

PROGRAM

Tuesday 5 June 2018, Rydges, Brisbane

Time	Session	Speakers
8.00 – 8.30am	Registration	
8.30 – 8.45am	Welcome and opening address	<p>Andrew Nicholson, Chair, ASFA QLD State Executive Committee and Head of Analytics and Insights, Sunsuper</p> <p>Dr Martin Fahy, Chief Executive Officer, ASFA</p>
8.45 – 9.30am	<p>Session 1</p> <p>Community expectations: How should superannuation respond?</p> <p>As the expectations for standards of conduct are becoming clear, old models of service delivery, in particular advice, need to change.</p> <p>This session will look at the current challenges and future directions for retirement funding in the light of recent developments across the financial services landscape, including the future of financial advice which remains a pressing issue.</p> <p>While the Royal Commission has highlighted the growing role of community standards and expectations, it affords us some important opportunities to respond to the demands from consumers for better outcomes and bring about meaningful change.</p>	<p>Hon. Bernie Ripoll, Director, SAS Group</p> <p>Chair: Dr Martin Fahy, Chief Executive Officer, ASFA</p>

9.30 – 10.30am	<p>Session 2 Li Cunxin's journey: Resilience, innovation and adapting to change</p> <p>Executive Director of the Queensland Ballet, Li Cunxin, shares his life journey from poverty in rural China to world famous ballet dancer. His story is one of resilience, bravery and determination to pursue his dreams of a better life, and was made into the award winning movie <i>Mao's Last Dancer</i>.</p> <p>Through recounting his inspirational story of overcoming adversity, as well as recognising the role that technology and innovation has played in his work with Queensland Ballet over the last six years, Li will encourage you to:</p> <ul style="list-style-type: none"> • understand how to deal with challenging situations • gain insights into personal characteristics of resilience, bravery and determination, and • recognise opportunities and how to pursue them. <p>Initiating and responding to disruption requires the ability to recognise opportunities as well as overcoming obstacles. This session will inspire you to develop the resilience and courage needed to deal with challenges and changes as they arise.</p>	<p>Li Cunxin, Artistic Director, Queensland Ballet</p> <p>Chair: Andrew Nicholson, Chair, ASFA QLD State Executive Committee and Head of Analytics and Insights, Sunsuper</p>
10.30 – 11.00am	Morning tea	
11.00am – 11.45am	<p>Session 3 New fund disruptors</p> <p>The industry disruptors have arrived. New entrants are tailoring their products to cater for the emerging fast-changing tech-savvy market and in doing so, are shaking up the status quo. Find out what makes these new superfunds unique and hear some of their strategies for introducing their innovative products. In this session two creators of these start-ups share how they did it and where they see the future of their business and superannuation heading.</p>	<p>Mark MacLeod, Founder & CEO, Roll-it Super</p> <p>Peter Stanhope, Co-Founder, GigSuper</p> <p>Chair: Robyn Petrou, ASFA QLD State Executive Committee member and Chief Executive Officer, Energy Super</p>
11.45am – 12.30pm	<p>Session 4 Leadership through a Chair's lens</p> <p>What is a Chair's leadership role in comparison to a CEO? How does a Chair shape an organisation's culture? This session will look at two very different local leaders from our industry, with very different approaches.</p> <p>We'll examine how culture is set from the top, what makes a good Chair, reasons for being on a board, trusting the board versus the CEO, and how each role deals with increasing liabilities and complexities.</p> <p>This is an insightful opportunity to understand how Chairs see their responsibilities, the meaning of leadership and how it is shaped by different experiences. We'll also explore the 'human' side of these leadership roles and how best to 'feel the pulse' of a fund so as to improve staff interaction.</p>	<p>Andrew Fraser, Chair, Sunsuper</p> <p>Karl Morris, Chairman, QSuper</p> <p>Chair: Wendy Tancred, ASFA QLD State Executive Committee member and Chief Executive Officer, Mercy Super</p>

12.30 – 1.15pm	Lunch	
1.15 – 2.00pm	<p>Session 5 Customer as the disruptor This is a consumer power economy with the customer firmly in the driver’s seat. So how do large institutions adapt to ensure they meet the ever changing needs and expectations of members? How do you maintain brand loyalty in the digital world? How do you stay at the forefront of the latest trends without losing relevance to members? How do we cut through the noise and deliver ‘what the customer actually wants’?</p> <p>As younger generations and digital natives are driving demand, find out how organisations need to keep up with these new customer and member expectations. This session will provide insights and practical examples from a digital perspective as well as tips to improve the customer journey. Find out how businesses are lagging behind the customer and how CX leaders are leveraging data and blending human and machine experience to win the race for the digital customer.</p>	<p>Dr Edwina Luck, Senior Lecturer, QUT Business School</p> <p>Dr Steve Nuttall, Research Director, Fifth Quadrant Consulting</p> <p>Chair: Alan Hegerty, ASFA QLD State Executive Committee member and General Manager, AMG Super</p>
2.00 – 2.45pm	<p>Session 6 The robots have arrived, so what now? The application and implications of Intelligent Automation and Artificial Intelligence Big data, analytics and cloud are enabling the rapid rise of “machines”—including intelligent automation and artificial intelligence—which will have huge potential implications for customers, staff and the financial services industry.</p> <p>As members embrace and expect increasing levels of convenience and interaction with technology, funds will need to up-skill their staff to stay relevant and continue to meet member expectations.</p> <p>This session is a great opportunity to better understand some of the new emerging technologies including intelligent automation (robotic process automation, virtual agents and chatbots) and artificial intelligence (machine learning, knowledge work augmentation).</p> <p>Learn more about their potential application for superannuation funds, including the widespread industry implications for contact centres, administration and our members, as our speakers share some current examples of these rapidly emerging technologies.</p>	<p>Agnes Panosian, Data and Analytics Lead, Microsoft</p> <p>Carol Smit, Head of Group Operations, AIA Australia</p> <p>Chair: Hayley Lyons, ASFA QLD State Executive Committee member, Chair, ASFA QLD Emerging Leaders Committee and General Manager – Client Solutions, QIC</p>
2.45 – 3.00pm	Afternoon tea	

3.00 – 3.45pm	<p>Session 7 Innovation from outside our industry. What are the disruptors doing now? Get an overview of the Uber business strategy – what they’ve done, why they’ve been successful and what their future plans are. This is a great opportunity to hear:</p> <ol style="list-style-type: none"> 1. The Uber Story 2. What they have learned 3. What’s next for Uber <p>Uber is the classic example of true disruption and innovation. See how just ‘one good idea’ can change the planet and ultimately lead to many ongoing innovations.</p>	<p>Alex Golden, QLD State Manager, Uber</p> <p>Chair: Anthony Schiavo, ASFA QLD State Executive Committee member and Partner, State Manager - QLD, Mercer</p>
3.45 – 4.30pm	<p>Session 8 What does the future of work look like? Disruption is upon us, and the workforce of the future is expected to look very different within a matter of years. As the notion of employment, work and permanent wages change, how will this impact on the superannuation industry, both in the way it provides services to members and how it arranges its own workforce?</p> <p>This session will look at the macro trends impacting the workforce of the future, such as future workforce skills and composition due to the impact of disruption, the rise of the gig economy, and the desire for flexibility.</p> <p>What will our future workforce look like? What skills will be required? What size workforce do we need? What shape should the workforce take? These are some of the questions organisations will need to answer so as to transform their strategies, business models and operating models in response to these new disruptions.</p>	<p>Dr Ben Haste, Principal, Mercer</p> <p>Chair: Jenni Erbel, ASFA QLD State Executive Committee member and Director, Armadillo Qld Pty Ltd</p>
4.30 – 4.35pm	<p>Conference close</p>	<p>Andrew Nicholson, Chair, ASFA QLD State Executive Committee and Head of Analytics and Insights, Sunsuper</p>
4.35 – 6.00pm	<p>Networking drinks</p>	