

Spotlight on Fund Operations

Program

Melbourne - 22 May 2025

	Session	Speakers
12.00 - 12.45pm	Registration Networking lunch	
12.45 - 12.55pm	Welcome & Opening remarks	<p>MC: Wendy Mak, MUFG Pension & Market Services</p> <p>James Koval, ASFA</p>
1.00 - 1.30pm	<p>Session 1: Planting the seeds - A First Nations journey</p> <p>For many First Nations peoples' this is the first generation to have superannuation and economic inclusion. Hear the key operational tangibles that can be implemented to improve superannuation access and outcomes whilst respecting key cultural and economic differences.</p>	Dr. June Smith , AFCA
1.30 - 2.00pm 	<p>Session 2: Achieving operational efficiency</p> <p>Our expert panel will discuss how operational efficiency can be achieved without compromising optimum member experience. Accommodating manual processes, complex products or technology inefficiencies can be challenging but opportunities arise if we can build operational value into member experience.</p>	<p>Diana Bevington, Bevington Partners</p> <p>Meagan Brayne, Future Group</p> <p>Trevor Govender, APEX</p> <p>Chair: Katherine Forrest, IQ Group</p>
2.00 - 2.30pm	<p>Session 3: SuperStream Contributions v3</p> <p>Hear from the ATO on the implementation of SuperStream V3 and its enabling services framework, a cornerstone initiative that transformed the way superannuation payments and data are processed across the super operating system.</p>	<p>Shane Moore, ATO</p> <p>Chair: Hans van Daatselaar, ASFA InPractice</p>
2.30 - 3.10pm 	<p>Session 4: Operationalising CPS230</p> <p>This panel of experts will introduce the CPS 230 guidance note and discuss how the industry is operationalising the necessary risk management frameworks and processes.</p>	<p>Janine Cooper, AustralianSuper</p> <p>Rody Posthuma, EY</p> <p>Violette Stewart, SS&C</p> <p>Chair: James Koval, ASFA</p>

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	Session	Speakers
3.10 - 3.30pm	Afternoon Tea	
3.30 - 3.50pm KING & WOOD MALLESONS 金杜律师事务所	Session 5: The opportunities and challenges of increased use of GenAI in super This session will provide an overview of the emerging opportunities and risks for the superannuation sector of the impact of an increased adoption of GenAI. Regulatory challenges and potential governance approaches will be analysed.	Cheng Lim , King & Wood Mallesons
3.50 - 4.30pm	Session 6: Super funds: Cyber security toolkit and fraud and scam prevention initiatives Learn about how the industry is working to develop best practice guidelines to protect super fund operations against Cyber and Financial Crime and Scams by identifying and introducing preventative measures.	John Baird , Revio Cyber Security Eoin Burke , MUFG Retirement Solutions Michael Collins , ASFA Mitch Riley-Meijer , Mills Oakley Chair: Michelle Bower , GNGB
4.30 - 5.00pm  MUFG MUFG Pension & Market Services	Session 7: Member centricity: All things operational Gain insights on the key considerations to ensuring members are the focus of a fund's operations in times of continuous regulatory change and internal transformations and upgrades.	Brendan Daly , Rest Rachel Reynolds , Vanguard Super Chair: Frank Lombardo , MUFG Retirement Solutions ANZ
5.00 - 5.10pm	Closing remarks	Mary Delahunty , ASFA
5.10 - 6.00pm	Networking	