

PROGRAM

Thursday 2 May 2019, Melbourne

	Session	Speakers and chairs
9.00am	Registration Tea and coffee served on arrival	
9.30am	Welcome and opening address	Paul Curtin, Chief Financial Officer, TelstraSuper
9.40am – 10.10am	Session 1 Setting the scene The misconduct targeted by the Royal Commission was one that “measured sales and profit, but not compliance with the law and proper standards.” Clearly this did not apply to all players in the financial sector, but the damage to the reputation of the industry is significant. As well, it is a call to action to those in the industry who weren’t the target of the primary findings to ensure that their houses are also in order. How do you ensure that the interests of customers/ members come first?	Jo-Anne Bloch, Partner & Leader, Mercer Administration Services and ASFA Director Chair: Paul Curtin, Chief Financial Officer, TelstraSuper
10.10am – 11.10am	Session 2 How do you measure your culture and how do you move the needle? Organisational culture was firmly put into the spotlight during 2018. APRA expects the culture of super funds to align with good member outcomes. <ul style="list-style-type: none"> • How should super funds go about measuring and enhancing their culture? • What role does each part of the business play in influencing organisational culture? • What is the impact of the size of your organisation? The panel will share insights and engender discussion on shaping, reinforcing and aligning culture using a range of tools in an environment of continual change.	Lisa Cumberland, Risk and Compliance Manager, BUSSQ Second speaker to be confirmed Chair: Beth McConnell, Corporate Governance Consultant, Beth McConnell Consulting
11.10am – 11.35am	Morning tea	

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11.35am – 12.30pm	<p>Session 3 Fees and costs – where to from here? The industry operates in an era of greater transparency when it comes to the disclosure and reporting of fees, costs and performance.</p> <p>The simple premise underlying the current legal requirements and RG97 is that transparency and useable comparability are in the best interests of both the consumer and the industry and that more rigorous rules will lead to better outcomes for members.</p> <p>But both the principles underlying fee transparency and the transition are proving difficult. Let's pause for a moment and go back to the beginning.</p>	<p>Darren McShane, former Chair, IOPS Technical Committee and Executive Director, MPFA Hong Kong</p> <p>Ian Fryer, Head of Research, Chant West</p> <p>Chair: Kaye Wheatley-Brown, Executive Manager, Legal, Risk & Compliance legalsuper</p>
12.30pm – 1.25pm	<p>Session 4 Compliant by design: Leveraging technology to manage risk Australia's recent Royal Commission and Productivity Commission have posed new challenges for the superannuation industry, placing renewed downward pressure on fees and focus on member outcomes. During this interactive session lead by Salesforce, Stuart Ward, director of financial services strategy, will explore the role of technology in meeting new expectations, while streamlining operations and improving member engagement. Reflecting on existing engagements, Stuart will explore how best to manage change and minimise cyber risk.</p>	<p>Stuart Ward, APAC Director of Financial Services Strategy, Salesforce</p> <p>Chair to be confirmed</p>
1.25pm – 2.05pm	Lunch	

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2.05pm – 3.05pm	<p>Session 5 Member outcomes and fund performance A central component of APRA’s new regulatory framework is designed to strengthen the focus of registrable superannuation entity (RSE) licensees on the delivery of quality outcomes for their members.</p> <p>The introduction of an outcomes assessment that will require RSE licensees to annually benchmark and evaluate their performance in delivering sound, value-for-money outcomes to all members – covering both MySuper and choice products.</p> <ul style="list-style-type: none"> • How does APRA propose to manage this new approach? • What are some of the practical implications for super funds? What might a ‘right to remain test’ for underperforming funds, look like? • What is the role of benchmarks on performance, are they appropriate? 	<p>Nathan Hodge, Partner, King & Wood Mallesons</p> <p>Suzanne Smith, General Manager Superannuation, APRA</p> <p>Eve Brown, Senior Manager, Superannuation Policy Development, APRA</p> <p>Chair: Nikki Schimmel, Chief Risk Officer, Vision Super</p>
3.05pm – 3.30pm	Afternoon tea	
3.30pm – 4.30pm	<p>Session 6 Remediating to build trust There’s no doubt the Royal Commission has made consumers more aware of their rights and the regulators are on notice to ensure remediation is delivered fairly and without undue delay. If handled well, remediation can provide industry with an important opportunity to rebuild trust.</p> <p>What are the implications when money has to be returned to a member — or former member — of a super fund? What impact will we see from an expanded role for the Australian Financial Complaints Authority (AFCA) in relation to remediation and what types of legacy super complaints might fall within AFCA’s consideration of legacy complaints?</p>	<p>Jane Eccleston, Senior Executive Leader Investment Managers & Superannuation, ASIC</p> <p>Diana Ennis, Executive General Manager, Resolution, AFCA</p> <p>Chair: Julia Stannard, Senior Policy Advisor, ASFA</p>
4.30pm – 4.45pm	Wrap up and close	
4.45pm – 5.30pm	Networking drinks	
5.30pm	Event close	

ASFA Spotlight on Risk and Compliance in Super

Hosted by  **MERCER**

