

Day One | Tuesday 9 June 2009

Opening Ceremony: Welcome remarks

01. Opening Ceremony: *Committee Chairman's Welcome*
Berit Andnor (Chairman of the Committee on the Constitution)
- 01.a Opening Ceremony: *Speaker's Welcome*
Per Westerberg (Speaker of the Swedish Parliament)
02. Opening Ceremony: *IOI President's Welcome*
William Angrick (President of the International Ombudsman Institute)
03. Opening Ceremony: *Swedish Ombudsman's Welcome*
Mats Melin (Chief Parliamentary Ombudsman of Sweden)
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Plenary Session I: Current global trends affecting the work of ombudsmen

04. Plenary Session I: *Sovereignty – the state and the individual*
Kofi Annan (former Secretary General, United Nations)
05. Plenary Session I: *Current challenges to the protection and promotion of human rights*
Navanethem Pillay (United Nations High Commissioner for Human Rights)
06. Plenary Session I: unknown
07. Plenary Session I: *Privatization: Is dismantling public authority an international trend?*
Henrik Jordahl (Research Institute of Industrial Economics, IFN, Sweden)
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Day Two | Wednesday 10 June 2009

Workshop 1: The ombudsman as human rights defender

08. Workshop 1: *The Ombudsman as human rights defender*
Riitta-Leena Paunio (Parliamentary Ombudsman, Finland)
09. Workshop 1: *Ombudsmen as human rights institutions – the new face of a global expansion*
Victor O. Ayeni (London)
10. Workshop 1: *Ombudsmen need independence to speak out for human rights*
Thomas Hammarberg (Commissioner for Human Rights of the Council of Europe)
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Workshop 2: The ombudsman reaching outside the public sector

11. Workshop 2: *The ombudsman reaching outside the public sector*
Javed Sadiq Malik (Federal Ombudsman of Pakistan)
12. Workshop 2: *The ombudsman reaching outside the public sector*
Rafael Ribó (Síndic de Greuges de Catalunya, Spain and IOI Vice-President, Europe)

Workshop 3: Without a residence permit: the protection of asylum-seekers and illegal immigrants

13. Workshop 3: *Without a residence permit: the protection of asylum-seekers and illegal immigrants*
Prof. Yorgos Kaminis (Ombudsman of Greece)
14. Workshop 3: *No residency status – protection for asylum-seekers and illegal immigrants*
Catherine De Bruecker (Federal Mediator, Belgium)
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Plenary Session II: Developing the working methods and tools of the ombudsman

15. Plenary Session II: *Fundamental elements of an effective ombudsman institution*
Dean M. Gottehrer (former President of the United States Ombudsman Association)
16. Plenary Session II: *Leveraging moral suasion through SORT investigations*
André Marin (Ontario Ombudsman, Canada and IOI Vice-President, North America)
17. Plenary Session II: *Reaching out to citizens*
Dr. Peter Kostelka (Secretary General of the IOI and Member of the Austrian Ombudsman Board)
18. Plenary Session II: *Inspections as a pro-active method of combating maladministration*
Kerstin André (Parliamentary Ombudsman, Sweden)
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Day Three | Thursday 11 June 2009**Workshop 4: Protecting the particularly vulnerable**

19. Workshop 4: *Ombudsman and prison oversight*
Arne Fliflet (Parliamentary Ombudsman, Norway)
20. Workshop 4: *Incapable adults – the most vulnerable*
Cecilia Nordenfelt (Parliamentary Ombudsman, Sweden)
21. Workshop 4: *Actions speak louder than words: an ombudsman's office and children*
Bruce Barbour (New South Wales Ombudsman, Australia and IOI Vice President, Australasia and Pacific)
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Workshop 5: Omnipotent ombudsmen? Reconciling multiple mandates

22. Workshop 5: *Reconciling multiple mandates*
S.S. Mafisa (Ombudsman Lesotho)
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Day Four | Friday 12 June 2009

Back to the Roots: Tracing the Swedish origin of ombudsman institutions

23. Back to the Roots: *The original recipe: 200 years of Swedish experience*
Hans-Gunnar Axberger (Parliamentary Ombudsman, Sweden)
 24. Back to the Roots: *The introduction and development of the Swedish Justitieombudsman in Denmark*
Hans Gammeltoft-Hansen (Parliamentary Ombudsman of Denmark)
 25. Back to the Roots: *The spread of the ombudsman idea in Europe*
Gabriele Kucsko-Stadlmayer (University of Vienna, Austria)
 26. Back to the Roots: *The ombudsman travels to the Anglo-Saxon world*
Sir Brian Elwood (former Chief Ombudsman of New Zealand and past IOI President)
 27. Back to the Roots: *Mediation as a new ombudsman tool*
Jean-Paul Delevoye (Médiateur, France)
 28. Back to the Roots: *Protecting the people: the Latin American approach to ombudsmanship*
Dr. Beatriz Merino (Defensora del Pueblo, Peru)
 29. Back to the Roots: *Diversity of ombudsmen in Asia*
Alice Tai (former Ombudsman of Hong Kong, China and IOI Secretary)
 30. Back to the Roots: *In the Kingdom of Morocco: reading in the Islamic model of ombudsman*
Moulay Mhamed Iraki (Wali al Madhalim/Ombudsman, Morocco)
 31. Back to the Roots: *The ombudsman institution as a determining factor in the transition to democracy*
Nina Karpachova (Ombudsman of Ukraine)
 32. Back to the Roots: *Leaving the national arena: adapting the recipe to the supranational level*
P.Nikiforos Diamandouros (European Ombudsman)
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