

PROGRAM

Friday 20 April 2018, Melbourne

Time	Session	Speakers and chairs
9.00 – 9.30am	Registration Tea and coffee served on arrival	
9.30 – 9.40am	Welcome and opening address	Rita Harris, Senior Partner, Mercer
9.40 – 10.30am	Session 1 An overseas perspective – the international regulatory landscape. How is risk and compliance supervised globally? How does Australia measure up?	Darren McShane, Former Chair, IOPS Technical Committee and Executive Director, MPFA Hong Kong Chair: Paul Curtin, Chief Financial Officer, TelstraSuper
10.30 – 11.00am	Morning tea	
11.00 – 11.50am	Session 2 Developing resilience to the growing threat of cyber threats – APRA’s draft cross-industry prudential standard CPS 234 Information Security Sound risk management is a cornerstone of APRA’s prudential requirements across all APRA-regulated industries, and includes the management of information security. The new cross-industry prudential standard CPS 234 builds on the guidance APRA released in 2010 and backs it with the force of law. In this session APRA will discuss its broader policy intentions around operational risk and this will be complimented by an industry expert providing on the ground insights.	Denis Gorey, Senior Manager, Policy, APRA Stephen Huppert, Director, Stephen Huppert Consulting Chair: Martin Biggins, General Manager Risk - Technology and Information Security, National Australia Bank

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11.55am – 12.55pm	<p>Session 3 Delivering better outcomes for super fund members</p> <p>How is the industry rising to the challenge of future effectiveness, resilience and viability in a competitive environment?</p> <p>Hear from a panel of trustees and industry experts reflecting on how some funds are demonstrating to APRA they are delivering better outcomes.</p>	<p>Sean Hill, Partner, National Leader, Superannuation, KPMG</p> <p>Owen Brailsford, Chief Risk Officer, TelstraSuper</p> <p>Wendy Shang, General Counsel and Assistant Company Secretary, Prime Super</p> <p>Chair: Adam Douglas, Head of Business Risk & Regulatory Centre of Excellence, Superannuation, BT Financial Group</p>
12.55 – 1.55pm	Lunch	
1.55 – 2.55pm	<p>Session 4 The new dispute resolution framework</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"> • How the Australian Financial Complaints Authority (AFCA) differs from the Superannuation Complaints Tribunal (SCT) and Financial Ombudsman Service (FOS) • Transition impacts, including the challenges of having multiple schemes running in parallel • New internal dispute resolution (IDR) obligations, including referral back for 'last chance' IDR, reporting and publication of IDR data • Legal and operational considerations of the new framework – what will your organisation need to do to be ready. 	<p>Pamela McAlister, Director, Mercer Legal</p> <p>Helen Davis, Chairperson, Superannuation Complaints Tribunal</p> <p>Sarah Edmondson, Head of Behavioural Research & Policy Unit, ASIC</p> <p>Chair: Julia Stannard, Senior Policy Advisor, ASFA</p>

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3.00 – 3.50pm	<p>Session 5 Privacy – Greater accountability and transparency in information management</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, Acting Deputy Commissioner, The Office of the Australian Information Commissioner</p> <p>Heather Gray, Partner, Hall & Wilcox</p> <p>Chair: Simone Thompson, Managing Director, ST Consult</p>
3.50 – 4.00pm	<p>Wrap up and close</p>	<p>Fiona Galbraith, Director Policy, ASFA</p>