

## PROGRAM

Friday 20 April 2018, Melbourne

| Time              | Session   | Speakers and chairs   |
|-------------------|---|---|
| 9.00 – 9.30am     | <b>Registration</b><br>Tea and coffee served on arrival   |   |
| 9.30 – 9.40am     | <b>Welcome and opening address</b>  | Paul Curtin, Chief Financial Officer, Executive General Manager, Strategy, PMO & Investment Operations  |
| 9.40 – 10.30am    | <b>Session 1</b><br><b>An overseas perspective – the international regulatory landscape. How is risk and compliance supervised globally, how does Australia measure up?</b>   | Darren McShane, Former Chair IOPS Technical Committee and Executive Director, MPFA Hong Kong  |
| 10.30 – 11.00am   | <b>Morning tea</b>  |   |
| 11.00 – 11.50am   | <b>Session 2</b><br><b>Session details to be confirmed</b>  | Speaker and chair to be confirmed   |
| 11.55am – 12.55pm | <b>Session 3</b><br><b>Delivering better outcomes for super fund members</b><br><br>How is the industry rising to the challenge of future effectiveness, resilience and viability in a competitive environment?<br><br>Hear from a panel of trustees and industry experts reflecting on how some funds are demonstrating to APRA they are delivering better outcomes. | Speakers to be confirmed<br><br><b>Chair:</b><br>Paul Curtin, Chief Financial Officer, Executive General Manager, Strategy, PMO & Investment Operations |
| 12.55 – 1.55pm    | <b>Lunch</b>  |   |

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|---------------|---|--|
| 1.55 – 2.45pm | <p><b>Session 4</b><br/><b>The new dispute resolution framework</b></p> <p>2018 will be a year of landmark reform to dispute resolution processes and obligations for superannuation trustees and their service providers. This session will look at some of the key issues, including:</p> <ul style="list-style-type: none"> <li>• How the Australian Financial Complaints Authority (AFCA) differs from the Superannuation Complaints Tribunal (SCT) and Financial Ombudsman Service (FOS)</li> <li>• Transition impacts, including the challenges of having multiple schemes running in parallel</li> <li>• New internal dispute resolution (IDR) obligations, including referral back for 'last chance' IDR, reporting and publication of IDR data</li> <li>• Legal and operational considerations of the new framework – what will your organisation need to do to be ready.</li> </ul> | <p>Pamela McAlister, Director, Mercer Legal</p> <p>Helen Davis, Chairperson, Superannuation Complaints Tribunal</p> <p><b>Chair:</b><br/>Julia Stannard, Senior Policy Advisor, ASFA</p>                     |
| 2.50 – 3.40pm | <p><b>Session 5</b><br/><b>Privacy – Greater accountability and transparency in information management</b></p> <p>The mandatory data breach notification (MDBN) regime represents an evolution in Australia's privacy laws, and highlights the need for superannuation funds to ensure their privacy management processes are constantly evolving to meet changes in the regulatory and risk environment.</p> <p>This session will consider the MDBN regime – does your organisation have all the key obligations covered?</p> <p>It will also consider the importance of robust systems to mitigate risks, and briefly touch upon the need to keep an eye on broader privacy developments that may impact you.</p>   | <p>Andrew Solomon, Assistant Commissioner, Dispute Resolution, The Office of the Australian Information Commissioner (OAIC)</p> <p>Heather Gray, Partner, Hall &amp; Wilcox</p> <p>Chair to be confirmed</p> |
| 3.40 – 3.50pm | <p><b>Wrap up and close</b></p>   | <p>Fiona Galbraith, Director Policy, ASFA</p>  |