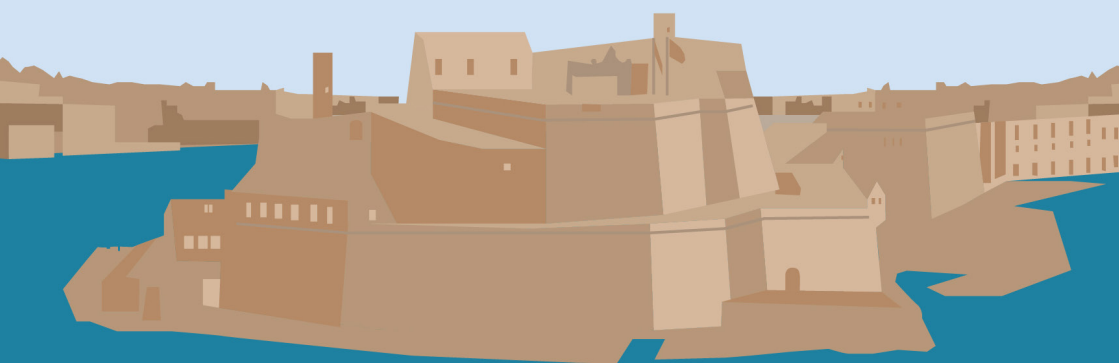


UPHOLDING GOOD GOVERNANCE IN CHALLENGING TIMES

The role of the Ombudsman

OMBUDSMAN INTERNATIONAL CONFERENCE
MALTA | 15 - 16 OCTOBER 2025




OMBUDSMAN
MALTA

30 Years
1995-2025

Protecting rights
Ensuring fairness
Standing for justice
Fostering good governance



Message by
**Judge Emeritus
Joseph Zammit McKeon**
Parliamentary Ombudsman

Hosted by



Supported by

Association des Ombudsmans de la Méditerranée

جمعية الأئبوءءسمان المءوسءلءن

Asociacion de Ombudsman del Mediterráneo

Association of Mediterranean Ombudsmen



UPHOLDING GOOD GOVERNANCE IN CHALLENGING TIMES

In 2025, the Office of the Ombudsman in Malta will be celebrating the 30th anniversary of its establishment. Over the past three decades, our office has been steadfast in promoting good governance, safeguarding individuals' rights, and serving as an impartial institution to address grievances against public administration. This milestone provides us with an opportunity to reflect on our journey, celebrate our achievements, and envision the future of ombudsman institutions.

To mark this significant occasion, we are organising an international conference titled:

'Upholding Good Governance in Challenging Times: The Role of the Ombudsman'

The conference will be held in Malta on the 15th and 16th of October 2025.

We cordially invite you to join us for this event, where ombudsmen and related professionals will gather to engage in meaningful dialogue on shared challenges and future directions for our institutions.

In addition to the conference, we are honoured to announce that the official event of our 30th Anniversary Celebration will be held on the evening of 15th October 2025 at the Palace of the President in Valletta under the auspices and in the presence of the President of Malta, H.E. Myriam Spiteri Debono.

This special occasion will not only provide an opportunity for insightful discussions but also allow us to celebrate three decades of dedication to upholding good governance and promoting good public administration.

We look forward to welcoming you to Malta for this memorable event.

PROGRAMME

Tuesday 14th October 2025

Arrival of Delegates

6:45pm Departure from Hotel

7.30pm **Welcome reception hosted by the
President of the House of Representatives**

House of Representatives – Valletta

9:30pm Departure to Hotel

Wednesday 15th October 2025

8:30am Registration – Welcome Coffee

9:00am **Opening Ceremony**

10:00am Coffee Break

10:30am **Plenary Session 1**
Building People's Trust:
The Ombudsman as a pillar of democracy in
times of change

11:50am **Plenary Session 2**
Protecting the Vulnerable: The role of the
Ombudsman in upholding human rights.

1:30pm Lunch

Official 30th Anniversary Commemoration

- 6:00pm** Departure from Hotel
- 7:00pm** **Tour of the Palace Armoury**
The Palace – Valletta
- 8:00pm** **Official 30th Anniversary Reception under the auspices of the H.E Myriam Spiteri Debono, President of Malta**
The Grandmaster's Palace – Valletta
- 10:00pm** Departure to Hotel

Thursday 16th October 2025

- 8:30am** Registration – Welcome Coffee
- 9:00am** **Plenary Session 3**
Advancing Ethical Governance:
Strengthening integrity and the principles of good administration.
- 10:30am** **Plenary Session 4**
Embracing Technological Innovation:
The Ombudsman's role in the age of digitalisation and artificial intelligence.
- 11:45am** Coffee Break
- 12:00pm** **Closing Ceremony**
- 1:30pm** Lunch
- 2:30pm** **AOM General Assembly**

CONFERENCE VENUE & OFFICIAL HOTEL



Radisson Golden Sands Resort & Spa

We are delighted to host our conference at the prestigious Radisson Blu Resort & Spa, Malta Golden Sands, which will serve as both the conference venue and the official hotel for the event.

Nestled on the stunning shores of Golden Bay Beach near Mellieha, this 5-star resort offers a serene and relaxing environment, perfect for thoughtful discussions and networking. The hotel is situated in a peaceful area that showcases Malta's natural beauty, providing panoramic views of the Mediterranean Sea over looking Golden Sands beach.

Experience luxury and comfort

The Radisson Blu Resort & Spa boasts elegantly designed rooms and suites that capitalise on the surrounding scenery with private balconies and expansive windows. Each accommodation is equipped with modern amenities, including minibars and complimentary high-speed Wi-Fi, ensuring a comfortable and connected stay for all our delegates.

World-class facilities

The hotel features 12 versatile conference rooms suitable for corporate and social functions, with the largest space capable of accommodating up to 900 delegates. The state-of-the-art facilities are designed to meet all your professional needs. The resort also offers upscale spa services.

CONFERENCE VENUE & OFFICIAL HOTEL

A venue with prestigious heritage

The Golden Sands Hotel opened its doors in 2005 to serve as the retreat for the Heads of Government during the Commonwealth Heads of Government Meeting (CHOGM) presided over by the late Queen Elizabeth II. Since then, the Radisson Blu Resort & Spa, Malta Golden Sands, has undergone continuous renovations and enhancements, solidifying its reputation as one of Malta's premier destinations.

An inspiring setting for our conference

We believe this exceptional venue will provide an inspiring and comfortable setting for our conference, allowing all participants to focus on engaging discussions and collaborative learning. The tranquil environment, combined with top-notch facilities and services, will contribute significantly to the success of our event.

Booking

A limited number of rooms at a negotiated price have been pre-booked for participants at the Radisson Golden Sands. You are kindly requested to book directly with the hotel via the provided link. The accommodation will not be covered by the host and the room rates* are as follows:

Room Type	Single Occupancy	Double Occupancy
Superior Country View Room	€185.50	€206.50
Superior Seaview Room	€255.50	€266.50

*Rooms are inclusive of Buffet Breakfast and WIFI

We look forward to welcoming you to the Radisson Blu Resort & Spa, Malta Golden Sands, where you can experience the perfect blend of professional excellence and Mediterranean charm.

Registration

A registration link will be sent with the conference invitation. Each participating institution will be required to register as soon as possible and in any event by no later than 31 August 2025.

International travel

International travel will not be covered by the Office of the Ombudsman in Malta or the AOM.

VISA Arrangements

Please note that visas may be needed to travel to Malta.

For more details on the visa procedures and where to apply for a visa if needed, please send an email to the Ministry for Foreign Affairs, EU Affairs and Trade on visa.mfet@gov.mt For any assistance please contact the Office of the Ombudsman.

Insurance

No special insurance has been contracted for this meeting.

Transport and Airport transfers

Airport transfers and transport to official events will be organized at no extra cost by the Ombudsman Office of Malta.

Please send us your flight details as soon as these are available but not later than the 30 September 2025.

Seminar - interventions

Working languages are: **Arabic, English, French and Spanish**

OTHER VENUES



Parliament of Malta

The welcome reception hosted by the President of the House of Representative will be held in the Parliament building.

The Parliament of Malta is housed in a modern architectural landmark located at the entrance of Valletta, the capital city. Designed by the renowned Italian architect Renzo Piano, the building was officially inaugurated in May 2015. This contemporary structure is part of a larger project that revitalised the city gate area, seamlessly blending modern design with the historic fabric of Valletta, a UNESCO World Heritage site.

Constructed using local Maltese limestone, the building features two large blocks elevated on columns, creating an open public space beneath and allowing natural light to permeate. The façade incorporates a unique pattern of stone cladding that provides shade and contributes to the building's energy efficiency. Sustainable design principles are integral to the structure, including considerations for natural ventilation and reduced environmental impact.

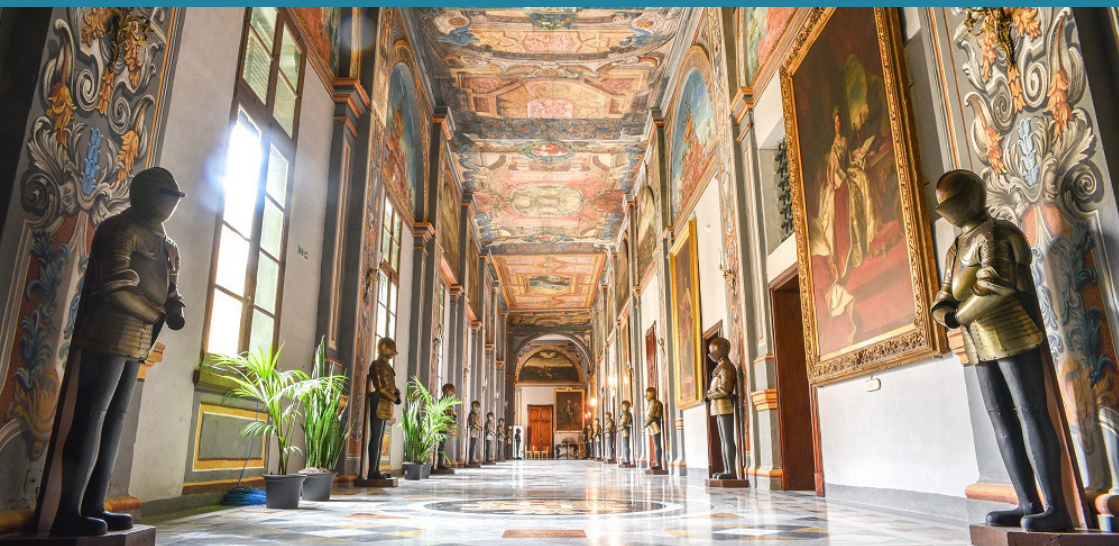
The Grandmaster's Palace

The official 30th Anniversary commemoration event hosted under the auspices of the President of Malta will be held at the Grandmaster's Palace, the seat of the President of the Republic.

Proudly dominating St George's Square in the heart of Valletta, the newly restored Grand Master's Palace invites visitors to explore its 450-year history as a center of power and a symbol of the nation. As the first building constructed by the Knights of St. John in the new capital city, the Palace has evolved over the centuries into a 'state within an edifice.'

Throughout its rich history, the Palace has served multiple pivotal roles. During the British period, it functioned as the Governor's Palace and was the seat of Malta's first constitutional parliament in 1921.

The Palaces houses the Armoury which is considered one of the finest in the world, featuring the armor suits of Grand Masters Alof de Wignacourt and Jean de Valette, Ottoman armor and weapons, as well as a selection of artillery pieces.



PRACTICAL INFORMATION

Cultural Visit

A cultural visit at the Armoury will be organised on the 15th October 2025 prior to the official 30th Anniversary commemoration at the Grandmaster's Palace.

Dietary requirements and particular health conditions

Participants who have any particular dietary requirements or who might have a health condition that the organizers need to know about, are requested to draw the attention of the organizers during their registration.

Publications display

Participants are invited to bring over any publications or information material to be displayed and shared with other participants during the course of the conference. A special display table will be provided.



Climate & Time

The average temperature in October ranges in the region of 23 to 26 degrees Celsius. Malta time is GMT plus 1 hour.

Banking Services and Currency

Malta currency is the EURO. Most internationally recognised currencies can be exchanged at commercial banks and bureaux de change.

Electricity Supply

The power supply is 230 volts/- 10%. Maltese plug adaptors are flat prongs, inverted "V" positioned with earth connector. Delegates are advised to bring their own electrical adaptors if required.



Fort St. Angelo and the Ombudsman: Guardians of Malta's integrity

Fort St. Angelo, majestically positioned at the tip of the Birgu peninsula overlooking the Grand Harbour, has been a stalwart defender of Malta throughout its storied history. As the **'sentinel of the Grand Harbour,'** this formidable fortress has withstood countless sieges and stood as a symbol of strength, resilience, and protection for the Maltese people. It safeguarded the nation against external threats, serving as a critical bastion during pivotal moments like the Great Siege of 1565.

Metaphorically, the Office of the Ombudsman embodies the same principles in the realm of public administration.

Just as Fort St. Angelo protected the physical well-being of the nation, the Ombudsman safeguards the

integrity of Malta's democratic institutions and the rights of its citizens. Acting as a watchful guardian, the Ombudsman addresses grievances against public administration, ensuring transparency, accountability, and fairness—core tenets of good governance.

The fort's enduring presence and historical significance mirror the Ombudsman's role in modern society. Both stand as pillars of vigilance and protection:

Defense against injustice:

Fort St. Angelo defended against invading forces; the Ombudsman defends citizens against administrative injustices.

Symbol of trust: The fort symbolized safety for the Maltese people; the

Ombudsman fosters trust in public institutions.

Steadfast Commitment:

Both represent unwavering dedication to safeguarding the nation's well-being, whether in times of war or within the complexities of contemporary governance.

By featuring Fort St. Angelo as the conference logo, we celebrate this profound connection. The fort is not just a historical monument but a powerful metaphor for the Ombudsman's mission

to uphold good public administration. It reminds us that the vigilance, strength, and commitment required to protect a nation's integrity are timeless virtues—whether guarding its shores or championing the rights of its people.

Together, Fort St. Angelo and the Ombudsman symbolise a legacy of protection and service to Malta, reinforcing our dedication to **'Upholding Good Governance in Challenging Times.'**



CONTACT INFORMATION

For any queries on the content or logistics of the Malta Conference you may contact the Office of the Ombudsman in Malta & AOM Secretariat on:

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Association des Ombudsmans de la Méditerranée

جمعية الأئبوءسمان الئوءسئطئين

Asociación de Ombudsmán del Mediterráneo

Association of Mediterranean Ombudsmen



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