



Act together for our tomorrow

Saturday 11 and Sunday 12 May

Participants arrival @Schiphol

Sunday 12 May

IOI Executive Committee and World Board members only

09.00 - 10.00	Arrival and registration of the ExCom members
10.00 - 12.00	Meeting of Executive Committee
12.00 - 13.00	Lunch
13.00 - 14.00	Meeting of the UN Working Group (for working group members only)
14.00 - 14.30	Coffee break
14.30 - 16.30	Meeting (outgoing) IOI World Board
19.00 - 21.00	World Board Walking dinner at Johan de Witthuis

Monday 13 May

08.30 - 09.00	Arrival World Board Members
09.00 - 11.00	Meeting (Outgoing) IOI World Board (continues)
10.00 - 11.00	Arrival and registration (new) participants
11.00 - 11.15	Coffee break
11.15 - 12.45	Meetings of all IOI regions in separate rooms
12.45 - 14.15	Lunch
14.15 - 16.00	Meetings of all IOI regions in separate rooms (continues)
19.00 - 20.00	Welcome reception hosted by the municipality of The Hague at Amare

Tuesday 14 May

General Assembly for IOI members only

08.30 - 09.30	Arrival and registration (new) of participants
09.30 - 10.30	IOI General Assembly
10.30 - 10.50	Coffee break
10.50 - 12.00	IOI General Assembly (continues)

12.00 - 13.00	Lunch
13.00 - 14.30	IOI General Assembly (continues)
14.30 - 14.50	Coffee break
14.50 - 16.00	IOI General Assembly (continues)
16.00 - 17.00	Break
17.00 - 18.15	Meeting (Incoming) IOI Board
19.00 - 22.00	Dinner for all participants at Atrium City hall Including Ceremony to award Golden Order of Merit to Honorary Life Members

Wednesday 15 May		
8.00 - 8.45	Registration and arrival of (new) participants	
9.00 - 10.15	Opening of the conference with His Majesty King Willem-Alexander and keynote speaker Ian Buruma	
10.15 - 10.45	Coffee break	
10.45 - 11.30	Climate Change & Living Conditions with keynote speaker Peter Boshier , Chief Ombudsman New Zealand Moderator: Anouschka Laheij	Plenary meeting
11.30 - 12.30	Break-out sessions	
	15.1 Dealing with environmental refugees	Climate change is forcing people to leave their region. This movement of people has a profound impact on the countries they pass through and arrive at. Does the ombudsman have a role and what is that role? With Iain Anderson , Commonwealth ombudsman and Eduard Nazarksi , Advisor Netherlands Refugee Foundation Moderator: Maria Stylianou Lottides , Commissioner for Administration and the protection of Human Rights (Ombudsman), Cyprus

	15.2 National approaches to loss and damage	Climate change impacts the lives of citizens, often requiring financial or other assistance to help them. An ombudsman can play a role as part of a government initiative to deal with loss and damage or in evaluating the measures taken. What lessons can be learned from an ombudsman perspective? With Maria Lucia Amaral , Provedora, Portugal and Jay Chalke , Ombudsperson Canada (British Columbia).
	15.3 Ensuring universal access to basic services	Climate change often takes away the basic necessities of life for citizens, such as housing, water supply, electricity and other basic needs. What can an ombudsman do in such situations? With Josué Manuel Gutiérrez Córdor , Defensor del Pueblo, República del Perú and Šimonovic Einwalter , Ombudswomen Republic of Croatia
12.30 - 14.00	Lunch + APT lunch event	
14.00 - 15.00	Break-out sessions	
	15.4 Cross border cooperation between ombuds institutions	The effects of climate change do not stop at national borders. How can ombuds institutions work together to cope with these effects With Gabriel Savino , Defensor del Pueblo Santa Fe (Argentina) and Vít Alexander Schorm , Deputy Public Defender of Rights Czech Republic Moderator: Ira van Keulen , National ombudsman The Netherlands
	15.5 Broader implications of general comment 26 (children's rights)	Can comment nr. 26 on the right to the environment be used to protect the rights of adults? With Manual Lezertua , Ombudsman for the Basque country (Arateko) and Maulaivao Pepe Seiuli , Acting Ombudsman (Le Komesina Sulufaiga) Moderator: Giménez-Salinas i Colomer , Síndica de Greuges de Catalunya (Catalan Ombudswoman)
	15.6 Acting proactively to prevent future harm	Should ombuds institutions act more proactively? Should they even investigate policies harmful to citizens' living environment? What options do ombuds institutions have to be proactive? With Andreas Pottakis , Greek ombudsman and David Baele , Federal ombudsman (Belgium) Moderator: Pierre Heusser , Municipal Ombudsman of Zurich, Switzerland

Thursday 16 May		
8.30 – 9.00	Arrival participants	
9.00 – 9.30	<p>Value Dilemmas The work of an ombudsman is characterized by dealing with dilemmas. Which cases have priority? Where does my investigation focus. Do I solve this individual problem, or do I go for the structural issues? And what principles do I apply in doing so? With keynote speaker Emily O'Reilly, European Ombudsman Moderator: Jan Prins, Strategic advisor Dutch National ombudsman</p>	Plenary meeting
9.30 – 10.30	Break-out sessions	
	<p>16.1 How to define Ombuds Values?</p>	<p>What values does an ombudsman apply? Are these universal values, or does ombudsman work justify its own set of values? Is it universal or country or region specific? And how do you determine which values apply and how do you formulate them? With Ron Crocker, Ombudsman representative Nova Scotia (Canada) and Marc Bertrand, médiateur Wallonia, Belgium. Moderator: Marcin Wicek, Commissioner for Human Rights of the Republic of Poland</p>
	<p>16.2 Challenges for new ombudsman</p>	<p>Once you enter the office as a new ombudsman, both the outside world and your employees expect you to be the one making choices and pointing out the routes to follow. How do you prepare for that? Is that even possible, preparing? What do you encounter when you take office as a new ombudsman, what can you do in the organization, and how do you prepare the outside world and your successor? With Rob Behrens Parliamentary and Health Service ombudsman United Kingdom and Kholeka Gcaleka, Public Protector South Africa Moderator: Catherine de Bruecker, ombudsman Brussels</p>
<p>16.3 Mandate as a framework or starting point?</p>	<p>Taken the Venice Principles into account, the Ombudsman mandate should be very broad. Do ombuds institutions take advantage of this opportunity in absence of legal implementation? with Peter Tyndall, former ombudsman Republic of Ireland and Erinda Ballanca, People's advocate Republic of Albania Moderator: Mohamed Benalilou, Médiateur du Royaume du Maroc</p>	

10.30 - 11.00	Coffee break	
11.00 - 11.30	<p>Inclusiveness and outreach vulnerable and marginalised groups With keynote speaker Reinier van Zutphen, national ombudsman The Netherlands Moderator: Ira van Keulen, senior researcher Nationale ombudsman The Netherlands</p>	Plenary meeting
11.30 - 12.30	Break-out sessions	
	<p>16.4 Best Practice Paper Outreach vulnerable and marginalized groups</p>	<p>Participants are invited to actively join in on the discussion on the first draft of the best practice paper. With Ayeh Zarrinkhameh, Senior researcher National ombudsman Moderator: Ira van Keulen, senior researcher Nationale ombudsman The Netherland</p>
	<p>16.5 Outreach to indigenous peoples, tribes, and minorities</p>	<p>Sharing of experiences from ombuds institutions in countries where there are indigenous peoples, minorities, and tribes. With Dr. Lin Wen-cheng (Mr.), Ombudsman The Control Yuan, Taiwan and Hon. Florence Kajuju, Ombudsman of the Republic of Kenya Moderator: Ms Sakslin, Deputy Parliamentary Ombudsman Finland</p>
	<p>16.6 Making use of volunteers in your outreach</p>	<p>Sharing of experience from ombuds institutions that make active use of volunteers in their complaint handling and as their ambassadors. with Bobby Hamzar Rafinus, Vice Chairman of the Ombudsman of the Republic of Indonesia and Kiyotsugu Harashima, Deputy Director-General, Administrative Evaluation Bureau (AEB), Ministry of Internal Affairs and Communications (MIC) Japan Moderator: Donal Galligan, Chief Executive Ombudsman Association UK</p>

	<p>16.7 How can ombuds institutes contribute to peaceful, just and inclusive societies?</p> <p>ONLY IN ENGLISH - NO INTERPRETERS</p> <p><i>Note: this break-out session lasts til 13.00h</i></p>	<p>In this breakout session, DCAF - the Geneva Centre for Security Sector Governance will present the findings of two recent publications and the analytical tools developed as part of its SDG 16 project to support the work of ombuds practitioners on the ground. The session will provide valuable insights into the vital role of ombuds institutes in advancing peaceful, just and inclusive societies (Sustainable Development Goal 16) with a focus on initiatives targeting inclusiveness and outreach (and complaints-handling therein), and vulnerable and marginalised groups such as conflict-affected populations, prisoners, women in rural areas and those subject to SGBV. The session, moderated by DCAF experts, will include a distinguished panel of experts and practitioners from ombuds institutes in Kenya, The Gambia and Georgia. Participants to the breakout session will be invited to reflect on their experiences in working to advance peaceful, just, and inclusive societies through ombuds work. With Richard Steyne (DCAF), Alica Alunni (DCAF), Halimatou Dibba (National Human Rights Commission), Luka Glusac (Institute Philosophy and Social Theory), Maike de Langen (New York University) and Mercy Wambua (Commission for Administrative Justice of Kenya)</p>
12.30 - 14.00	Lunch	
14.00 - 15.00	Break-out sessions	
	<p>16.8 Best Practice Paper Outreach vulnerable and marginalized groups</p>	<p>Participants are invited to actively join in on the discussion on the first draft of the best practice paper. With Ayeh Zarrinkhameh, Senior researcher National ombudsman Moderator: Ira van Keulen, senior researcher Nationale ombudsman The Netherland</p>
	<p>16.9 Reaching out to people with a trauma</p>	<p>Sharing of experiences from ombuds institutions that actively reach out to people with a trauma; being aware of personal situations and experiences With Nashieli Ramirez Hernández, President of the Human Rights Commission of Mexico City, Margaret Kelly, ombudsman of Northern Ireland and Rosemary Agnew, ombudsman Scotland. Moderator: Renate Weber, People's Advocate of Romania</p>

	16.10 The digitized public sector and the challenges in the work of the Ombudsmen	Sharing of perspectives on the increasing digitalization in the public sector and its effect on the work of the Ombudsmen With Julia Dahlvik , Researcher and lecturer Public Management, University of Applied sciences, Vienna (Austria) and Anne Meuwese Professor Public law, Leiden University The Netherlands Moderator: Evelien Bekaert , Ombudsman van Gent,
18.30 - 22.00	Gala dinner at Kunstmuseum	
Friday 17 May		
9.00 - 9.30	Arrival participants	
9.30 - 10.00	Future Generations with keynote speaker Caroline Vrijens , Children's Rights Commissioner and president ENOC	Plenary meeting
10.00 - 11.00	Break-out sessions	
	17.1 Dealing with an increasingly younger population	When a country faces an increasingly younger population, specific challenges will need to be addressed. In this session our speakers share their experiences with the audience. What are challenges and good practices? We hope this breakout session will stimulate an exchange on best practices and examples of dealing with an increasingly younger population. With Keursly Concincion Defensor di Pueblo di Kòrsou Curacao and Caroline Sokoni , Public Protector Zambia Moderator: Sharon Roulstone , Ombudsman Cayman Islands

	<p>17.2 Organizing the participation of children and young people in society</p>	<p>When talking about <i>Future generations</i> it is important to also think about the participation of children and young people. Through effective participation, their voices can be taken into account. Together with the audience, our speakers will address topics like: how can we encourage young people of all backgrounds to actively engage in our societies? And what are possible challenges in engaging these groups? Do you – as ombudsman offices – include the opinion of children and youth in your work? We hope this break-out session will stimulate an exchange of best practices and examples of children/youth participation.</p> <p>With Margrite Kalverboer, Children’s ombudsman The Netherlands, Erika Turunen, UNICEF Finland and Esther Vreeburg, UNICEF The Netherlands. Moderator: Sandy Hermiston Ombudsperson and Public Interest Disclosure Commissioner of Prince Edward Island, Canada</p>
	<p>17.3 The protection of children in an increasingly online world</p>	<p>As the digital landscape continues to evolve, so do the challenges surrounding the safety and well-being of our youngest citizens. They might, for instance, come across age-inappropriate content, be exposed to fake news, experience cyber bullying, or become victims of grooming. Such aspects of the internet have consequences for both children’s personal well-being and society as a whole. During this interactive session, our speakers and members of the audience will share what they have encountered regarding this topic. Additionally, we will discuss the implications of this modern online reality for our institutions.</p> <p>With Gwendolien Mossel, ombudsman Sint-Maarten and Gabriel Savino, Defensor del Pueblo Santa Fe (Argentina). Moderator: Hanna Vang, Parliamentary Ombudsman of Faroe Islands</p>
11.00 – 11.30	Coffee break	
11.30 – 12.00	Wrap-up	Plenary meeting
12.00 – 13.00	Closing of the conference	Plenary meeting

13.00 - 14.30

Lunch