



監察院
R.O.C.
(TAIWAN)
THE CONTROL YUAN

37th APOR

第37屆澳紐及太平洋地區
監察使年會暨人權國際研討會

Australasian and Pacific
Ombudsman Region Conference

Taipei, Taiwan, R. O. C.
September 3-5, 2025

大會手冊

Conference Handbook



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Welcome Remarks

We cordially welcome all distinguished guests joining us in Taiwan for the 37th Australasian and Pacific Ombudsman Region (APOR) Conference.

Ombudsman institutions worldwide play a vital role in promoting and safeguarding human rights, strengthening good governance, and advancing the rule of law. Reflecting the diversity of national contexts and governmental systems, ombudsman mechanisms take on a multitude of forms. Dialogue and exchange among ombudspersons from different countries therefore provide valuable opportunities to improve the global ombudsman system and share best practices.

Under Taiwan's constitutional framework, the Control Yuan is the nation's highest supervisory organ, vested with constitutional powers of impeachment, censure, corrective measures, and audit. It also addresses people's complaints in accordance with the law, promotes clean governance, and rectifies official conduct, working to uphold integrity and efficiency in government. Despite the changing times and ongoing organizational reforms, the Control Yuan has remained resolute in its people-oriented philosophy. In August 2020, following years of joint effort by the government and various sectors of society, the National Human Rights Commission was established—marking a new milestone in the protection and promotion of human rights in Taiwan and advancing its role as a national human rights institution in line with the United Nations' Paris Principles.

The Control Yuan became a voting member of the International Ombudsman Institute (IOI) in 1994, affiliating with the Australasian and Pacific Region. For over 30 years, it has been deeply engaged in international ombudsman exchange and cooperation, fulfilling its membership obligations and actively participating in IOI conferences, APOR conferences and related events. In 2011, the Control Yuan hosted the 26th APOR Conference in Taiwan for the first time, followed by the 31st edition in 2019. In 2025, marking its 31st year as an IOI member, the Control Yuan is hosting this regional conference for the third time in Taiwan, demonstrating the recognition and trust placed in it by APOR members and the IOI Executive Committee. This event holds great significance, as it not only enhances Taiwan's international visibility but also fosters deeper interaction and exchange between domestic and international ombudsmen and human rights institutions.

The theme of the 37th APOR Conference is “Diverse Practices and Developments in Ombudsperson and Human Rights Work.” The agenda includes the APOR members’ meeting, the International Seminar on Human Rights, and cultural programs. The International Seminar on Human Rights features three sessions: “How to Increase Citizens’ Awareness of the Work and Mission of Ombudspersons,” “The Practice and Implementation of the National Preventive Mechanism,” and “Artificial Intelligence, Human Rights, Democracy and Rule of Law.” These discussions bring together domestic and international ombudspersons and experts to explore current innovations, opportunities, and challenges in ombudsman and human rights work, promote international exchange and dialogue, and share new perspectives and ideas.

Taiwan has always cherished its hard-won democratic achievements and remains committed to serving as a steadfast democratic partner in the international community. On behalf of the Control Yuan, we sincerely welcome all esteemed guests to the 37th APOR Conference. We look forward to all guests experiencing the richness of Taiwan’s democracy, diversity, and vitality during this visit, and extend our best wishes for a fruitful and fulfilling conference.



Chu CHEN

President
Control Yuan



Hung-chun LEE

Vice President
Control Yuan

大會歡迎詞

歡迎各位貴賓蒞臨臺灣，參加 2025 年第 37 屆澳紐及太平洋地區監察使（Australasian and Pacific Ombudsman Region, APOR）年會暨人權國際研討會。

世界各地的監察機構，在促進和保障人權、增進政府善治和深化法治上，扮演著重要角色及功能，並基於不同國情背景及政府體制，監察制度呈現多元樣態。因此，透過各國監察使之間的對話與交流，為世界監察制度的精進及最佳實踐提供發展契機。

監察院為我國憲政體制下之最高監察機關，善盡憲法賦予之彈劾、糾舉、糾正及審計等職權，並依法受理人民陳情，澄清吏治，促進政府廉能。隨著時代變遷與組織變革，監察院以民為本的理念未曾改變，在政府和民間各界長年的努力下，2020 年 8 月成立國家人權委員會，開啟人權保障及促進之嶄新里程碑，並遵循聯合國《巴黎原則》之國家人權機構，持續前進。

監察院早於 1994 年加入國際監察組織（International Ombudsman Institute, IOI），成為正式投票會員，會籍隸屬澳紐及太平洋地區，深耕國際監察交流合作逾 30 年，善盡會員義務，積極參與 IOI 國際會議、APOR 區域會議等。2011 年監察院首度在臺舉辦第 26 屆 APOR 年會，2019 年第 2 度舉辦第 31 屆 APOR 年會；2025 年為監察院加入 IOI 的第 31 年，第 3 度在臺舉辦區域性國際年會，彰顯 APOR 會員及 IOI 執委會之肯定，並提升我國國際能見度，以及擴展國內外監察與人權團體之互動交流，深具意義。

2025 年第 37 屆 APOR 年會，主題為「監察與人權之多元實踐及發展」，總體議程包含會員會議、人權國際研討會及文化參訪等。其中人權國際研討會包含 3 場次座談，議題分別為：「如何讓民眾有感於監察使的工作與任務」、「國家酷刑防制機制之實踐與落實」、「AI 與人權、民主及法治」，期能廣泛與各國監察使、國內外專家共同探討當前監察及人權工作之創新機會與挑戰，並促進國際交流及對話，分享新視野與觀念。

臺灣向來珍惜得來不易之民主成果，並致力成為國際間堅實的民主夥伴。謹代表監察院，誠摯歡迎各位與會貴賓，共襄盛舉參與第 37 屆 APOR 年會暨人權國際研討會。期待大家此行，都可以感受到臺灣民主、多元、活力等面向，並預祝有圓滿豐收的成果。



陳菊
監察院院長



李鴻鈞
監察院副院長

Conference Information

Official Language

The official language of the conference is English. Simultaneous interpretation in Mandarin and English will be provided. If you require an interpretation device, please present the interpretation headset voucher at the exchange table to borrow one.

Conference Guidelines

- Smoking is strictly prohibited in all indoor public areas.
- Eating and drinking are not allowed inside the venue (bottled water excluded).
- Please switch your mobile phone to vibration or silent mode during sessions.
- Your conference badge must be worn at all times to access the venue, lunch restaurant, Welcome Reception, and Gala Dinner.

Conference Dates

September 3 (Wednesday) – September 5 (Friday), 2025

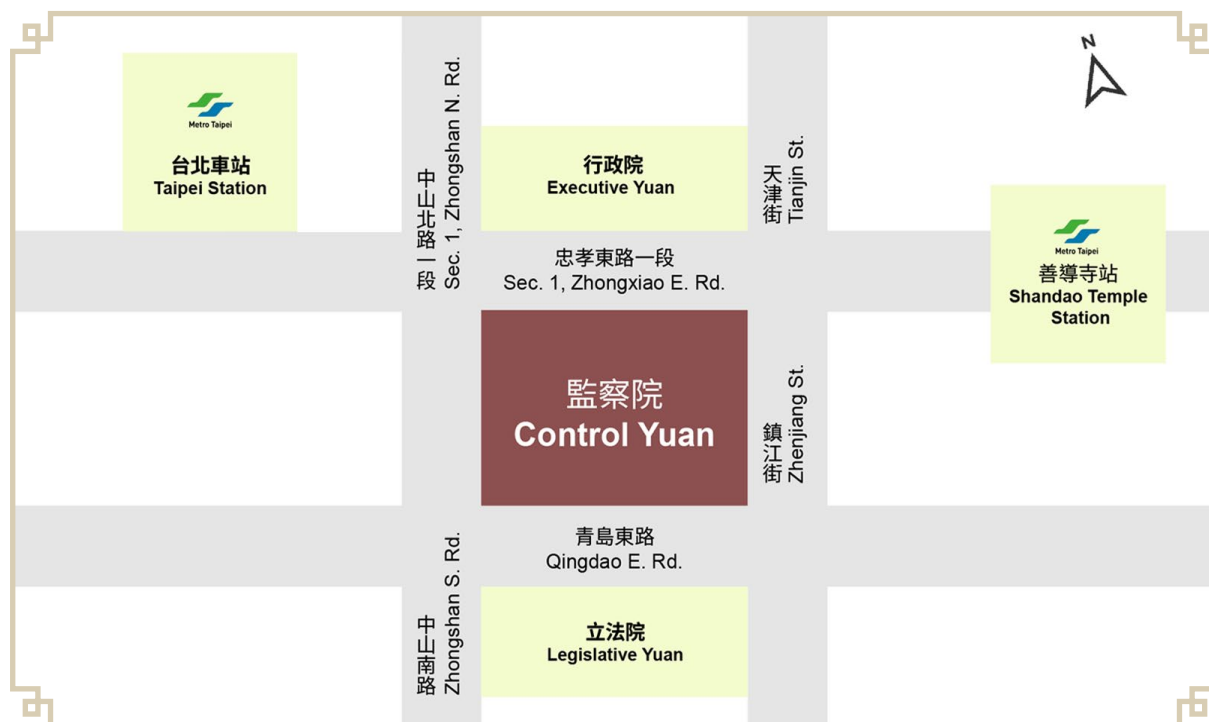
Conference Venue

Day 1: September 3 (Wednesday)		
Time	Program	Venue
14:00~16:20	APOR Members' Meeting (for member state representatives only)	2F, 1st Conference Room, Control Yuan
18:30~20:30	Welcome Reception (by invitation only)	12F, Kun Lun Room, Grand Hotel Taipei

Shuttle Bus

- Departure to Control Yuan at 13:30
(Please assemble in the Grand Hotel Taipei lobby between 13:20–13:25)
- Return Trip to the Grand Hotel Taipei at 16:40
(Please assemble at the main entrance of Control Yuan between 16:30–16:35)

Map of the Control Yuan Vicinity



Day 2: September 4 (Thursday)

Time	Program	Venue
09:00~11:50	International Human Rights Seminar	VF, International Reception Room, Grand Hotel Taipei
11:50~13:00	Lunch	1F, Grand Garden Restaurant, Grand Hotel Taipei
13:00~16:20	International Human Rights Seminar	VF, International Reception Room, Grand Hotel Taipei
18:30~20:30	Gala Dinner (by invitation only)	10F, Chang Chin Room, Grand Hotel Taipei

Note: Please wear your conference badge when entering the lunch restaurant.

Map of the Grand Hotel Taipei Vicinity

Day 3: September 5 (Friday) – Cultural Tour (by invitation only)

Time	Program
09:00~11:20	Visit of New Taipei City Art Museum
11:30~13:00	Lunch
13:00~16:30	Visits of Yingge Old Street, New Taipei City Yingge Ceramics Museum, and Tai-Hwa Pottery

Shuttle Bus

- Outward journey 1 (To New Taipei City Art Museum)
Departure time: 09:00
(Please assemble in the Grand Hotel Taipei lobby between 08:50–08:55)
- Outward journey 2 (To the lunch restaurant)
Departure time: 11:20
(Please assemble at the main entrance of New Taipei City Art Museum between 11:10–11:15)
- Outward journey 3 (To the Yingge)
The assembly and boarding times for the afternoon visit will be based on the announcements made by the accompanying staff.
- Return Trip: 16:40 (To the Grand Hotel Taipei)
(Please assemble at the main entrance of Tai-Hwa Pottery between 16:30–16:35)

Map of the Yingge Vicinity



會議資訊

官方語言

本次會議以英語為主，另備中、英文同步口譯，如需翻譯機，請攜帶同步口譯耳機借用券至會場門口借用。

大會注意事項

- 室內公共場所全面禁止吸菸
- 會場內不得飲食（瓶裝水除外）
- 會議期間請將您的手機轉為震動或靜音模式
- 請隨身佩戴大會識別證以進入會場、午餐餐廳、歡迎酒會及大會晚宴

會議日期

中華民國 114 年 9 月 3 日（三）至 9 月 5 日（五）

會議地點

第一天：9月3日（三）

時間	議程	地點
14:00~16:20	APOR 會員會議（僅會員國代表參加）	監察院 2 樓第一會議室
18:30~20:30	歡迎酒會（受邀參加）	台北圓山大飯店 12F 崑崙廳

接駁專車

- 去程（前往監察院）
出發時間：13:30（請於 13:20-13:25 在圓山大飯店大廳集合）
- 回程（前往圓山大飯店）
出發時間：16:40（請於 16:30-16:35 在監察院大門集合）

監察院周邊地圖



第二天：9月4日（四）

時間	議程	地點
09:00~11:50	人權國際研討會	台北圓山大飯店 VF 敦睦廳
11:50~13:00	午餐	台北圓山大飯店 1F 松鶴廳
13:00~16:20	人權國際研討會	台北圓山大飯店 VF 敦睦廳
18:30~20:30	大會晚宴（受邀參加）	台北圓山大飯店 10F 長青廳

備註：午餐進場用餐時請佩戴大會識別證。

圓山大飯店周邊地圖



第三天：9月5日（五）文化參訪（受邀參加）

時間	行程
09:00~11:20	參訪：新北市美術館
11:30~13:00	午餐
13:00~16:30	參訪：鶯歌陶瓷老街、新北市立鶯歌陶瓷博物館、臺華窯

接駁專車

- 去程 1（前往新北市美術館）
出發時間：09:00（請於 08:50-08:55 在圓山大飯店大廳集合）
- 去程 2（前往餐廳）
出發時間：11:20（請於 11:10-11:15 在新北市美術館門口集合）
- 去程 3（前往鶯歌）
下午參訪地點之集合搭車時間，依隨車人員宣布為主。
- 回程（前往圓山大飯店）
出發時間：16:40（請於 16:30-16:35 在臺華窯正門集合）

鶯歌周邊地圖



Program

Time	Program	Venue
September 3, 2025 APOR Members' Meeting		
13:30~14:00	Registration	2F, 1st Conference Room, Control Yuan
14:00~15:00	APOR Members' Meeting	
15:00~15:20	Tea Break	
15:20~16:20	APOR Members' Meeting	
18:30~20:30	Welcome Reception	12F, Kun Lun Room, Grand Hotel Taipei
September 4, 2025 Seminar Grand Hotel Taipei		
08:30~09:00	Registration	VF, International Reception Room
09:00~09:50	Opening Remarks	
	• Hung-chun LEE Vice President of the Control Yuan, Taiwan, R.O.C. • Niki RATTLE President of APOR and Ombudsman of the Cook Islands • Bernhard ACHITZ Secretary General of the International Ombudsman Institute (IOI) and Austrian Ombudsman • John MORGAN Acting Deputy Director, American Institute in Taiwan	
	Group Photo	
09:50~10:10	Tea Break	

10:10~11:50	Session 1 How to Increase Citizens' Awareness of the Work and Mission of Ombudspersons	
	Moderator: • Iain ANDERSON Director of APOR and Commonwealth Ombudsman, Australia Speakers: • Diane WELBORN Ombudsman of Dayton-Montgomery County, Ohio, USA <i>"Engaging Citizens through Various Media and Face-to-Face Encounters"</i> • Tabitha SUWAE Ombudsman of Papua New Guinea <i>"Ombudsman Commission of Papua New Guinea's Awareness Programs and how effective they are in keeping the Citizens aware of the work of the Commission as it turns 50 in December 2025"</i> • *Daisuke OTSUKI Deputy Director-General of Administrative Evaluation Bureau (AEB), Ministry of Internal Affairs and Communications (MIC), Japan <i>"Administrative Counseling in Japan and its PR Activities"</i> • Chung-cheng PU (pasuya poiconx) Member of the Control Yuan, Taiwan, R.O.C. <i>"How to Increase Citizens' Awareness of the Work and Mission of Ombudspersons"</i> Q&A *Deputy Director-General Daisuke OTSUKI will deliver his presentation online.	VF, International Reception Room
11:50~13:00	Lunch	1F, Grand Garden Restaurant

13:00~14:20	Session 2 The Practice and Implementation of the National Preventive Mechanism	VF, International Reception Room
	Moderator: • Chu-fang CHANG Member of the Control Yuan, Taiwan, R.O.C. Speakers: • Iain ANDERSON Director of APOR and Commonwealth Ombudsman, Australia <i>"Implementing OPCAT – the Australian Experience"</i> • Bernhard ACHITZ IOI Secretary General and Austrian Ombudsman <i>"The Austrian NPM – How the Mandate is Set up and Carried out at the Ombudsman Institution"</i> • Chung-yi TSAI Member of the Control Yuan, Taiwan, R.O.C. <i>"The Control Yuan's Powers in the Practice and Implementation of the CAT: Prospects for the National Preventive Mechanism (NPM)"</i> Q&A	
14:20~14:40	Tea Break	
14:40~16:00	Session 3 Artificial Intelligence, Human Rights, Democracy and the Rule of Law	

	Moderator: • Diane WELBORN Ombudsman of Dayton-Montgomery County, Ohio, USA Speakers: • Paul MILLER Ombudsman of New South Wales, Australia <i>"Scrutinising Government Use of AI - Using It Wisely Ourselves"</i> • You-hao LAI Deputy Director of Democratic Governance Research Program, Research Institute for Democracy, Society, and Emerging Technology(DSET) <i>"International Human Rights in Countering AI-Enhanced Authoritarianism"</i> • Wen-cheng LIN Member of the Control Yuan, Taiwan, R.O.C. <i>"AI on the Rise—New Challenges for Human Rights Protection"</i> Q&A	VF, International Reception Room
16:00~16:20	Closing Remarks	
	• Hung-chun LEE Vice President of the Control Yuan, Taiwan, R.O.C. • Iain ANDERSON Director of APOR and Commonwealth Ombudsman, Australia	
18:30~20:30	Gala Dinner	10F, Chang Chin Room
September 5, 2025 Culture Tour Yingge		
09:00~11:20	Culture Tour	
11:30~13:00	Lunch	
13:00~16:30	Culture Tour	

大會議程

時間	內容	地點
9月3日		
13:30~14:00	報到	監察院 2樓 第一會議室
14:00~15:00	APOR 會員會議	
15:00~15:20	茶敘	
15:20~16:20	APOR 會員會議	
18:30~20:30	歡迎酒會	圓山大飯店 12F 崑崙廳
9月4日 台北圓山大飯店		
08:30~09:00	報到	VF 敦睦廳
09:00~09:50	開幕致詞	
	• 李鴻鈞 監察院副院長 • Niki RATTLE APOR 理事長暨庫克群島監察使 • Bernhard ACHITZ IOI 秘書長暨奧地利監察使 • John MORGAN 美國在台協會代理副處長	
	合影	
09:50~10:10	茶敘	

10:10~11:50	研討會－第 1 場 如何讓民眾有感於監察使的工作與任務	
	主持人： • Iain ANDERSON APOR 理事暨澳洲聯邦監察使 講者： • Diane WELBORN IOI 北美區理事暨美國俄亥俄州戴頓市與蒙哥馬利郡監察使 「透過多元媒體管道與面對面互動促進公民參與」 • Tabitha SUWAE 巴布亞紐幾內亞監察使 「2025 年 12 月迎接 50 週年之際，巴布亞紐幾內亞監察使委員會宣導計畫及其提升民眾對委員會工作認知成效之探討」 • *Daisuke OTSUKI 日本總務省行政評價局副局長 「日本行政諮詢與其公關活動」 • 浦忠成 (pasuya poiconx) 監察院監察委員 「如何讓民眾對監察權行使有感」 Q&A * 日本總務省行政評價局副局長 Daisuke OTSUKI 以視訊參與	VF 敦睦廳
11:50~13:00	午餐	1F 松鶴廳

13:00~14:20	研討會－第 2 場 國家酷刑防制機制之實踐與落實	VF 敦睦廳
	主持人： • 張菊芳 監察院監察委員 講者： • Iain ANDERSON APOR 理事暨澳洲聯邦監察使 「實施禁止酷刑公約任擇議定書（OPCAT）之澳洲經驗談」 • Bernhard ACHITZ IOI 秘書長暨奧地利監察使 「奧地利監察機構如何建立並執行國家酷刑防制機制」 • 蔡崇義 監察院監察委員 「臺灣監察權就 CAT 公約實踐與落實－兼論 NPM 展望」 Q&A	
14:20~14:40	茶敘	

14:40~16:00	研討會－第 3 場 AI 與人權、民主及法治	
	主持人： • Diane WELBORN IOI 北美區理事暨美國俄亥俄州戴頓市與蒙哥馬利郡監察使 講者： • Paul MILLER 澳洲新南威爾斯州監察使 「審視政府 AI 應用：如何智慧運用 AI 技術」 • 賴又豪 科技、民主與社會研究中心民主治理組副組長 「人工智慧時代的威權主義與國際人權挑戰」 • 林文程 監察院監察委員 「人工智慧的崛起：人權的新挑戰」 Q&A	VF 敦睦廳
16:00~16:20	閉幕致詞	
	• 李鴻鈞 監察院副院長 • Iain ANDERSON APOR 理事暨澳洲聯邦監察使	
18:30~20:30	大會晚宴	10F 長青廳
9 月 5 日 鶯歌		
09:00~11:20	文化參訪	
11:30~13:00	午餐	
13:00~16:30	文化參訪	

Session 1

How to Increase Citizens' Awareness of the Work and Mission of Ombudspersons

| Moderator |

Iain ANDERSON, Director of APOR and Commonwealth Ombudsman, Australia

| Speakers |

Diane WELBORN, Ombudsman of Dayton-Montgomery County, Ohio, USA

Tabitha SUWAE, Ombudsman of Papua New Guinea

***Daisuke OTSUKI**, Deputy Director-General of Administrative Evaluation Bureau (AEB),
Ministry of Internal Affairs and Communications (MIC), Japan

Chung-cheng PU (pasuya poiconx), Member of the Control Yuan, Taiwan, R.O.C.

| Q&A |

*Deputy Director-General Daisuke OTSUKI will deliver his presentation online.

研討會－第 1 場

如何讓民眾有感於監察使的工作與任務

| 主持人 |

Iain ANDERSON / APOR 理事暨澳洲聯邦監察使

| 講者 |

Diane WELBORN / IOI 北美區理事暨美國俄亥俄州戴頓市與蒙哥馬利郡監察使

Tabitha SUWAE / 巴布亞紐幾內亞監察使

*Daisuke OTSUKI / 日本總務省行政評價局副局長

浦忠成 (pasuya poiconx) / 監察院監察委員

| Q&A |

* 日本總務省行政評價局副局長 Daisuke OTSUKI 以視訊參與

Moderator



Iain ANDERSON

Director of APOR and Commonwealth Ombudsman, Australia

Iain Anderson was appointed as the Commonwealth Ombudsman from 1 August 2022 for a 5-year term.

As the Commonwealth Ombudsman, Iain is also the ACT, Defence Force, Immigration, Law Enforcement, National Student, Private Health Insurance, Overseas Student, VET Student Loan and Postal Industry Ombudsman.

As a senior public servant with extensive leadership experience and over 32 years of service before his appointment, he developed and implemented transformational change across a wide range of legal and social policy areas, including the Commonwealth civil justice and criminal justice systems, family law, native title, Royal Commissions and Australia's territories.

Iain has worked in 7 different Commonwealth departments and agencies, including acting as Secretary of the Attorney-General's Department for an extended period.

He is a Director of the Australasia and Pacific Region of the International Ombudsman Institute and is on the Board of Directors of the Institute.

Iain holds a Bachelor of Economics and a Bachelor of Laws from the University of Sydney.

主持人



Iain ANDERSON

APOR 理事暨澳洲聯邦監察使

於 2022 年 8 月 1 日獲任澳洲聯邦監察使，任期五年。

身為澳洲聯邦監察使，同時兼任澳洲首都領地 (ACT)、國防、移民、執法機關、全國學生、私人健保、國際學生、職業教育與培訓學生貸款及郵政等監察使功能。

在任命為監察使前，作為一位具備豐富領導經驗的資深公務員，已有逾 32 年的公共服務經歷，曾推動多項法律與社會政策並執行重大轉型改革，涵蓋聯邦民事與刑事司法制度、家庭法、原住民土地權、皇家委員會，以及澳洲領地等重要領域。

曾於七個不同的聯邦部會及機構服務，並長期代理聯邦檢察總署秘書長。

現任國際監察組織澳紐及太平洋地區 (APOR) 理事，亦為國際監察組織 (IOI) 理事會成員。

擁有雪梨大學經濟學學士與法學學士學位。

Speakers



Diane WELBORN

Ombudsman of Dayton-Montgomery County, Ohio, USA

Diane Welborn has served as Ombudsman for Dayton and Montgomery County, Ohio since July 1999. The office investigates citizen complaints about government agencies and advocates for the rights of residents of long-term care facilities.

Ms. Welborn completed her M.A. from the School of Social Service Administration at the University of Chicago. Before her association with the Ombudsman's Office, Ms. Welborn served as Coordinator of Professional Networks and Membership for Amnesty International, USA; and Staff member of Dwight Hall of Yale University.

Ms. Welborn is the author of the weekly "Ombudsman Column" published in the Dayton Daily Newspaper, author of the Ombudsman Office Weekly Update and the producer of the monthly "Ombudsman Program" on Dayton Access Television. She has presented workshops on "Dealing with Difficult Complainant Behavior" for agency staff. She has presented sessions on various Ombudsman topics at the United States Ombudsman Association; the Japanese Association of Ombudsmen; the office of the Control Yuan in Taiwan; the 11th World Conference of the International Institute in Bangkok, Thailand in November 2016; and at the Asian Ombudsman Association Meeting in Pyeongchang, South Korea in May of 2017. The most recent paper topic was "Strengthening Democracy and the Provision of Service to Citizens: Who are the partners for the Ombudsman?"

Ms. Welborn is the immediate past President of the International Ombudsman Institute and remains a member of the Board of Directors. She is a former Treasurer and Vice-President of the Board of Directors of the United States Ombudsman Association. She currently serves on the Board of Directors of the Five Rivers Health Center, the Ethics committee of Graceworks Services, and the foundation Board of the Rotary Club of Dayton, Ohio.

講者



Diane WELBORN

IOI 北美區理事暨美國俄亥俄州戴頓市與蒙哥馬利郡監察使

自 1999 年 7 月起，擔任美國俄亥俄州戴頓市與蒙哥馬利郡監察使公署的監察使，負責調查市民對政府機構的陳情案件，並積極倡導長照機構居民的權益。

擁有芝加哥大學社會服務管理學院碩士學位。在加入監察使公署之前，曾擔任國際特赦組織美國分會的專業網絡與會員協調員，亦曾於耶魯大學德懷特廳任職。

為每週刊登於《戴頓日報》上的「監察使專欄」作者，也是監察使公署週報的撰稿人，以及戴頓公共電視台每月播出的《監察使節目》製作人。曾為機構同仁主辦「應對非理性陳情行為」之工作坊，也曾受邀在多個國內外重要場合發表與監察使制度相關的專題演講，包括美國監察使協會、日本監察使協會、台灣監察院，以及 2016 年 11 月於泰國曼谷舉行的第十一屆國際監察組織世界會議，與 2017 年 5 月於南韓平昌舉行的亞洲區監察使協會年會。近期發表的論文主題為：「強化民主與為民服務：監察使有哪些合作夥伴？」

為國際監察組織 (IOI) 前任理事長，現仍為理事會成員。亦曾擔任美國監察使協會的財務長及副會長。現任五河健康中心 (Five Rivers Health Center) 董事、格雷斯社服機構 (Graceworks Services) 倫理委員會委員，以及俄亥俄州戴頓市扶輪社基金會董事。

Speakers



Tabitha SUWAE

Ombudsman of Papua New Guinea

Work address **Ombudsman Commission of Papua New Guinea**

PO Box 1831

PORT MORESBY 1121

National Capital District

Papua New Guinea

Tertiary qualifications

Bachelor of Arts/Economic, University of Papua New Guinea (1989)

Bachelor of Laws (LLB), University of Papua New Guinea (1993)

Certificate of Admission to practice Law, Legal Training Institute, Port Moresby, Papua New Guinea, (1995)

Previous Work Experience

1. Office of the Public Prosecutor, Department of Justice and Attorney-General (1995-2000)
 - (1) Legal Officer (1995-1997)
 - (2) Gazetted State Prosecutor (1997-2000)
2. Ombudsman Commission PNG (2000 – current)
 - (1) Senior Legal Officer (2000-2009)
 - (2) Director Legal Services (2009 – 2020)
 - (3) Counsel to the Commission (2020 – 2024)
 - (4) Ombudsman (2024 – current)

講者



Tabitha SUWAE

巴布亞紐幾內亞監察使

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巴布亞紐幾內亞

學歷

巴布亞紐幾內亞大學文學學士 / 經濟學學士（1989 年）

巴布亞紐幾內亞大學法學學士（LLB）（1993 年）

巴布亞紐幾內亞莫爾茲比港法律培訓學院，法律執業許可證（1995 年）

經歷

1. 司法部暨檢察總署檢察官辦公室（1995-2000 年）

(1) 法務專員（1995-1997 年）

(2) 正式任命之國家檢察官（1997-2000 年）

2. 巴布亞紐幾內亞監察使委員會（2000 年至今）

(1) 資深法務主任（2000-2009 年）

(2) 法規服務處處長（2009-2020 年）

(3) 委員會法律顧問（2020-2024 年）

(4) 監察使（2024 年至今）

Speakers



Daisuke OTSUKI

Deputy Director-General of Administrative Evaluation Bureau (AEB),
Ministry of Internal Affairs and Communications (MIC), Japan

Mr. Otsuki Daisuke is the Deputy Director-General, the Administrative Evaluation Bureau (AEB) of the Ministry of Internal Affairs and Communications of Japan.

The AEB provides the ombudsman function through its Administrative Inspection and Administrative Counseling Service. Around 140,000 complaints from citizen are received a year by the AEB and approximately 5,000 administrative counselors who are commissioned volunteer citizens. AEB's Administrative Counseling Service is reinforced its independence and neutrality by the Administrative Grievance Resolution Promotion Council which is advisory committee of specialist from various fields.

Mr. Otsuki graduated from the Faculty of Letters at the University of Tokyo and joined the former Management and Coordination Agency (now the Ministry of Internal Affairs and Communications, MIC) in 1993. After serving as Director for Evaluation and Inspection, Director for Administrative Counseling, and Deputy Director-General for the Protection of Personal Information, he assumed the role of Deputy Ombudsman of Japan in July 2025, where he has been leading Administrative Inspection and Administrative Counseling Service.

講者



Daisuke OTSUKI

日本總務省行政評價局副局長

現任日本總務省行政評價局 (AEB) 副局長。

行政評價局透過行政督察及行政諮詢服務發揮監察使功能。行政評價局每年收到約 14 萬件來自民眾的陳情，並由約 5,000 名受委任的志工民眾擔任行政輔導員。行政評價局的行政諮詢服務，透過行政申訴解決推廣委員會，加強其獨立性與中立性，該委員會為各領域專家組成的諮詢委員會。

畢業於東京大學文學院，於 1993 年加入行政管理局（現總務省），曾擔任評估與監察局長、行政諮詢局長及個人資料保護副局長等職務，於 2025 年 7 月，正式出任日本副監察使，持續領導行政監察與行政諮詢服務的發展及推動。

Speakers



Chung-cheng PU (pasuya poiconx)

Member of the Control Yuan, Taiwan, R.O.C.

pasuya poiconx is a current sixth-term Control Yuan member, and served as a member of the National Human Rights Commission from August 1, 2023 to July 31, 2024. Prior to his role at the Control Yuan, he was a professor in the Department of Indigenous Affairs and Development and served as the Dean of the College of Indigenous Studies at National Dong Hwa University. He also held academic positions as a professor in the Department of Language and Literacy Education at Taipei Municipal University of Education and as an associate professor in the Department of Language and Literacy Education at National Hualien Teachers College.

His public service experience spans both administrative and cultural institutions. He served as the Deputy Minister of the Council of Indigenous Peoples, Executive Yuan, and as Director of the National Museum of Prehistory. He was also reappointed as a member of the Examination Yuan for both its 11th and 12th terms, being deeply engaged in the promotion of national education and ethnic policies.

With a solid academic background, he earned a BA in Chinese Literature from the Tamkang University, an MA in Chinese Literature from the National Taiwan Normal University, and a PhD in Chinese Literature from the Chinese Culture University. Throughout his career, he has maintained a steadfast commitment to indigenous rights, the preservation of cultural heritage, and the pursuit of social justice.

講者



浦忠成 (pasuya poiconx)

監察院監察委員

浦忠成監察委員 (pasuya poiconx) 為現任監察院第六屆監察委員，並曾於 2023 年 8 月 1 日至 2024 年 7 月 31 日期間擔任國家人權委員會委員。於本屆監察院任職前，曾任國立東華大學民族事務與發展學系教授暨原住民族學院院長，並曾擔任臺北市立教育大學語文教育系教授、國立花蓮師範學院語文教育系副教授。

其公共服務歷練涵蓋行政及文化機構，曾任行政院原住民族委員會政務副主任委員、國立臺灣史前文化博物館館長，並連任第十一屆與第十二屆考試委員，長期參與國家教育與族群政策推動工作。

浦委員學術背景深厚，先後取得淡江大學中國文學系文學士、國立臺灣師範大學國文研究所文學碩士，及中國文化大學中國文學研究所文學博士學位。其長期關注原住民族權益、文化保存與社會公義之相關議題。

Session 2

The Practice and Implementation of the National Preventive Mechanism

| Moderator |

Chu-fang CHANG, Member of the Control Yuan, Taiwan, R.O.C.

| Speakers |

Iain ANDERSON, Director of APOR and Commonwealth Ombudsman, Australia

Bernhard ACHITZ, IOI Secretary General and Austrian Ombudsman

Chung-yi TSAI, Member of the Control Yuan, Taiwan, R.O.C.

| Q&A |

研討會－第 2 場
國家酷刑防制機制之實踐與落實

| 主持人 |

張菊芳／監察院監察委員

| 講者 |

Iain ANDERSON ／ APOR 理事暨澳洲聯邦監察使

Bernhard ACHITZ ／ IOI 秘書長暨奧地利監察使

蔡崇義／監察院監察委員

| Q&A |

Moderator



Chu-fang CHANG

Member of the Control Yuan, Taiwan, R.O.C.

Chu-fang Chang has served as a member of the Control Yuan since August 2020, and from August 1, 2020, to July 31, 2021, she was also a commissioner of the inaugural National Human Rights Commission (NHRC). During this period, she participated in the Commission's review of international human rights conventions and, as a supervising member, contributed to the "Systematic Investigation into Sexual Abuse of Children and Adolescents in Schools and Residential Institutions" project, which resulted in a special report analyzing systemic causes and offering practical recommendations for improvements and solutions to foster safer environments for children and adolescents. She was also involved in the 2021 pilot visitation program of the National Preventive Mechanism against torture, which concluded with a final report.

Graduated from the Department of Law at National Taiwan University, Chang practiced law for over 25 years before joining the Control Yuan. In addition to handling general civil and criminal litigation, she specialized in family law, gender equality, and the rights of children and youth. She engaged actively in public affairs, serving as President of the Taipei Bar Association. She also served as a board member of the Legal Aid Foundation, working to safeguard the litigation rights and equality of vulnerable people. Her public service roles further include membership in the Judges Evaluation Committee and the National Conference on Judicial Reform, where she contributed to judicial reform. She was also Vice Chairperson of the Awakening Foundation and was appointed to several government committees on the prevention of domestic violence, sexual assault, and sexual harassment. In these capacities, she presided over and participated in law amendment processes, applying constitutional perspectives to related cases. Her work has consistently aimed to advance legal reforms, promote gender equality, protect the rights of children and vulnerable groups, and strengthen human rights and the rule of law.

主持人



張菊芳

監察院監察委員

張菊芳自 109 年 8 月起擔任監察委員迄今，並於 109 年 8 月 1 日 ~110 年 7 月 31 日擔任第一年之國家人權委員會委員，期間代表國家人權委員會參與國際人權公約審查、並參與國家人權委員會關於「校園及安置機構兒少性侵害系統性訪查案」，擔任督辦委員，已提出專案報告，分析校園及安置機構性侵案件的系統性原因，進而提出具體可行之建議、改進及解決方法，希望建立安全的兒少環境；另參與 110 年度國家防制酷刑機制訪視試行計畫，並提出總報告。

張菊芳畢業於台大法律系，擔任監察委員前，執行律師業務逾 25 年，除一般民刑事訴訟，尤其專長家事、性平、兒少等相關案件，並參與公共事務，曾擔任台北律師公會理事長；曾擔任法律扶助基金會董事，以維護弱勢民眾訴訟權及平等權；曾擔任法官評鑑委員會委員、司改國是會議委員，為司法改革盡力；曾擔任婦女新知基金會副董事長，政府機關家庭暴力、性侵害、性騷擾防治等委員會委員，並召集主持、參與修法，研究相關案件之憲法思維，期從法律制度面進行改革，推動性別平權，維護兒少、弱勢族群權益，促進人權及法治。

Speakers



Iain ANDERSON

Director of APOR and Commonwealth Ombudsman, Australia

Iain Anderson was appointed as the Commonwealth Ombudsman from 1 August 2022 for a 5-year term.

As the Commonwealth Ombudsman, Iain is also the ACT, Defence Force, Immigration, Law Enforcement, National Student, Private Health Insurance, Overseas Student, VET Student Loan and Postal Industry Ombudsman.

As a senior public servant with extensive leadership experience and over 32 years of service before his appointment, he developed and implemented transformational change across a wide range of legal and social policy areas, including the Commonwealth civil justice and criminal justice systems, family law, native title, Royal Commissions and Australia's territories.

Iain has worked in 7 different Commonwealth departments and agencies, including acting as Secretary of the Attorney-General's Department for an extended period.

He is a Director of the Australasia and Pacific Region of the International Ombudsman Institute and is on the Board of Directors of the Institute.

Iain holds a Bachelor of Economics and a Bachelor of Laws from the University of Sydney.

講者



Iain ANDERSON

APOR 理事暨澳洲聯邦監察使

於 2022 年 8 月 1 日獲任澳洲聯邦監察使，任期五年。

身為澳洲聯邦監察使，同時兼任澳洲首都領地 (ACT)、國防、移民、執法機關、全國學生、私人健保、國際學生、職業教育與培訓學生貸款及郵政等監察使功能。

在任命為監察使前，作為一位具備豐富領導經驗的資深公務員，已有逾 32 年的公共服務經歷，曾推動多項法律與社會政策並執行重大轉型改革，涵蓋聯邦民事與刑事司法制度、家庭法、原住民土地權、皇家委員會，以及澳洲領地等重要領域。

曾於七個不同的聯邦部會及機構服務，並長期代理聯邦檢察總署秘書長。

現任國際監察組織澳紐及太平洋地區 (APOR) 理事，亦為國際監察組織 (IOI) 理事會成員。

擁有雪梨大學經濟學學士與法學學士學位。

Speakers



Bernhard ACHITZ

IOI Secretary General and Austrian Ombudsman

Austrian Ombudsman and Secretary General of the International Ombudsman Institute (IOI)

Bernhard Achitz studied law at the University of Vienna and graduated with a Master's Degree. After completing his legal clerkship he worked at the socio-political department of the Chamber of Labour in Vienna and led the Social Policy Department of the Austrian Trade Union Federation until 2007.

Mr. Achitz worked for the Austrian Trade Union Federation in various positions in labour market administration and health administration. From 2008 to 2019 he was the Executive Secretary of the Austrian Trade Union Federation and also a member of the Board of the Federal Chamber of Labour. Furthermore, he was a member of the Administrative Board of the Public Employment Service of Austria from 1999 to 2008. He advocated for trade unions and human rights matters at the international level in several meetings of the International Labour Organization, as well as the European and the International Trade Union Confederation.

As Austrian Ombudsman, Bernhard Achitz is responsible for social affairs, nursing care, health, pension and insurance matters, as well as complaints concerning labour-market administration, and youth welfare. Issues relating to persons with disabilities and topics, such as the needs-based minimum benefit system and reception conditions are also within his competence.

Mr. Achitz was unanimously appointed as the new IOI Secretary General by the Austrian Ombudsman Board. In this new role, Mr. Achitz is committed to fostering democracy, human rights and the rule of law, as well as strengthening Ombudsman institutions around the world.

講者



Bernhard ACHITZ

IOI 秘書長暨奧地利監察使

於維也納大學攻讀法律並取得碩士學位，完成律師實習後，曾任職於維也納勞工商會社會政治部門，並於擔任奧地利工業聯合會社會政策部門主管直至 2007 年。

曾於奧地利工會聯合會擔任多項職務，負責勞動市場管理及衛生管理，自 2008 年至 2019 年，擔任奧地利工會聯合會執行秘書，並為奧地利聯邦工會理事會成員。此外，於 1999 年至 2008 年間擔任奧地利公共就業服務局行政委員會成員，曾在多場國際勞工組織會議、歐洲與國際工會聯合會中，積極推動工會權益及人權議題。

身為奧地利監察使，負責監督社會業務、護理照護、健康、退休金與保險事宜，處理涉及勞動市場管理及青少年福利的相關陳情案件。與身障人士相關的議題與政策，諸如需求導向的最低生活保障制度及接待條件，亦屬其職責範疇。

獲奧地利監察使公署一致推舉出任國際監察組織秘書長，在此新職位上，致力於推動民主、人權與法治，並強化全球監察使機構之效能。

Speakers



Chung-yi TSAI

Member of the Control Yuan, Taiwan, R.O.C.

Currently serving as a senior member of the Control Yuan and convener of its Human Rights Protection Task Force, Tsai has led numerous investigations into cases involving anti-torture and has actively advocated for corrective measures and the exoneration of the wrongfully imprisoned. Last year, in his capacity as Vice Chairperson of the National Human Rights Commission, he convened the Control Yuan's contributions to the Draft Act to Implement the Convention against Torture and the Draft Anti-Discrimination Act, actively advancing efforts to prohibit torture and eliminate discrimination. He previously served as a judge, presiding judge, and court president, bringing over 30 years of judicial experience, while also holding a professorship at National Cheng Kung University. Commissioned by the Judicial Yuan to author the Criminal Procedure Manual for Judges and other works, he places strong emphasis on procedural justice and the protection of human rights in judicial proceedings.

講者



蔡崇義

監察院監察委員

現任監察院資深監察委員、監察院人權保障工作小組召集人，曾調查多起反酷刑事件，提出糾正及平反冤獄。去年兼任國家人權委員會副主任委員時，任「禁止酷刑公約施行法草案」及「反歧視法草案」監察院部分召集人，協助推動禁止酷刑及反歧視。曾任職法官、法院庭長及院長，司法工作經驗超過 30 年，同時兼任國立成功大學教授。曾受司法院邀請撰寫「法官辦理刑事訴訟手冊」等，注重審判時之程序正義及人權保障。

Session 3

Artificial Intelligence, Human Rights, Democracy and the Rule of Law

| Moderator |

Diane WELBORN, Ombudsman of Dayton-Montgomery County, Ohio, USA

| Speakers |

Paul MILLER, Ombudsman of New South Wales, Australia

You-hao LAI, Deputy Director of Democratic Governance Research Program,
Research Institute for Democracy, Society, and Emerging Technology(DSET)

Wen-cheng LIN, Member of the Control Yuan, Taiwan, R.O.C.

| Q&A |

研討會－第 3 場
AI 與人權、民主及法治

| 主持人 |

Diane WELBORN ／ IOI 北美區理事暨美國俄亥俄州戴頓市與蒙哥馬利郡監察使

| 講者 |

Paul MILLER ／ 澳洲新南威爾斯州監察使

賴又豪 ／ 科技、民主與社會研究中心民主治理組副組長

林文程 ／ 監察院監察委員

| Q&A |

Moderator



Diane WELBORN

Ombudsman of Dayton-Montgomery County, Ohio, USA

Diane Welborn has served as Ombudsman for Dayton and Montgomery County, Ohio since July 1999. The office investigates citizen complaints about government agencies and advocates for the rights of residents of long-term care facilities.

Ms. Welborn completed her M.A. from the School of Social Service Administration at the University of Chicago. Before her association with the Ombudsman's Office, Ms. Welborn served as Coordinator of Professional Networks and Membership for Amnesty International, USA; and Staff member of Dwight Hall of Yale University.

Ms. Welborn is the author of the weekly "Ombudsman Column" published in the Dayton Daily Newspaper, author of the Ombudsman Office Weekly Update and the producer of the monthly "Ombudsman Program" on Dayton Access Television. She has presented workshops on "Dealing with Difficult Complainant Behavior" for agency staff. She has presented sessions on various Ombudsman topics at the United States Ombudsman Association; the Japanese Association of Ombudsmen; the office of the Control Yuan in Taiwan; the 11th World Conference of the International Institute in Bangkok, Thailand in November 2016; and at the Asian Ombudsman Association Meeting in Pyeongchang, South Korea in May of 2017. The most recent paper topic was "Strengthening Democracy and the Provision of Service to Citizens: Who are the partners for the Ombudsman?"

Ms. Welborn is the immediate past President of the International Ombudsman Institute and remains a member of the Board of Directors. She is a former Treasurer and Vice-President of the Board of Directors of the United States Ombudsman Association. She currently serves on the Board of Directors of the Five Rivers Health Center, the Ethics committee of Graceworks Services, and the foundation Board of the Rotary Club of Dayton, Ohio.

主持人



Diane WELBORN

IOI 北美區理事暨美國俄亥俄州戴頓市與蒙哥馬利郡監察使

自 1999 年 7 月起，擔任美國俄亥俄州戴頓市與蒙哥馬利郡監察使公署的監察使，負責調查市民對政府機構的陳情案件，並積極倡導長照機構居民的權益。

擁有芝加哥大學社會服務管理學院碩士學位。在加入監察使公署之前，曾擔任國際特赦組織美國分會的专业網絡與會員協調員，亦曾於耶魯大學德懷特廳任職。

為每週刊登於《戴頓日報》上的「監察使專欄」作者，也是監察使公署週報的撰稿人，以及戴頓公共電視台每月播出的《監察使節目》製作人。曾為機構同仁主辦「應對非理性陳情行為」之工作坊，也曾受邀在多個國內外重要場合發表與監察使制度相關的專題演講，包括美國監察使協會、日本監察使協會、台灣監察院，以及 2016 年 11 月於泰國曼谷舉行的第十一屆國際監察組織世界會議，與 2017 年 5 月於南韓平昌舉行的亞洲區監察使協會年會。近期發表的論文主題為：「強化民主與為民服務：監察使有哪些合作夥伴？」

為國際監察組織 (IOI) 前任理事長，現仍為理事會成員。亦曾擔任美國監察使協會的財務長及副會長。現任五河健康中心 (Five Rivers Health Center) 董事、格雷斯社服機構 (Graceworks Services) 倫理委員會委員，以及俄亥俄州戴頓市扶輪社基金會董事。

Speakers



Paul MILLER

Ombudsman of New South Wales, Australia

BEcon, LLB (Hons), LLM, MBA,

MA (Phil), Solicitor of the Supreme Court of NSW

Paul was appointed Ombudsman in May 2021, having acted in the role since August 2020. Paul joined the Ombudsman's Office in April 2019 as Deputy Ombudsman (Reviews, Investigations and Community Services) and Community and Disability Services Commissioner. Paul has previously served as a Deputy Secretary with the Department of Justice and the Department of Premier and Cabinet.

講者



Paul MILLER

澳洲新南威爾斯州監察使

經濟學學士、法學學士（榮譽）、法學碩士、企業管理碩士、哲學碩士、新南威爾斯州最高法院訴狀律師

自 2020 年 8 月起即擔任代理監察使，並於 2021 年 5 月正式獲任。於 2019 年 4 月加入監察使公署，擔任副監察使（負責審查、調查與社區服務），同時兼任社區及身障服務專員，曾任新南威爾斯州司法廳和總理與內閣部的副秘書長。

Speakers



You-hao LAI

Deputy Director of Democratic Governance Research Program,
Research Institute for Democracy, Society, and Emerging Technology(DSET)

You-Hao Lai is a researcher, practicing lawyer, and think tank fellow specializing in digital rights and democratic governance. He is currently pursuing his doctorate at The George Washington University Law School and serves as the deputy director of Democratic Governance Research Program at the Research Institute for Democracy, Society, and Emerging Technology (DSET), a Taiwanese governmental think tank, where his research focuses on AI, digital authoritarianism, and information security in democracies. He is also a member of the Taipei Bar Association's Human Rights Committee and serves on both the Constitutional Litigation and Digital Rights Task Forces at Taiwan's Judicial Reform Foundation. He previously served as a legal and policy advisor to the President of the Judicial Yuan, Taiwan's highest judicial body, and clerked for the Chief Justice of the Taiwan Constitutional Court. He holds LL.M. degrees from National Taiwan University College of Law and Harvard Law School.

講者



賴又豪

科技、民主與社會研究中心民主治理組副組長

賴又豪為專精數位人權與民主治理的研究員、執業律師與智庫工作者。目前於美國喬治華盛頓大學法學院攻讀博士學位，並擔任台灣政府智庫「科技、民主與社會研究中心」（DSET）民主治理組副組長。研究領域聚焦人工智慧、數位威權主義以及民主國家之資訊安全議題。同時為台北律師公會人權委員會委員，也是民間司法改革基金會憲法訴訟及數位人權小組成員。曾擔任台灣最高司法機關司法院院長之機要秘書，以及台灣憲法法庭首席大法官的助理。他也在哈佛法學院與台灣大學法學院取得法學碩士（LL.M.）學位。

Speakers



Wen-cheng LIN

Member of the Control Yuan, Taiwan, R.O.C.

Dr. Wen-cheng Lin is currently a member (ombudsman) of the Control Yuan. Before he was nominated by President Tsai Ing-wen and approved by the Legislative Yuan to serve as a Control Yuan member since August 1, 2020, Dr. Lin was Distinguished Professor in the Institute of China and Asia-Pacific Studies and Director of the Center for National Policy Studies, National Sun Yat-sen University (NSYSU), as well as Chairman of the Taiwan Society of Japan Studies. Dr. Lin was Senior Adviser (a government ministerial-level position) to President Chen Shui-bian in the National Security Council in 2003-2004, President of the Taiwan Foundation for Democracy (TFD) in 2006-2010, and President of the Foundation on Asia-Pacific Peace Studies in 2016-2020. He served as Dean of NSYSU's College of Social Sciences in 2006-2007 & 2009-2015. Before joining the National Security Council in 2003, Dr. Lin was Director for both the Institute of Mainland China Studies and Sun Yat-sen America Center, National Sun Yat-sen University. Dr. Lin earned his MALD and Ph.D. from the Fletcher School of Law and Diplomacy, Tufts University in the United States.

講者



林文程

監察院監察委員

林文程博士為現任監察委員，於 2020 年 8 月 1 日經蔡英文總統提名並獲立法院同意就任。曾任國立中山大學中國與亞太區域研究所特聘教授及國家政策研究中心主任，亦為中華民國當代日本研究學會會長。於 2003-2004 年擔任陳水扁總統國家安全會議諮詢委員（政府部長級職位），2006-2010 年擔任台灣民主基金會執行長，2016-2020 年擔任亞太和平研究基金會執行長。2006-2007 年、2009-2015 年間擔任國立中山大學社會科學院院長。2003 年加入國家安全會議前，曾任國立中山大學大陸研究所所長及美國中心主任。於美國塔芙茲大學佛萊契爾法律外交學院取得法律外交碩士及博士學位。

37th APOR

第37屆澳紐及太平洋地區監察使年會暨人權國際研討會
Australasian and Pacific Ombudsman Region Conference

Taipei, Taiwan, R. O. C.
September 3-5, 2025



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