


WEDNESDAY 14 MARCH			
10:00am – 10:35am	OPENING ADDRESS Speaker: Eva Scheerlinck , Chief Executive Officer, AIST		
10:35am – 11:35am	PLENARY 1 – THE FUTURE OF WORK AND UNIVERSAL SUPER COVERAGE The rise of contract and temp workers, the gig economy and the influx of millennials. As the workforce evolves what does the industry need to consider to ensure super is paid to all Australian workers. Panel: Dr Charles Day , Chief Executive Officer, Office of Innovation and Science Australia Ros McLennan , General Secretary, Queensland Council of Unions Eva Scheerlinck , Chief Executive Officer, AIST Jon Williams , Managing Partner, PwC’s People Business Facilitator: Ellen Fanning , Journalist		
11:40am – 12:40pm	CONCURRENT STREAM 1		
	1A – STAYING FOCUSED ON THE LONG TERM While there is broad agreement that focusing on the long term delivers the best outcomes for super funds and their members, it is easy to get distracted by short-term happenings. 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 behaviours across the investment value chain. Speaker: Sarah Williamson , Chief Executive Officer, FCLTGlobal (USA) Chair:	1B – ALTERNATIVE SOURCES OF CAPITAL Speaker: Martin Priestley , Head of Debt, Australia, TH Real Estate	CEO ONLY (Closed session) This is an exclusive CEO only session for AIST Member CEOs.

	Maria Wilton , Franklin Templeton Investments Australia		
	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. Speaker: Dr. Arry Tanusondjaja , Senior Marketing Scientist, Ehrenberg-Bass Institute for Marketing Science, University of South Australia Business School	1d - <i>Details Coming Soon...</i>	
12:40pm – 1:40pm	LUNCH		
12:50pm – 1:35pm	AIST AGM (Includes lunch)		
1:40pm – 2:35pm	FORUM STREAM 1		
	FORUM 1A – REGULATOR UPDATE The latest thinking on the topical policy issues of the day including RG97, ATO reporting and more. Speakers: Stephen Glenfield , General Manager, APRA James O’Halloran , Deputy Commissioner, Superannuation, ATO	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. Speaker: Tancy Tan , APAC Head of Robotics, J.P. Morgan (Singapore) Chair: Ellen Fanning , Journalist	ME LEARNING LAB <i>Details Coming Soon...</i>
2:35pm – 3:20pm	EXHIBITION BREAK / AFTERNOON TEA		ME LEARNING LAB <i>Details Coming Soon...</i>
3:20pm – 4:15pm	CONCURRENT STREAM 2		
	2A - MAKING INFORMED TECHNOLOGY DECISIONS Deciphering the complexity of large scale technology projects and ensuring	2B – SOCIAL ISSUES AND CLIMATE CHANGE <i>Details Coming Soon...</i>	SPECIAL INTEREST SESSION:


	<p>their successful roll-out is a challenge for every board as well as many fund executives.</p> <p>Global leading technology researcher, Gartner, will reveal the most important questions to ask technology experts to ensure your board and other key executives make informed decisions about the latest technology developments impacting super.</p> <p>Speaker: Brian Ferreira, Vice President Executive Programs, ANZ</p> <p>Chair: Linda Zeelie, Chief Operating Officer, Statewide Super</p>		<p>INSURANCE CODE</p> <p><i>Details Coming Soon...</i></p>
	<p>2C - MANAGING THE CONTACT CENTRE OF THE FUTURE</p> <p>Lessons on owning the member experience via this important member channel.</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 (Total Australian Life)</p> <p>Facilitator: Amalie White, Head of Customer Interactions, SunSuper</p>	<p>2D – IT’S TIME TO TACKLE UNPAID SUPER</p> <p>As a sector that is committed to positive member outcomes, we still have a significant issue with unpaid super. Now is the time for Trustees and funds to turn their attention to applying a range of solutions to mitigate against the erosion of members’ retirement balances. This session will provide you with valuable information that can be used in your fund, such as:</p> <ul style="list-style-type: none"> • The size and demographics of the problem • What solutions are some funds trialling • How the ATO is working on this issue <p>Speaker: Cath Bowtell, Chief Executive, Industry Fund Services</p>	
<p>4:20pm – 5:30pm</p>	<p>PLENARY 2 – GEOPOLITICAL TRENDS AND HOT SPOTS</p> <p>Some of the world’s most recent transformative events were unexpected. Many of these events have fundamentally changed the balance of power in the world and the way we think about investing.</p> <p>Speaker: Willis Sparks, Director, Global Macro, Eurasia Group (USA)</p> <p>Chair: Ellen Fanning, Journalist</p>	<p>ME LEARNING LAB</p> <p><i>Details Coming Soon...</i></p>	

5:30pm – 6:30pm	<p>WELCOME RECEPTION</p> <p><i>Proudly supported by our Major Event Partner</i></p>  <p>STATE STREET</p>
-----------------	---

THURSDAY 15 MARCH

TIME	SESSION TYPE	
6:30am – 7:30am	<p>AIA VITALITY HEALTH & WELLBEING</p> <p>Looking to stay in shape, burn some conference calories or find your zen?</p> <p>Whether you're a regular runner, looking to fit in your daily walk or want to try your first yoga 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><i>Proudly supported by our Event Partner</i></p> 	
9:00am – 10:00am	<p>PLENARY 3 - POLITICAL WATCH</p> <p>Media Watch host, Paul Barry, leads a panel of commentators sharing 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 Matthew Linden, Director of Public Affairs, Industry Super Australia</p> <p>Facilitator: Paul Barry, Journalist and Author</p>	<p>ME LEARNING LAB</p> <p><i>Details Coming Soon...</i></p>
10:00am – 10:30am	<p>MORNING TEA</p>	
10:30am – 11:30am	<p>CONCURRENT STREAM 3</p>	
	<p>3A - PROBLEM SOLVING AND DECISION MAKING FOR DIRECTORS</p> <p>In today's rapid pace of change, have our attitudes and behaviours changed about problem solving? Are they faster, 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>3B – TAKING THE GUESSWORK OUT OF RETIREMENT DECISIONS</p> <p>Pension funds and investment managers are increasingly using 'big data' to analyse savings and spending patterns in order to customize retirement solutions for their client's needs.</p> <p>Hear from three global experts about the lessons they have learnt from using data to improve retirement outcomes.</p> <p>Speakers: Sabrina Bailey, Global Head of Retirement Solutions Northern Trust Asset Management (USA)</p>

		<p>Anne Lester, Portfolio Manager and Head of Retirement Solutions, JPMorgan Asset Management (USA) Lesley-Ann Morgan, Global Head of Defined Contribution, Schroders (UK)</p> <p>Facilitator: Ellen Fanning, Journalist</p>	
	<p>3C - HOW TO SELL RETIREMENT Developing your strategy and retaining members during this critical phase.</p> <p><i>Details Coming Soon...</i></p>	<p>3D - AIST POLICY UPDATE 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, Research Officer, AIST Karen Volpato, Senior Policy Advisor, AIST</p> <p>Facilitator: Ailsa Goodwin, Head of Advocacy, AIST</p> <p>Location:</p>	<p><i>Details Coming Soon...</i></p>
11:35am – 12:35pm	FORUM STREAM 2		
	<p>FORUM 2A - EXPRESSING YOUR BRAND THROUGH VOICE With millions of voice-activated devices installed around the world and personal assistants like Apple’s Siri and Amazon’s Alexa continuing to improve in leaps and bounds, 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 – A SIX YEAR STUDY INTO AUSTRALIANS’ FINANCES Now in its 6th year, the ME <i>Household Financial Comfort Report</i> has become a leading survey of the financial health of Australians.</p> <p>In this session, ME survey designer, Matthew Read will outline key household trends over the survey’s six year period and what this could mean for super funds.</p> <p>Speaker: John Daley, Chief Executive Officer, Grattan Institute</p> <p>Facilitator: Matthew Read, Head of Public Relations, ME Bank</p>	<p>ME LEARNING LAB</p> <p><i>Details Coming Soon...</i></p>

12:35pm – 2:00pm	LUNCH		
12:45pm – 1:45pm	WOMEN IN SUPER NETWORKING LUNCH		
2:00pm – 3:00pm	CONCURRENT STREAM 4		
	<p>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.</p> <p>Speakers: TBC</p> <p>Chair: Kerrie Howard, Institutional Client Director, Schroders Investment Management Australia</p>	<p>4B – THE POST RETIREMENT DEBATE</p> <p><i>Details Coming Soon...</i></p> <p>Speaker: Debbie Jensen, General Manager, Marketing, Challenger Bruce Murphy, Director - Australia and New Zealand, Insight Investment</p>	<p>SPECIAL INTEREST SESSION: OPERATIONAL DUE DILLIGENCE</p> <p><i>Details Coming Soon...</i></p>
	<p>4c – IS MAIL DEAD? Content is king and digital is the new black, but is there still a place for direct mail?</p> <p>Speakers: Brandon Clark, Managing Partner; Strategy, HARDWIRE Kellie Northwood, Chief Excutive Officer, Catalogue Association</p> <p>Facilitator: Peter Treseder, Education Manager, AustralianSuper</p>	<p>4D - WHY RESILIENCE MATTERS? Resilience matters because it’s a way in which people can keep themselves positive, productive and present in their lives. As leaders, this session will provide you 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>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.</p> <p>Our panel will discuss how to maximise data collection and reporting processes across all your</p>

			<p>fund activities and how this will deliver increased business productivity and better member outcomes.</p> <p>Chair: Robert J Brown, Chief Executive Officer, Australian Custodial Services Association</p>
3:00pm – 3:30pm	<p>EXHIBITION BREAK / AFTERNOON TEA</p> <p>Location:</p>		
3:30pm – 4:20pm	<p>FORUM STREAM 3</p>		
	<p>FORUM 3A – THE SECRETS TO PROMOTING BRAND ‘SUPER’ TO MEMBERS</p> <p>We all want our members to care about the money in their super account, so why don’t they?</p> <p>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 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>FORUM 3B – DEMOGRAPHIC DISRUPTION: WHY WE NEED TO SAVE MORE AND INVEST DIFFERENTLY</p> <p>Unprecedented demographic changes are under way across the world, the speed and magnitude of which is greater than ever before. Like the technology disruptions overturning conventional wisdom about industries and business models, demographic disruptions will force countries to rethink foundational policies around retirement, labor force participation, healthcare and much more.</p> <p>This session will assess these demographic shifts and examine how investors may need to rethink savings and spending objectives over much longer time horizons.</p> <p>Speaker: Raf Choudhury, Senior Investment Strategist, Investment Solutions Group</p>	<p>ME LEARNING LAB</p> <p><i>Details Coming Soon...</i></p>
4:20pm – 5:10pm	<p>PLENARY 4 – THE MAVIS ROBERTSON ADDRESS - BEATING BIAS</p> <p>Unconscious bias, what is it and 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, Mumtaza</p> <p>Chair: Ellen Fanning, Journalist</p>		
6:30pm – 7:00pm	PRE DINNER DRINKS		
7:00pm – 10:00pm	CONFERENCE DINNER		
10:00pm – late	NETWORKING FUNCTION		
FRIDAY 16 MARCH			
TIME	SESSION TYPE		
9:00am – 10:00am	FORUM STREAM 4		
	<p>FORUM 4A –</p> <p><i>Details Coming Soon...</i></p> <p>Speaker: Elaine Herlihy, Marketing Director, PayPal, Independent Director, Mine Wealth + Wellbeing Services Angus Stevens, Managing Director, Start VR</p> <p>Chair: Geoff Brooks, Executive Officer, Strategic Marketing and Communications, Equisuper</p>	<p>FORUM 4B –</p> <p><i>Details Coming Soon...</i></p>	<p>ME LEARNING LAB</p> <p><i>Details Coming Soon...</i></p>
10:00am – 10:30am	MORNING TEA		
10:30am – 11:30am	<p>PLENARY 5 – SUPER START-UPS Future Super, Grow Super, Simplicity and Zuper. The disruptors are here to talk about their approach to super and what they are doing differently.</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>		
11:35am – 12:30pm	CONCURRENT STREAM 5		
	<p>5A – WHY INVESTMENT GOVERNANCE IS GETTING HARDER AND WHAT TRUSTEES CAN DO ABOUT IT Against a background of heightened regulatory focus and constant pressure to reduce investment costs, investment</p>	<p>5B –</p> <p><i>Details Coming Soon...</i></p>	

	<p>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>5c – INNOVATION IN INSURANCE How is the insurance industry using digital, data and technology to tackle the engagement dilemma?</p> <p>Speaker: Deidre Boyle, Head of Marketing, AIA Australia Laura Kalomiris, Operations Director, Australia, Trov</p> <p>Chair: Darren Woolley, Stream Lead – Disability Claims, Cbus</p>	<p>5D – ORGANISATIONAL TRANSFORMATION</p> <p><i>Details Coming Soon...</i></p> <p>Speaker: Kyle Loades, Chairman, The NRMA</p>
<p>12:35pm – 1:20pm</p>	<p>PLENARY 6 –</p> <p><i>Details Coming Soon...</i></p>	
<p>1:20pm – 1:30pm</p>	<p>CONFERENCE CLOSE</p> <p>Speaker: TBC</p>	
<p>1:30pm – 2:00pm</p>	<p>LIGHT LUNCH</p>	