



14<sup>th</sup>  
**NIS**

**National  
Investigations  
Symposium**

28-29 May 2025 | Sydney

# Call for speakers

**28 and 29 May 2025 – plenary and concurrent sessions**

**27 May 2025 – interactive workshops**

The biennial National Investigations Symposium (NIS) will develop investigative and complaint-handling knowledge and skills within the public and non-government sectors and beyond. Over 50 international and Australian practitioners and experts will deliver presentations on a wide range of topics highlighting innovative complaint handling and investigative practice.

The NIS Organising Committee is seeking abstracts for proposed presentations at the symposium from leading practitioners, policy-makers and researchers based on their operational knowledge, case studies and research.

## Delegate profile

The Committee welcomes interested delegates from the public, non-government, academic and legal sectors. In previous years the NIS has attracted over 550 Australian and international delegates including:

- investigators (generalists and specialists)
- complaint-handlers
- internal auditors
- regulation and compliance specialists
- investigators and counsellors who work with vulnerable adults and children
- governance managers
- legal practitioners
- public sector executives and managers
- corruption prevention specialists
- local government executives
- human resources and behaviour specialists
- senior police officers
- academics and university executive members.

# Themes

The Committee welcomes abstracts about topics and case studies aimed at promoting quality investigative practice. Some broad themes are suggested below however respondents are not limited to these:

## Investigation case studies

- specialised investigations within particular sectors and professions (e.g. policing, education, health, community services, planning and development, senior executives)
- investigations focused on functional areas:
  - ICT contracting
  - procurement, outsourcing and tendering
  - disposal of assets.

## Interviewing techniques

- getting the most from a witness
- lie detection and what to do with the information
- people requiring additional supports
- use of intermediaries.

## Consumer complaints and investigations

- health consumers
- business/fair trading.

## Investigations involving abuse and neglect

- reportable conduct investigations and child protection
- elder abuse.

## Artificial intelligence and automated decision-making (ADM)

- the emergence of new technologies
- issues for investigators, including conducting investigations relating to the use of AI and ADM
- practical applications for AI and investigators.

## Complaint handling systems and good practice

- features of an effective complaint management system
- early resolution, mediation and conciliation
- managing expectations and other challenges.

## Corruption prevention and organisational change

- reforms gained from investigations.

## Conducting effective investigations

- front line information gathering
- planning
- managing information (governance and systems, privacy considerations)
- risk management
- procedural fairness
- identifying and managing conflicts of interest
- managing sensitive investigations
- the impact of emerging technologies
- cross group or agency taskforce management
- outsourcing
- report writing
- post investigation assessments and capturing lessons learned.

## Cryptocurrency

- investigating cryptocurrency offences
- financial crime and corruption
- challenges for investigators, auditors and accountants
- counter terrorism/money laundering
- cryptoasset analytics
- cryptoasset types, infrastructure, and business models.

## Public interest disclosures (whistleblowing)

- getting the best from your sources
- protecting and supporting complainants
- managing expectations
- latest research and innovations.

## Challenging investigations

- evidence gathering and analysis in the digital age
- dealing with trauma-impacted witnesses.

## International perspectives

- cultural considerations
- case studies on topical issues.

## Investigating staff misconduct

- Identifying red flags and conduct risks
- reportable conduct – allegations of workplace child abuse, and abuse and neglect of people with disability
- risky behaviours – alcohol and drug misuse/gambling bullying and harassment.

## Psychological welfare of parties to investigations

- witness welfare
- investigating team welfare.

## Forensic accounting and technology

- lawfully obtaining forensic data
- making the best use of forensic data
- pitfalls and how to avoid them
- the benefit of diagnostic tools
- challenges facing forensic accountants and how to address them
- benefits of automation of data analysis advantages of intelligence for forensic accounting.

## Investigating environmental issues

- investigations arising from natural occurrences or as a result of human intervention
- investigations concerning the use of natural resources.

## Abstract submission

Submissions must include a cover page with the following information:

- 1) presenter name
- 2) position title
- 3) agency
- 4) presentation title
- 5) contact details  
(email, mobile and business address)

Abstracts must be no more than **150 words** and must:

- 1) describe the general theme of the presentation
- 2) detail the key issues to be discussed
- 3) explain the key benefits for delegates attending the session.

The Committee welcomes proposals which would suit the following formats:

- individual paper presentations
- panel presentations (proposing multiple, nominated complementary speakers on a single topic)
- roundtable presentations (proposing a topic or research that could be discussed by three to six nominated presenters)
- workshops, either full-day or half-day interactive session.

Respondents must indicate whether their abstract should be considered as an individual paper presentation, panel presentation, a poster presentation, or a workshop. All participants must be identified.

Applicants are welcome to submit more than one abstract.

### Biography

A biography for each speaker or session participant must be included in the submission. Each biography must be no more than 150 words.

### Online publishing

Successful applicants will have their abstract, biography and portrait colour photograph published on the symposium website pages.

### Complimentary registration

Each accepted abstract will have one full complimentary registration to the NIS (catering included) issued to one presenter within the accepted session.

## Submission process

Abstracts are due by **5pm on Wednesday 28 August 2024**.

**Submissions must be forwarded via the Call for speakers application form.**

**Enquiries pertaining to applications can be directed to:**

Name	Jayne Watt
Agency	Customer Experience & Delivery Lead IPAA NSW
Email	jayne@nsw.ipaa.org.au
Phone	02 8066 1901

All applicants will be notified of the outcome by the end of September 2024.

## Enquiries

Name	Jacqueline Fredman	Sue Bolton
Agency	Deputy Ombudsman Complaints and Resolution NSW Ombudsman	Senior Project Officer, Communications and Media NSW Independent Commission Against Corruption
Email	jfredman@ombo.nsw.gov.au	sbolton@icac.nsw.gov.au
Phone	Australian callers: 02 9286 1000 Mob: 0400 704 542 1800 451 524 (Toll free) International callers: +61 2 9286 1000	Australian callers: 02 8281 5828 Mob: 0439 542 181 1800 463 909 (Toll free) International callers: +61 2 8281 5828