




WEDNESDAY 14 MARCH			
10:00am – 10:35am	<p>OPENING ADDRESS</p> <p>Speaker: Eva Scheerlinck, Chief Executive Officer, AIST</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p>		
10:35am – 11:35am	<p>PLENARY 1 –THE IMPACT OF THE CHANGING WORKFORCE ON SUPER, RETIREMENT AND THE WIDER COMMUNITY</p> <p>With more people working in the gig economy or in jobs where the career path is far from certain, our panel will examine the challenges ahead for the Australian workforce and the potential impact on super and retirement outcomes.</p> <p>Panel: Nicholas Davis, Head of Society and Innovation, Member of the Executive Committee, World Economic Forum (Switzerland) Dr Charles Day, Chief Executive Officer, Office of Innovation and Science Australia Rose Kerlin, Group Executive of Membership, AustralianSuper Ros McLennan, General Secretary, Queensland Council of Unions Eva Scheerlinck, Chief Executive Officer, AIST Jon Williams, Global Leader, People and Organisation, PwC</p> <p>Facilitator: Ellen Fanning, Journalist</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p>		
11:40am – 12:40pm	<p>CONCURRENT SERIES #1</p>		
	<p>1A – SPURRING ECONOMIC GROWTH THROUGH DIRECT LENDING</p> <p>As banks continue to retreat from the lending market, direct lending is becoming an increasingly important asset class. Our panelists will discuss the range of direct lending available, the risks and opportunities, and how direct lending, as a complementary source of capital, can drive economic growth.</p> <p>Panel: Scott Barker, Head of APAC, Debt Investments, IFM Investors</p>	<p>1B – STAYING FOCUSED ON THE LONG TERM</p> <p>While there is broad agreement that focussing on the long term delivers the best outcomes for super funds and their members, it is easy to get distracted by short-term happenings.</p> <p>Sarah Williamson, CEO of the not-for-profit organisation, FCLTGlobal – a company that was founded by five leading financial services firms - will share her organisation’s tools and strategies to supporting long term</p>	<p>CEO ONLY (Closed session)</p> <p>This is an exclusive CEO only session for AIST Member CEOs.</p> <p>Speaker: Willis Sparks, Director, Global Macro,</p>

	<p>Martin Priestley, Head of Debt, APAC, TH Real Estate</p> <p>Chair: Cath Bowtell, Chief Executive, Industry Fund Services</p> <p><i>Investment sessions supported by:</i></p>  <p>Location: M1 & 2, Mezzanine Level</p>	<p>behaviours across the investment value chain.</p> <p>Speaker: Sarah Keohane Williamson, Chief Executive Officer, FCLTGlobal (USA)</p> <p>Chair: Maria Wilton, Franklin Templeton Investments Australia</p> <p>Location: M3, Mezzanine Level</p>	<p>Eurasia Group (USA)</p> <p>Hosts: Debby Blakey, Chief Executive Officer, HESTA Mark Puli, Chief Executive Officer, ESSSuper</p>
	<p>1c - DOES YOUR BRAND REALLY MATTER? Learn about the laws of brand growth in service and B2B markets to enhance your member acquisition and retention strategies.</p> <p>Speaker: Dr. Arry Tanusondjaja, Senior Marketing Scientist, Ehrenberg-Bass Institute for Marketing Science, University of South Australia Business School</p> <p>Chair: Mary Murphy, Chief Digital Officer, First State Super</p> <p>Location: M4, Mezzanine Level</p>	<p>1D – MAKE SUPER FAIR The gender retirement gap is 47 per cent; women are more dependent on the Age Pension than men; and the fastest growing group of homeless people is older single women. To quote Richard Dennis from The Australia Institute: “If you want economic security in retirement, don’t be a mother, nurse, teacher, carer...in fact, don’t be a woman”. This session will outline fresh thinking on policies to help close the gap and examine ways that super funds can help female members achieve better retirement outcomes.</p> <p>Speaker: Warwick Smith, Senior Economist, Per Capita</p> <p>Host: Cate Wood, Trustee Director – Chair, CareSuper; National Chair, Women in Super</p> <p>Location: P1 & 2, Plaza Level</p>	<p>Location: P5, Plaza Level</p>
<p>12:40pm – 1:40pm</p>	<p>LUNCH</p> <p><i>Proudly supported by our Premium Event Partner</i></p>  <p>Location: Great Hall 3 & 4, Foyer Level</p>		

12:50pm – 1:35pm	AIST AGM (Includes lunch) Location: P3 & 4, Plaza Level		
1:40pm – 2:35pm	CONCURRENT FORUMS #1		
	<p>FORUM 1A – WHAT’S ON THE REGULATORS’ RADAR With a host of regulatory developments on the horizon - including the release of a new prudential standard - this session featuring APRA and the ATO is essential for all those who need to be on the front foot of regulatory change and implementation.</p> <p>Speakers: Jane Eccleston, Senior Executive Leader, Investment Managers and Superannuation, Australian Securities and Investment Commission Stephen Glenfield, General Manager, APRA James O’Halloran, Deputy Commissioner, Superannuation, ATO</p> <p>Chair: Louise du Pre-Alba, Strategic Policy Advocate, AustralianSuper</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p>	<p>FORUM 1B - ROBOTICS, ARTIFICIAL INTELLIGENCE AND DIGITISATION - WHAT WILL IT MEAN FOR SUPER FUNDS? As robots become more intelligent and other AI processes take over from humans, what does the future hold for fund services as well as those working in superannuation?</p> <p>Speaker: Tancy Tan, APAC Head of Robotics, J.P. Morgan (Singapore)</p> <p>Chair: Ellen Fanning, Journalist</p> <p>Location: Plaza Terrace Room, Plaza Level</p>	<p>ME LEARNING LAB</p> <p>1:40pm</p> <p>PERSONALISING THE END-TO-END CUSTOMER JOURNEY Speaker: Melody Townsend, ME</p> <p>2:15pm</p> <p>BEST IN CLASS BRANDS Speaker: Dr. Arry Tanusondjaja, University of South Australia Business School</p> <p>Location: Great Hall 3 & 4, Foyer Level</p>
2:35pm – 3:20pm	<p>EXHIBITION BREAK / AFTERNOON TEA</p> <p><i>Proudly supported by our Premium Event Partner</i></p> <div data-bbox="331 1624 513 1760" style="text-align: center;">  </div> <p>Location: Great Hall 3 & 4, Foyer Level</p>		<p>ME LEARNING LAB</p> <p>2:45pm</p> <p>WHAT IS GEOPOLITICS AND WHY IS IT IMPORTANT? Willis Sparks, Eurasia Group</p> <p>Location: Great Hall 3 & 4, Foyer Level</p>

3:20pm – 4:15pm	CONCURRENT SERIES #2		
	<p>2A - MANAGING THE CONTACT CENTRE OF THE FUTURE</p> <p>With new technology revolutionising how they operate, contact centres are becoming the epicentre of member experience. Our panel of experts, drawn from a diverse range of industries, will provide their insights into the contact centre of the future.</p> <p>Panel: Stacey Allinson, Head of Contact Centre, Miele Dale Amtsberg, Manager – National Contact Centre, World Vision Australia Craig Mendel, Head of Customer Contact, TAL</p> <p>Facilitator: Amalie White, Head of Customer Interactions, Sunsuper</p> <p>Location: M1 & 2, Mezzanine Level</p>	<p>2B – MAKING INFORMED TECHNOLOGY DECISIONS</p> <p>Deciphering the complexity of large scale technology projects and ensuring their successful roll-out is a challenge for every board, as well as many fund executives.</p> <p>Global leading tech researcher, Gartner, will reveal the most important questions to ask experts to ensure your board and other key executives make informed decisions about the latest tech developments impacting super.</p> <p>Speaker: Brian Ferreira, Vice President Executive Programs ANZ, Gartner</p> <p>Chair: Linda Zeelie, Chief Operating Officer, Statewide Super</p> <p>Location: M3, Mezzanine Level</p>	<p>SPECIAL INTEREST SESSION: INSURANCE IN SUPER CODE OF PRACTICE</p> <p>Insurance in superannuation is still going to be a focal point of scrutiny for 2018 and beyond. This session will provide expert commentary on the detail you need to know about the code and why funds need to consider adopting the Code.</p> <p>Panel: Martin Fahy, Chief Executive Officer, ASFA Jim Minto, Non-Executive Director</p> <p>Host: Eva Scheerlinck, Chief Executive Officer, AIST</p> <p>Location: P3 & 4, Plaza Level. el</p>
	<p>2C – HOW CAN ASSET OWNERS ADDRESS THE SOCIAL DIMENSIONS IN CLIMATE STRATEGIES?</p> <p>Pension investors are increasingly committed to a low-carbon transition to address climate change and understand the risk of stranded assets in their</p>	<p>2D – TACKLING UNPAID SUPER</p> <p>As a sector that is committed to positive member outcomes, we still have a significant issue with unpaid super. This session will provide trustees and funds with a range of solutions to mitigate against the</p>	<p>SPECIAL INTEREST SESSION: THE MAKING OF MERGERS - WHO, WHAT AND WHEN</p>

portfolios. Stranded assets, however, aren't just physical - they are also human. This session will examine the impact of social issues on the climate agenda and look at what government, business and investors can do to address the problem. Our speakers will also provide an overview of upcoming joint PRI and Harvard research into investment decision making regarding shareholder engagement, capital reallocation and policy dialogue.

Panel:

Vonda Brunsting, Project Manager, Hauser Institute for Civil Society at the Center for Public Leadership, Harvard University Kennedy School (USA)

Rita Mallia, State President, CFMEU Construction & General Division, NSW Branch

Host:

Fiona Reynolds, Managing Director, PRI Association (UK)

Investment sessions supported by:



erosion of members' retirement balances. Key issues covered will include: The size and demographics of unpaid super; How some funds are tackling the problem; New government measures and developments from the ATO.

Speaker:

Cath Bowtell, Chief Executive, Industry Fund Services

Chair:

Robbie Campo, Group Executive, Brand Advocacy Marketing and Product, Cbus

This session teams a Chair, a CEO and a Consultant to talk about the different roles each can take during merger discussions and then merger implementation. From initial discussions through to final legal sign outs, the panel will share experiences of how the Board, the executive team and external advisors each play key roles, and how they need to work together. This will be a lively and interactive session with relevance to all funds considering mergers down the track.

Panel:



David Coogan, Partner, PwC



Wayne Davy, Chief Executive Officer, Tasplan Super


Naomi Edwards, Trustee Director; Independent Chair, Tasplan Super

Location: P5, Plaza Level



Location: P1 & 2, Plaza Level

	Location: M4, Mezzanine Level		
4:20pm – 5:30pm	<p>PLENARY 2 – AROUND THE WORLD WITH WILLIS SPARKS Some of the world’s most recent and transformative events were largely unexpected. These events have fundamentally shifted the balance of power in the world and the way we think about investing. Globally acclaimed speaker and geo-political expert Willis Sparks will share his views on recent political and economic developments and provide insights into what the future may hold for investors and super fund members.</p> <p>Speaker: Willis Sparks, Director, Global Macro, Eurasia Group (USA)</p> <p>Chair: Ellen Fanning, Journalist</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p> <p><i>This session includes the presentation of the Trustee of the Year Award – proudly supported by our Premium Partner</i></p> 	<p>ME LEARNING LAB</p> <p>4:25pm UNDERSTANDING THE CONTACT CENTRE OF TOMORROW</p> <p>Panel: Stacey Allinson, Miele Dale Amtsberg, World Vision Australia Craig Mendel, TAL (Total Australian Life)</p> <p>5:00pm UPDATE FROM TREASURY</p> <p>Speaker: Robert Jeremenko, Department of the Treasury</p> <p>Location: Great Hall 3 & 4, Foyer Level</p>	
5:30pm – 6:30pm	<p>WELCOME RECEPTION</p> <p>Location: Great Hall 3 & 4, Foyer Level</p> <p><i>Proudly supported by our Major Event Partner</i></p> 		
THURSDAY 15 MARCH			
6:30am – 7:30am	<p>AIA VITALITY HEALTH & WELLBEING Looking to stay in shape, burn some conference calories or find your zen? Whether you’re a regular runner, looking to fit in your daily walk or want to try your first yoga</p>		



	<p>class, we encourage you to get healthy at the AIA Vitality run/walk or yoga class. All levels and abilities are welcome and this is a great way to meet other delegates. Visit our website to find out more.</p> <p>Location: Musgrave Park, 121 Cordelia St, South Brisbane QLD 4101</p> <p><i>Proudly supported by our Event Partner</i></p> 		
9:00am – 10:00am	<p>PLENARY 3 - POLITICAL WATCH Media Watch host, Paul Barry, leads a panel of media and political analysts who will share their views on the upcoming election and the potential impact on super.</p> <p>Panel: Greg Combet, Deputy Chair, IFM Investors; Deputy Chair, ISA; Director, ME Ellen Fanning, Journalist Bernard Keane, Politics Editor, Crikey Matthew Linden, Director of Public Affairs, Industry Super Australia Sally Patten, Personal Finance Editor, The Australian Financial Review</p> <p>Facilitator: Paul Barry, Journalist and Author</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p>	<p>ME LEARNING LAB</p> <p>9:05am</p> <p>ASK JILL! Jill Klein, Melbourne Business School</p> <p>9:35am</p> <p>WHY IS FOCUSING ON THE LONG TERM IMPORTANT? Sarah Keohane Williamson, FCLTGlobal (USA)</p> <p>Location: Great Hall 3 & 4, Foyer Level</p>	
10:00am – 10:30am	<p>MORNING TEA</p> <p><i>Proudly supported by our Premium Event Partner</i></p>  <p>Location: Great Hall 3 & 4, Foyer Level</p>		
10:30am – 11:30am	<p>CONCURRENT SERIES #3</p>		
	<p>3A - PROBLEM SOLVING AND DECISION MAKING FOR DIRECTORS In today's rapid pace of change, have our attitudes and behaviours changed about problem solving? Are they faster,</p>	<p>3B – HOW CAN 'BIG DATA' INFORM INVESTMENT PRODUCT DESIGN? Pension funds and investment managers are increasingly using 'big data' to analyse savings and</p>	<p>CHAIR ONLY (Closed session) This is an exclusive Chair</p>

	<p>slower or paralysed by virtue of too many options? Directors have enormous pressure to make decisions in the boardroom. This session will explore the complexity of making decisions to produce positive outcomes.</p> <p>Speaker: Jill Klein, Professor of Marketing, Melbourne Business School</p> <p>Chair: Michael Traill, Chair, Goodstart Early Learning; Director, Sunsuper</p> <p>Location: M1 & 2, Mezzanine Level</p>	<p>spending patterns in order to develop investment solutions for their client's needs.</p> <p>Hear from three global experts about the lessons they have learnt from using data to improve member outcomes.</p> <p>Speakers: Sabrina Bailey, Global Head of Retirement Solutions, Northern Trust Asset Management (USA) Anne Lester, Portfolio Manager and Head of Retirement Solutions, J.P. Morgan Asset Management (USA) Lesley-Ann Morgan, Global Head of Defined Contribution and Retirement, Schroders (UK)</p> <p>Facilitator: Ellen Fanning, Journalist</p> <p><i>Investment sessions supported by:</i></p>  <p>Location: M3, Mezzanine Level</p>	<p>only session for AIST Member Chairs. + Host: David Smith, President, AIST</p> <p>Location: P5, Plaza Level</p>
	<p>3C - RETIREMENT INCOME – DEVELOPING A STRATEGY FOR RETIRED MEMBERS</p> <p>With the Government's MyRetirement initiative on the horizon, it's time for trustees to consider their framework and investment strategy for retired members.</p> <p>This session will discuss getting the balance right between adequacy, income, capital preservation and managing longevity risk and lifestyle in retirement.</p> <p>Speakers: Megan Bolton, Executive Finance and Risk, HESTA Jeff Rogers, CIO Ipac Portfolio Management, AMP Capital Investors</p> <p>Chair: Wayne Sullivan, Director of Marketing and Business Development, Frontier Advisors</p>	<p>3D - AIST POLICY UPDATE</p> <p>From the rapidly changing insurance landscape through to the increased regulatory focus on fund expenditure and member outcomes, AIST's policy team will discuss the hot policy issues set to be front of mind for funds throughout 2018.</p> <p>Speakers: David Haynes, Senior Manager, Policy, AIST Jake Sims, Policy & Regulatory Analyst, AIST Karen Volpato, Senior Policy Advisor, AIST</p> <p>Facilitator: Ailsa Goodwin, Head of Advocacy, AIST</p>	<p>SPECIAL INTEREST SESSION: WANT TO KNOW WHAT OVER 65'S ARE SPENDING THEIR MONEY ON?</p> <p>Quarterly analysis of the real life spending (consumer) behaviour of over 300,000 Australians aged 65+ by Milliman will inform a range of insights for the superannuation</p>

			<p>n industry, with direct applications across policy positioning, product development, marketing, financial advice and investment management operations.</p> <p>Speaker: Wade Matterson, Practice Leader, Milliman</p> <p>Chair: TBC</p> <p>Location: P3 & 4, Plaza Level</p>
	Location: M4, Mezzanine Level	Location: P1 & 2, Plaza Level	
11:35am – 12:35pm	CONCURRENT FORUMS #2		
	<p>FORUM 2A - EXPRESSING YOUR BRAND THROUGH VOICE</p> <p>With millions of voice-activated devices around the world, including personal assistants like Apple’s Siri and Amazon’s Alexa becoming more sophisticated by the minute, this session explores if your fund is ready to embrace the voice-activated era.</p> <p>Panel: Dave Flanagan, Head of Digital Solutions, The Works & On Message Mitchell Long, Strategy Director, PHD Australia Suzie Shaw, Managing Director, We Are Social Australia Bronwyn van der Merwe, General Manager, Asia-Pacific, Fjord</p> <p>Facilitator: Umberto Mecchi, Chief Marketing Officer, Hostplus</p>	<p>FORUM 2B - FAIR GO NO MORE?</p> <p>Now in its sixth year, the ME <i>Household Financial Comfort Report</i> points to a growing wealth divide in Australia. Our panel will examine the widening gap between the rich and poor and how it could impact on super’s objective and Australia’s long term economic prosperity.</p> <p>Panel: Andrew Baker, Partner, UK & EMEA, NMG Consulting John Daley, Chief Executive Officer, Grattan Institute Matthew Read, Head of Public Relations, ME Bank</p> <p>Facilitator: Ellen Fanning, Journalist</p>	<p>ME LEARNING LAB</p> <p>11:40am</p> <p>UPDATE FROM UNPRI Vonda Brunsting, Hauser Institute for Civil Society at the Center for Public Leadership, Harvard University Kennedy School (USA) Fiona Reynolds, PRI Association (UK)</p> <p>12:05</p> <p><i>Details coming soon...</i></p>

	Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level	Location: Plaza Terrace Room, Plaza Level	Location: Great Hall 3 & 4, Foyer Level
12:35pm – 2:00pm	LUNCH <i>Proudly supported by our Premium Event Partner</i>  Location: Great Hall 3 & 4, Foyer Level		
12:45pm – 1:45pm	WOMEN IN SUPER NETWORKING LUNCH  Location: TBC		
2:00pm – 3:00pm	CONCURRENT SERIES #4		
	4A – THE TRUSTEE OF TOMORROW Join a panel of past winners of AIST’s long-running Trustee of the Year Award for a lively discussion on what it takes to be a top trustee director and what challenges lie ahead for the next generation of boards. Speakers: Scott Connolly , Assistant Secretary, ACTU David Galbally , AM QC Trustee Director; Independent Chairman, TWUSUPER Beth Mohle , Union Secretary, QNMU; Trustee Director, QSuper Chair: Kerrie Howard , Institutional Client Director, Schroder Investment Management Australia Limited	4B – IS MAIL DEAD? Content is king and digital is the new black, but that doesn’t mean direct mail is yesterday’s hero. This session brings together two direct mail experts who will reveal the value of using direct mail to communicate your message. Speakers: Brandon Clark , Managing Partner/Strategy, HARDWIRE Kellie Northwood , Chief Executive Officer, Australasian Catalogue Association Facilitator: Peter Treseder , Education Manager, AustralianSuper	ACSA SPECIAL INTEREST SESSION: DATA - THE LIFE BLOOD OF YOUR FUND Data is pivotal to delivering both fund efficiency and positive member outcomes but its collection, storage and dissemination is one of the most challenging tasks of running a fund. Our panel will discuss how to maximise data collection and reporting processes across all your fund activities and how this will deliver increased business


	<p>Location: M1 & 2, Mezzanine Level</p>	<p>Location: M3, Mezzanine Level</p>	<p>productivity and better member outcomes.</p> <p>Panel: Greg Clerk, Head of Investment Strategy, Hostplus Jane Dauparas, Executive Director, Product Development, J.P. Morgan David Kosch, Regional Head of Data and Investment Analytics, Citi Jason McLean, Partner, Financial Services Advisory, Ernst & Young</p> <p>Chair: Robert J Brown, Chief Executive Officer, Australian Custodial Services Association</p> <p>Location: P3 & 4, Plaza Level</p>
	<p>4C – RETIREMENT INCOME - IS A DIFFERENT INVESTMENT SOLUTION NEEDED? With the Government's MyRetirement framework on the horizon, is it time for funds to consider constructing a different investment solution for members during their retirement?</p> <p>This session will discuss the tradeoffs in retirement between adequacy, income,</p>	<p>4D - WHY RESILIENCE MATTERS Resilience helps people stay positive, productive and present in their lives. This session will provide managers and leaders with strategies about handling adversity and leading through complex and challenging times.</p> <p>Speaker: Jill Klein, Professor of Marketing, Melbourne Business School</p>	<p>SPECIAL INTEREST SESSION: OPERATIONAL DUE DILLIGENCE This briefing will update delegates on the latest information regarding</p>

	<p>capital preservation and managing longevity risk and lifestyle.</p> <p>Speakers: Aaron Minney, Head of Retirement Income Research, Challenger Bruce Murphy, Director - Australia and New Zealand, Insight Investment</p> <p>Chair: Michelle Crosbie, Head of Investment Services, First State Super</p> <p><i>Investment sessions supported by:</i></p>  <p>Location: M4, Mezzanine Level</p>	<p>Chair: Nicole Osborne, Partner, Financial Services, PwC</p> <p>Location: P1 & 2, Plaza Level</p>	<p>Operational Due Diligence and how this will affect your fund.</p> <p>Speakers: Shirlee Chan, Manager, Operational Due Diligence and Investment Compliance, Cbus John Gallagher, Head of Enterprise Risk & Regulation, QIC George Wood, Director and Head of Operational Due Diligence, Laven Partners</p> <p>Facilitator: Greg Nolan, Investment Committee Member, LUCRF</p> <p>Location: P5, Plaza Level</p>
<p>3:00pm – 3:30pm</p>	<p>EXHIBITION BREAK / AFTERNOON TEA</p>  <p><i>Proudly supported by our Premium Event Partner</i></p> <p>Location: Great Hall 3 & 4, Foyer Level</p>		
<p>3:30pm – 4:20pm</p>	<p>CONCURRENT FORUMS #3</p>		
	<p>FORUM 3A – THE SECRETS TO MEMBER ENGAGEMENT Consumer psychology and behavioural change expert, Adam Ferrier, will arm you with a new way of inspiring your members to care about their super. Adam will draw on his work with leading global brands such as Levis</p>	<p>FORUM 3B – DEMOGRAPHIC DISRUPTION: WHY WE NEED TO SAVE MORE AND INVEST DIFFERENTLY The speed and magnitude of global demographic changes is greater than ever before, forcing many countries to rethink foundational policies around retirement, labor force participation,</p>	<p>ME LEARNING LAB</p> <p>3:30pm</p>

	<p>and Pepsi and present a provocative challenge to current approaches on member engagement.</p> <p>Speaker: Adam Ferrier, Founder, THINKERBELL</p> <p>Chair: Stephen Reilly, Chief Operating Officer, HESTA</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p>	<p>healthcare and much more. This session will assess these changes and examine how investors may need to rethink their saving and spending objectives.</p> <p>Speakers: Raf Choudhury, Senior Investment Strategist, Investment Solutions Group, State Street Global Advisors Brnic Van Wyk, Head of Asset/Liability Management, QSuper</p> <p>Chair: Cate Wood, Trustee Director – Chair, CareSuper; National Chair, Women in Super</p> <p>Location: Plaza Terrace Room, Plaza Level</p>	<p>WHY DIGITAL WON'T RULE THE WORLD Speakers: Brandon Clark, HARDWIRE Kellie Northwood, Australasian Catalogue Association</p> <p>3:55pm</p> <p>GLOBAL RETIREMENT VIEWS Speakers: Sabrina Bailey, Northern Trust Asset Management (USA) Anne Lester, J.P. Morgan Asset Management (USA) Lesley-Ann Morgan, Schroders (UK)</p> <p>Location: Great Hall 3 & 4, Foyer Level</p>
4:20pm – 5:10pm	<p>PLENARY 4 – THE MAVIS ROBERTSON ADDRESS - BEATING BIAS Unconscious bias. What is it and how can we deal with it? Hear from social justice advocate and writer, Yassmin Abdel-Magied, on the importance of diversity both in the workplace and the greater community.</p> <p>Speaker: Yassmin Abdel-Magied, Author, Engineer and Broadcaster</p> <p>Chair: Ellen Fanning, Journalist</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p>		
6:30pm – 7:00pm	<p>PRE DINNER DRINKS</p> <p>Location: Plaza Ballroom Foyer, Plaza level</p>		
7:00pm – 10:00pm	<p>CONFERENCE DINNER</p> <p>Location: Plaza Ballroom, Plaza Level</p>		
10:00pm –	<p>NETWORKING FUNCTION</p>		

late	Location: Plaza Ballroom Foyer, Plaza level	
FRIDAY 16 MARCH		
9:00am – 10:00am	CONCURRENT FORUMS #4	
	<p>FORUM 4A – THE FUTURE OF CUSTOMER EXPERIENCE The pace of change in customer experience (CX) makes it almost impossible to develop your CX strategy for the short term, let alone for a year or two ahead. Experiences that delight quickly become stale and routine.</p> <p>In this not-to-be-missed session for those in the CX space, our expert panel drawn from a variety of industries will share insights on emerging trends and the future of CX.</p> <p>Panel: Rob Farmer, Director, The Inside Out Elaine Herlihy, Marketing Director, PayPal; Independent Director, Mine Wealth + Wellbeing Services Angus Stevens, Managing Director, Start VR</p> <p>Chair: Geoff Brooks, Head of Marketing and Advocacy, Equisuper</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p>	<p>FORUM 4B – BITCOIN, BREXIT & BOTS – THE INVESTMENT OUTLOOK FOR THE YEAR AHEAD From the obsession with bitcoin and cryptocurrencies through to the countdown to Brexit and the rising influence of automation and robots on world economies, this session will cover some of the key issues facing Australian institutional investors for 2018.</p> <p>Speaker: David de Garis, Director, Economics, Markets, National Australia Bank</p> <p>Chair: Sam Sicilia, Chief Investment Officer, Hostplus</p> <p>Location: Plaza Terrace Room, Plaza Level</p>
10:00am – 10:30am	<p>MORNING TEA</p> <p><i>Proudly supported by our Premium Event Partner</i></p> <p>Location: Great Hall 3 & 4, Foyer Level</p>	
10:30am – 11:30am	<p>PLENARY 5 – SPOTLIGHT ON THE SUPER START-UPS The disruptors are here to talk about their approach to super and what they are doing differently. Hear from the founders of four new funds about how they started, how they are engaging with their members and how they see the future of super.</p> <p>Panel: Jessica Ellerm, Co-Founder, Chief Executive Officer, Zuper Mathew Keeley, Co-Founder, GROW Super Sam Stubbs, Managing Director, Simplicity (NZ) Adam Verwey, Founder, Future Super</p> <p>Facilitator: Ellen Fanning, Journalist</p>	



	Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level	
11:35am – 12:30pm	CONCURRENT SERIES #5	
	<p>5A – WHY INVESTMENT GOVERNANCE IS GETTING HARDER AND WHAT TRUSTEES CAN DO ABOUT IT</p> <p>Against a background of heightened regulatory focus and constant pressure to reduce investment costs, investment governance continues to be a challenge for both trustee directors and super funds.</p> <p>This session will discuss the pressures impacting funds and how trustees can be more effective in managing their investment governance frameworks.</p> <p>Speakers: James Dick, Principal, Due Governance The Hon. Bernie Ripoll, Director, SAS Group Consulting</p> <p>Chair: Emma Kendall, Partner, DLA Piper</p> <p><i>Investment sessions supported by:</i></p>  <p>Location: M1 & 2, Mezzanine Level</p>	<p>5B – INNOVATION IN INSURANCE</p> <p>With increasing scrutiny from Government, regulators, and the media on how insurance offerings are communicated to consumers, this session will explore the role of digital, data and technology in improving the member experience with insurance.</p> <p>Speakers: Deirdre Boyle, Head of Marketing & Digital, AIA Australia Laura Kalomiris, Operations Director, Australia, Trov</p> <p>Chair: Darren Woolley, Stream Lead – Disability Claims, Cbus</p> <p>Location: M3, Mezzanine Level</p>
	<p>5C – PUTTING THE ‘S’ INTO ESG</p> <p>The integration of social issues into investment decision-making is an increasing challenge faced by superfunds.</p> <p>Hear from global ESG experts on how funds can apply a stronger lens to the social issues to enhance investment decision making and outcomes.</p> <p>Speakers: Bettina Reinboth, Senior Manager, Social Issues, PRI Carola van Lamoen, Head Active Ownership, Robeco (Netherlands)</p>	<p>5D – FROM DISRUPTION TO ORGANISATIONAL TRANSFORMATION – THE NRMA JOURNEY</p> <p>Kyle Loades, former Chair of NRMA will share his experience of taking NRMA from an organisation that could have been severely impacted with the introduction of new technology and automation to a thriving future proofed entity. He will talk about strategy, alternative revenue streams, culture, factors of success and how Australian organisations need to look globally at best practice, mega trends and take decisive leadership action.</p> <p>Speaker: Kyle Loades, Non-Executive Director, Former Chairman, NRMA</p> <p>Chair: Suzette Thurman, Chief Risk Officer, First State Super</p>

	<p>Chair: Mike Harut, Manager, Equities Research and Engagement, ACSI</p> <p>Location: M4, Mezzanine Level</p>	<p>Location: P1 & 2, Plaza Level</p>
12:35pm – 1:20pm	<p>PLENARY 6 – HOUSING AFFORDABILITY – THE GREAT DIVIDE Rising housing costs and mortgage debt are increasingly impacting on the wellbeing of both working and retired Australians. This session will outline the findings of new AIST research on attitudes to negative gearing and housing affordability and examine where policy reform may be needed.</p> <p>Speakers: Senator The Hon. Doug Cameron, Shadow Minister for Housing and Homelessness, Australian Labor Party Dr Rebecca Huntley, Head of Research, Essential Media Eva Scheerlinck, Chief Executive Officer, AIST</p> <p>Facilitator: Ellen Fanning, Journalist</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p>	
1:20pm – 1:30pm	<p>CONFERENCE CLOSE</p> <p>Speaker: David Smith, President, AIST</p> <p>Location: Great Hall 1 & 2, Doors 6 & 8, Mezzanine Level</p>	
1:30pm – 2:00pm	<p>LIGHT LUNCH</p> <p><i>Proudly supported by our Premium Event Partner</i></p> <div style="text-align: right;">  </div> <p>Location: Outside Doors 6 & 8, Mezzanine Level</p>	