events.

Session chair: **Karen Stevens**, Insurance & Financial Services Ombudsman,
Insurance & Financial Services Ombudsman Scheme New Zealand

Speaker: John Price, Lead Ombudsman, General Insurance – FOS Australia

4.50pm – 5pm

Daily wrap up

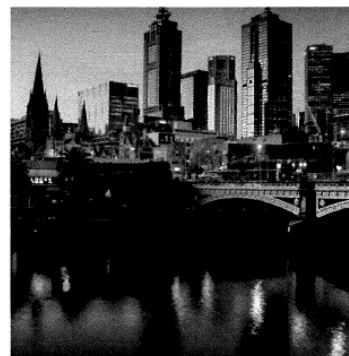
Speaker:

Dr June Smith, Lead Ombudsman, Investments
and Advice – FOS Australia

6.30pm

River cruise (optional)

Departing from the Langham Hotel dock, an optional cruise along Melbourne's Yarra River.



DAY 2

Program

Tuesday 26 September 2017

8am – 9am

Annual General Meeting of Members of the INFO Network

9am – 9.15am

Video postcards

Host:

Philip Field, Lead Ombudsman, Banking and Finance – FOS Australia

9.15am – 10.15am

Mega trends – Adapting to change

An insightful and entertaining presentation on the trends shaping our world, changing consumer and business expectations, what this means for dispute resolution and what we need to do to adapt in the next 10 years.

Speaker:

Dr Stefan Hajkowicz, CSIRO (Commonwealth Scientific and Industrial Research Organisation)



10.15am – 10.25am

Tech break

10.25am – 11.25am

Building on shared values

What can we learn from the experiences of organisations that share our fundamental principles and common challenges?

Facilitator:

Philip Field, Lead Ombudsman, Banking and Finance – FOS Australia

Panel:

Judi Jones, Ombudsman, Telecommunications Industry Ombudsman

Professor John McMillan AO, Acting NSW Ombudsman

11.25am – 11.55am

Morning tea and tech break

Program

11.55am – 1.10pm

Quality and Efficiency

An interactive panel session exploring how schemes can achieve both high quality outcomes and efficient dispute resolution.

Facilitator:

Douglas Melville, Principal Ombudsman, Channel Islands Financial Ombudsman and Chair INFO Network

Panel:

Deanne Wood, Ombudsman, The Ombudsman for Short Term Insurance South Africa

Caroline Wayman, Chief Ombudsman, Financial Ombudsman Service United Kingdom

Piruz Sargsyan, Financial System Mediator, Financial System Mediator Armenia

2.10pm – 3.15pm

Fair, open, simple and accessible: How do we measure up?

Hear from consumer groups and regulators about how ombudsman schemes are measuring up to emerging expectations, including how we can use this knowledge to inform consumer engagement and outreach in the future.

Facilitator:

Fiona Guthrie, Chief Executive, Financial Counselling Australia

Panel:

Gerard Brody, CEO, Consumer Action Law Centre

Alan Kirkland, CEO, CHOICE

Delia Rickard, Deputy Chair, Australian Competition & Consumer Commission

Peter Kell, Deputy Chair, Australian Securities & Investments Commission

3.15pm – 3.45pm

Afternoon tea and tech break

3.45pm – 4pm

Daily wrap up

Speaker:

Philip Field, Lead Ombudsman, Banking and Finance – FOS Australia

DAY 3

Program

Wednesday 27 September 2017

8.30am – 9am

Networking arrival

9am – 9.15am

Video postcards

Host:

John Price, Lead Ombudsman, General Insurance – FOS Australia

9.15am – 10.30am

Accessibility insight exchange

This interactive and progressive (table) group session, is a gathering of small conversations used to harness the knowledge of conference participants on the challenges we all face making our schemes as accessible as possible.

Session facilitator:

Brett de Hoedt, Hootville Communications

Alison Morrow, Dispute Knowledge Manager, FOS Australia

Table hosts:

INFO Network members



10.30am – 11am

Morning tea and tech break

11am – 11.40am

Accessibility insight findings

Delivering a more accessible service. INFO Network table hosts from the morning's accessibility insight exchange, will report and share their findings from this morning's conversations.

Session facilitator:

Brett de Hoedt, Hootville Communications

Alison Morrow, Dispute Knowledge Manager, FOS Australia

Table hosts:

INFO Network members

11.40am – 11.50am

Tech break and breakout session move

Program

11.50am – 1.15pm

Issues breakout session – Vulnerable and disadvantaged consumers

An interactive and knowledge sharing session, each breakout stream will discuss and explore, by means of case studies and the issues surrounding them, some of the current challenges and approaches involved in dealing with vulnerable and disadvantaged consumers.

Remote communities

Speakers:

Mannie Edwards and Liz O'Brien, FOS Australia

Financial difficulty

Speakers:

Tim Goss and John Fisher, FOS Australia

Family violence

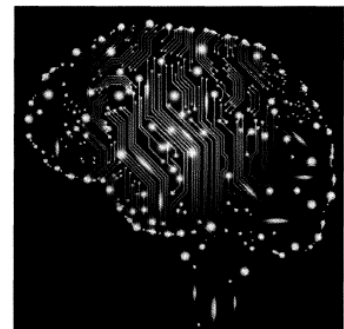
Speakers:

Anna Mandoki and Alexia Fink, FOS Australia

2.10pm – 3pm

Innovation in dispute resolution

Using adaptive technologies to close the access and justice gap. Technologies including “robo” lawyers (and other professionals) and developments in artificial intelligence and machine learning, promise a lot when it comes to the future of dispute resolution and access to justice. Are the promises around new technologies realistic? What do we need to do to prepare for the next IT revolution coming in the next 10 years, and how can we harness technological innovation to improve what we do?



Panel:

Chris Butler, Manager, Cognitive Analytics – IBM Research Australia

Professor John Zeleznikow, Professor of Information Systems, Laboratory of Decision Support and Dispute Management – Victoria University

Cameron Whittfield, Partner PWC, Head of PwC's digital and technology law practice

Dr. Emilia Bellucci, Senior Lecturer and Researcher, Dept. of Information Systems & Business Analytics – Deakin University

3pm – 3.10pm

Tech break

3.10pm – 3.30pm

Quiz: Have you been paying attention?

A light-hearted quiz celebrating your time in Australia