

SOPAC[®]

LIVE THE EXPERIENCE

SOPAC[®] Conference 2016

6-9 March | Brisbane Convention & Exhibition Centre



CONFERENCE PROGRAM

WELCOME MESSAGE

LIVE THE EXPERIENCE

IIA-Australia is pleased to host the South Pacific and Asia Conference (SOPAC®) 2016 in Brisbane. SOPAC® has built a reputation of delivering a unique conference experience for the internal audit profession and has established itself as the premier event for the profession in the South Pacific and Asia region.

SOPAC® 2016 will offer delegates a program that will focus on the position of the internal audit profession today, in the context of business change, as well as stakeholder and community expectations. It will focus on the sub-themes of Learning, Insight, Vision and Engagement. The program will provide a wide variety of content spread across emerging trends, practical “how to” insights, contemporary audit concepts and soft skills.

The program has been shaped by the profession for the profession through our member focus groups. The planning committee has drawn from the input of these groups which have helped select the right mix of content for the diverse nature of our audience. With over 50 sessions on offer, our speakers will provide insights that will inform, challenge and motivate our audience.

There is something for everyone at SOPAC® 2016, so we encourage you to take this opportunity to connect, exchange ideas and acquire new information and skills at this dynamic and unique event.

We look forward to seeing you and your colleagues “live the experience” at SOPAC® 2016.



**Lee Sullivan PMIA
President, IIA-Australia**



**Geoff Brown
OAM MIIA(Aust)
Co-Chair, SOPAC® 2016**



**Stephen Coates
PFIIA CIA CGAP CRMA
Co-Chair, SOPAC® 2016**

Program highlights

The keynote sessions on each day of SOPAC® 2016 will be underpinned by three high level distinct themes, covering business issues, social and community engagement and motivation.

Day 1 will focus on strategic business issues such as strategy, innovation and leadership delivery. Speakers will provide you with unparalleled expertise and insights on the critical factors that will shape how business will operate now and in the future.

Day 2 will take a look at the softer but important side of business, focusing on ethics, diversity and community engagement, providing insights on how business and individuals can better leverage their engagement on these wider issues.

Day 3 will feature speakers who will share their motivational insights. The keynote speakers will share insights on two life experiences: taking the plunge in establishing a disruptive business model; and fighting back from adversity.

Based on delegate feedback and new to the program this year will see the introduction of industry forum discussion sessions. These discussion forums will provide some time out during the busy SOPAC® schedule for delegates from similar industries to exchange knowledge and share ideas on specific issues impacting their roles.

As always, there are a number of contemporary internal audit topics which will be covered across the technical program. These will deliver practical insights and approaches on addressing issues such as, cyber security, social media, auditing agile projects, measuring internal audit value, fraud, digital transformation risk, auditing third party providers, change management risk, and internal audit's role in organisational strategy, just to name a few.

For more in-depth learning, the post-conference optional masterclasses will address the topics of building a fraud and corruption framework, project governance and using data analytics.

LEARNING INSIGHT VISION ENGAGEMENT

Continuing Professional Education

Take charge of your professional growth with the right blend of content and topics delivered by industry practitioners and subject matter experts with 4 streams of 44 technical topics, 8 keynote addresses, 4 industry discussion forums and 3 post-conference masterclasses. The sub-themes that will shape the program are:

- Stream A - Learning. Information sessions outlining the emerging and key issues that will impact organisations now and in the future
- Stream B - Insight. Case study sessions providing practical insights on how to undertake audits of various kinds
- Stream C – Vision. Sessions outlining contemporary and best practice internal audit, risk and governance methodologies
- Stream D – Engagement. Professional skills for the internal auditor to assist in the growth of both the individual and the profession

These categories should be treated as a guide only. The program is yours to tailor to meet your needs so feel free to follow a particular stream or to mix and match.

- Accrue 20 CPE hours plus an additional 3 if you attend a post-conference masterclass

Networking

An integral part of SOPAC® is the unique networking opportunity that this event provides with so many internal audit, risk and governance industry professionals in one place at one time.

- Share knowledge and learn insights about the latest issues with fellow delegates
- Build your business relationships across Australia and the Asia Pacific
- Learn about the latest information on new products and services from exhibitors
- It is not all work – take time out and enjoy the conference social events and breaks:
 - Optional Welcome Dinner
 - Cocktail Party
 - Gala Dinner
 - Breakfast and Breaks
 - Industry Discussion Forums
 - Massage Centre

Thank you to our principal sponsor



Wolters Kluwer's world leading audit management solution, TeamMate AM, has revolutionised the audit industry, empowering departments of all sizes with more than 100,000 auditors from more than 2,300 organisations across the globe.

With the integration of TeamMate's award-winning Audit Management System and Controls Management System, TeamMate now has powerful data analysis functionality in every audit. TeamMate Analytics is a comprehensive data analysis tool which quickly and easily performs a multitude of tests on various accounting areas, used by internal auditors, fraud examiners, finance managers, and accountants.

Learn more, visit www.TeamMateSolutions.com



Our supporter:

The Partners and Supporters Program supports IIA-Australia's strategy to increase the influence and recognition of the internal audit profession.

KEY SPEAKERS



Graeme Samuel AC

Graeme Samuel AC is a corporate advisor with specialist expertise in competition and consumer policy and regulation, communications and media, corporate governance, strategic planning and change management, public policy and dealings with government and regulators.

He is a Vice Chancellor's Professorial Fellow in the Faculty of Business and Economics at Monash University; co-director of the Monash Business Policy Forum; a member of the Council

of the Australian National University and CEDAs Council of Economic Policy; Chairman of the Victorian Taxi Services Commission; Chair of Alzheimer's Australia Victoria; Vice President of the National Board of Alzheimer's Australia; and a member of the Australian Rugby League Commission.

In the early 1990s he held several notable roles in public service, including membership of the National Competition Council from 1995 and Presidency of the Council from 1997 to 2003, followed by his appointment to the position of Chairman of the Australian Competition & Consumer Commission in 2003 and subsequent appointment as an Associate Member of the Australian Communications and Media Authority in 2007, both of which positions he held until July 2011.



Manoj Menon

Senior Partner & Asia Pacific Managing Director, Frost & Sullivan

Manoj started at Frost & Sullivan in December 1996 as one of the pioneers when the company was just beginning its trajectory into Asia. He has, since then, successfully grown the company's presence and business in the Asia Pacific region.

Manoj continues to drive Frost & Sullivan's expansion in the region, yielding the highest year-on-year growth to the group's global business.

Throughout his tenure at Frost & Sullivan, Manoj has consulted on multiple strategic and syndicated projects for leading multinational companies, regulators and government bodies, providing growth workshops and client counsels, among others. He is today one of the region's most sought-after speakers and thought leaders, wherein his expert opinions have been heard at seminars and industry conferences globally. Manoj is also frequently featured in leading media, namely CNN, Bloomberg, Channel News Asia, CNBC, BBC, Singapore Business Times and Straits Times, and Malaysian Business.



Dr Simon Longstaff AO

Director, The Ethics Centre

Simon's distinguished career includes being named as one of AFR Boss True Leaders for the 21st century, with Carol Schwartz noting "...I don't know one CEO or chairman in corporate Australia who has not worked with Simon Longstaff". Simon has a PhD in Philosophy from Cambridge.

Prior to becoming the inaugural Executive Director of The Ethics Centre in 1991, he worked in the Northern Territory in the Safety Department of BHP subsidiary, GEMCO, lectured at Cambridge University and consulted to the Cambridge Commonwealth and Overseas Trusts.

Simon was inaugural President of The Australian Association for Professional & Applied Ethics and is a Fellow of the World Economic Forum. He also serves on a number of Boards and Committees across a broad spectrum of activities in Australia.



Lawrence J. Harrington CIA QIAL CRMA

Vice President, Internal Audit, Raytheon Company, USA & Chairman of the Board, IIA-Global

Larry Harrington is global chairman of The IIA, and chief audit executive (CAE) for Raytheon Company, which specialises in defence, civil government, and cyber security markets throughout the world. Prior to joining Raytheon in

2004, he led the internal audit function for several Fortune 100 companies, where he also served in other areas, including finance, human resources, and operations.

Committed to corporate diversity, he has been a member of Raytheon's Executive Diversity Leadership Team since 2010, guiding the company's strategy to advance its culture of diversity and inclusion. Further, he was a key driver in the development of a diversity strategy for The IIA during his service on the North American Board of Directors.

Over the last 25 years, Larry has held numerous leadership roles with The IIA that have positioned him well for his term as global chairman. A member of the Global Board of Directors since 2009, he has served as senior vice chairman of the Board, and as vice chairman of both the Professional Guidance and the Global Services Committees. He is also past chairman of the North American Board of Directors and the Professional Issues Committee, and past president of The IIA's Greater Boston Chapter.



Tony Jones

ABC Journalist

One of the ABC's most experienced and respected journalists, with more than 20 years' experience in radio and television news and current affairs, Tony Jones has been hosting the award winning news and current affairs program, Lateline since 1999 and also hosts Q&A. He has also reported for Four Corners, Foreign Correspondent, and other TV and

radio current affairs programs.

He has collected respected awards for reports such as "Horses for Courses" on the Waterhouse racing dynasty (Walkley), "My City of Sydney" on the city's development boom (Penguin), and "Frozen Asset" on the exploitation of Antarctica (Gold Medal, New York Film and Television Festival).



Bridget Loudon

Co-Founder, Expert360

Voted Australia's Emerging Woman Entrepreneur of the year for 2014, Bridget Loudon is a digital native, a former consultant from top tier firm, Bain & Company. Bridget is founder and CEO of Expert360 the world's leading cloud-based platform for top consulting services.

Born in Australia, but raised on a sheep farm in Ireland, Bridget followed an unconventional but ambitious path from a young age. Receiving a UAI of 99.9 at her local high-school, Bridget was awarded a scholarship to study a Bachelor of Commerce (Macroeconomics major) at the National University of Ireland, during which time she started and sold a successful apparel distribution company when she was 21 years old. Upon graduating, Bridget moved to Australia to work with an early stage EdTech business. She then joined Bain & Company, where she worked in teams to advise CEOs of some of the world's largest organisations on strategy, before transitioning to the Bain Private Equity team. In 2012 (aged 24), Bridget left Bain as a Senior Consultant to start Expert360.com



Fred Chaney AO

Fred Chaney was born in Perth in 1941. He graduated in law at the University of Western Australia in 1962 and practiced law in New Guinea and Western Australia in private practice with emphasis on mining related work until he entered the Senate in 1974.

Fred was involved in the Aboriginal Legal Service in a voluntary capacity in the early 1970's. He was in the Senate until 1990 and was Leader of the Opposition in the Senate from 1983 to 1990. He was Member for Pearce in the House of Representatives from 1990 to 1993. Among his Ministerial appointments in the Fraser Government were Aboriginal Affairs, Social Security and Minister Assisting the Minister for National Development and Energy.

After leaving Parliament he undertook research into Aboriginal Affairs policy and administration as a Research Fellow with the Graduate School of Management at the University of Western Australia from 1993 to 1995. He was appointed Chancellor of Murdoch University in 1995 and continued in that capacity until 2003.

In 1994 he co-founded the Graham (Polly) Farmer Foundation established to help young Aboriginal people succeed which now has 30 projects in government schools across Australia involving just under 1000 students and continues to serve as its deputy President.

He served as Co-Chair of Reconciliation Australia Ltd from 2000 to 2005 and continued as a Director on the Board until December 2014.

In January 1997 he was appointed an Officer of the Order of Australia. In 2008 he was the first recipient of the Sir Ronald Wilson Leadership Award for leadership in combating racism. He was Senior Australian of the Year in 2014.



Gemma Lloyd

Co-Founder, Diverse City Careers; Board Member, IT Queensland; and Committee Member of Females in Technology and Telecommunication

Gemma is co-founder of Diverse City Careers (DCC), Board Member of IT Queensland and Committee Member of Females in Technology and Telecommunications (FITT).

Starting her career in the information technology and telecommunications industry over eight years ago, Gemma has worked with Australia's leading IT consultancies. She is the youngest ever board member appointed to the IT Queensland Board.

Through years of working in an industry under-represented by females, Gemma developed a passion for diversity and supporting women's careers. Gemma co-founded DCC with the goal of making a difference and it is now seen as one of Australia's leading authorities and ambassadors of gender diversity.

Gemma is a regular speaker at meetups and events such as Women in Digital, XXinTech and Griffith University's "Leadership Engaging Diversity". Everyday Gemma is speaking with organisations to help them improve diversity practices, as well as assisting women with their careers on topics such as personal branding and confidence building



Fr Chris Riley AM

Founder, Youth Off The Streets

Father Chris Riley AM, Founder and Chief Executive Officer (CEO) of Youth Off The Streets, has worked with disadvantaged youth for more than 40 years in a variety of roles including teacher, youth worker, probation officer, residential carer, principal and CEO. Father Chris officially founded Youth Off The Streets in 1991.

As CEO of Youth Off The Streets, Father Chris oversees the operation of over 35 programs that employ over 200 staff and involve more than 400 volunteers. He has implemented innovative behaviour modification strategies to help young people deal with a history of trauma, abuse and neglect. He has grown the organisation from a single food van delivering meals to young homeless people on the streets of Kings Cross to a major youth specific agency providing a wide range of services such as crisis accommodation, independent schools, residential treatment programs, centres for youth, Aboriginal programs, and early intervention and prevention programs into troubled suburbs through an outreach service. Many of these strategies have been adopted by schools across Australia and by Government agencies.



Gill Hicks

Gill Hicks is considered to be one of the most thought-provoking, powerful and life affirming speakers in Australia and the UK. She is known globally as a survivor of the London terrorist bombings on 7 July 2005.

Originally from Adelaide, Australia, Gill moved to London in 1991. In 2012, Gill returned to Australia, where she operates nationally and internationally through her not-for-profit M.A.D. for Peace network and her public speaking work.

Her impressive career, pre the bombings, included being at the helm of some of the UK's most prestigious and respected institutions. Her roles include: Publishing Director of the architecture, design and contemporary culture magazine, Blueprint; Director of the Dangerous Minds design consultancy; and Head Curator at the Design Council.

It wasn't until after the bombings that Gill decided to dedicate her life to being an advocate for peace. In 2007 Gill founded the not-for-profit organisation M.A.D. for Peace, a platform that connects people globally and encourages us to think of 'peace' as a verb.

In 2008, Gill released her first book, One Unknown, named after the chilling label given to her when she arrived at the hospital after the bombing as an unidentified body. The book received fantastic reviews and was shortlisted for the Mind Book of the Year Awards (2008).



SPONSORS

Principal Sponsor



Major Sponsor



Sponsors



PRE-CONFERENCE SUNDAY 6 MARCH 2016

2.00PM-5.00PM | REGISTRATION DESK OPEN

3.00PM-6.00PM | CAE FORUM

The CAE Forum is an exclusive invitation-only event limited to Chief Audit Executives (CAEs) which will focus on the emerging issues for the internal audit profession and the critical role of the CAE. This interactive forum will provide the opportunity for you to hear from key industry speakers and engage with, question and discuss various issues at a strategic level with your peers as well as provide insight into senior executives' and directors' expectations of internal audit.

Invitations will be issued on a complimentary basis to CAEs who have registered to attend SOPAC®.

Sponsored by  Wolters Kluwer TeamMate®

6.00PM-10.00PM | SOPAC® WELCOME DINNER

This is a casual optional dinner for those wishing to meet colleagues and make new friends in an informal atmosphere prior to the conference. The optional dinner will be held at The Charming Squire, 133 Grey St, South Brisbane which is adjacent to the Brisbane Convention and Exhibition Centre. Additional charges apply, please refer to the registration page for more details.



7.30AM | REGISTRATION DESK OPENS

7.30AM-8.45AM | NETWORKING BREAKFAST AND EXHIBITION VIEWING

8.45AM-8.55AM | OPENING REMARKS AND WELCOME

8.55AM-9.45AM | KEYNOTE 1

Business evolution - Delivering the strategy of change

Organisations globally are facing a fundamental shift in the way that they do business. Organisations are continually challenged with dynamic changes in their operating environment such as – cost control and efficiencies drives, emerging technologies, community and environmental concerns, economic instability and a changing culture of business expectations.

Graeme Samuel, one of Australia's most accomplished business leaders will share his vision of the evolution of business and the key strategies required to ensure that organisations lead themselves down the right path to be sustainable in the future. Key issues to be discussed include:

- Perspectives on the key risks and emerging trends that will change the way we do business
- The importance of embracing change to drive success
- Views on what changes need to be made in Australian business structures, policies and culture
- Tone from the top - the importance of embedding the right leadership culture to effectively deliver strategic change
- Engagement – understand the role the whole organisation plays in ensuring its future success and where internal audit fits into the big picture

Graeme Samuel AC

9.50AM – 10.40AM | CONCURRENT SESSIONS 1

1A Public sector governance risk and controls – Embedding greater accountability

- Key areas of focus in building a more efficient and accountable public sector
- Insights from the internal control framework report
- Integrating efficiency with good governance
- Developing measures for performance, quality and service delivery goals
- Embedding an effective reporting structure to measure your success

Andrew Greaves, Queensland Auditor-General

1B Auditing change and business transformation

- Understanding the importance and impacts of change management risks and their impact on the audit plan
- Identifying and managing the potential 'control gaps' during times of change
- The importance of control mapping during a transformation program
- Defining assurance responsibilities
- Developing a reporting process to ensure your bases are covered

Steven Johnstone, Senior Group Risk Manager, Incitec Pivot Limited

1C Defining risk appetite – Seeing the good through the bad

- Determining the risk appetite – understanding how risks within your organisation are defined
- Preparing your white list – determining acceptable risk
- Contrast of risk appetite and tolerance – using risk appetite for upside as well as downside
- Stating your risk appetite – putting it on paper
- The role of internal audit and audit committees in enabling smart risk-taking

Sandra Birkenleigh, Non-Executive Director and Audit Committee Chair, Auswide Bank Ltd



1D Build your network with twitter

This practical and hands on session will explore the power of Twitter and how you can use it to connect and network with other professionals within and external to your field. Please download the Twitter app on your smart devices before the session so we can start tweeting!

- Why Twitter? Understanding the benefits of using this as a professional development and networking tool
- Understanding Twitter – how to engage and contribute in conversations
- Tweet Chat Live – demonstrate the power of real time use of this tool with a live demo of #SOPAC2016

Helen Blunden, Director, Activate Learning Solutions

10.40AM – 11.10AM | MORNING TEA AND EXHIBITION VIEWING

11.10AM – 12.00PM | CONCURRENT SESSIONS 2

2A Warming up to the seriousness of environmental regulation risk

Climate change is here. This session will explore the current and emerging regulatory framework that organisations will have to comply with now and in the future and how these will impact upon their business operations.

- Impacts of extreme weather – looking beyond the physical damage
- Understanding the current environmental management compliance regime
- Overview of where Australian business operations stand globally and what international legislation may apply
- Heightened regulatory requirements changing the way business operates
- Understanding the risk impacts of non-compliance and inaction on climate
- Key areas of regulator focus going forward

Tim Kirby PFIIA CIA CGAP, Principal Case Manager, Resource and Land Use, Department of Premier and Cabinet (NSW)

2B Auditing third party outsourced arrangements

- Reviewing governance and control arrangements of third party service providers
- Addressing regulatory, geographic and cultural challenges in offshoring arrangements
- Reviewing contractual arrangements - right to audit clauses, relationship management and Service Level Agreements
- Developing meaningful metrics to measure performance and quality of deliverables

Alana Bailey AMIIA, EGM Internal Audit, Suncorp

2C Technology Champions - Key enablers for internal audit

This session will explore the results of the 2015 TeamMate Internal Audit Technology Survey (IATS), which focused on the concept of Technology Champions and how these Technology Champions can significantly enhance internal audit performance.

- Understand how the inclusion of a Technology Champion can help further the technology strategy of your department
- Gain insights into the activities Technology Champions are carrying out that have the largest impact on productivity.
- Glean additional best practices you can use from a variety of real-life examples

Michael Gowell, Sr. Vice President and General Manager, TeamMate, Wolters Kluwer

2D Telling stories – Writing engaging reports

- The topography of a report – layering the business story with meaningful facts and figures
- Cutting to the chase – making sure your points make sense
- Painting pictures - let your words speak for themselves
- Keep your reader reading – some dos and don'ts
- A call to action – concise recommendations
- The good, the bad, and the unread – other people's reports

Dr Lee McGowan, Senior Lecturer, DCI Coordinator, Creative Industries Faculty, Queensland University of Technology

12.00PM – 1.00PM | LUNCH SERVICE AND EXHIBITION VIEWING

1.00PM – 1.50PM | KEYNOTE 2

Redefining our world – Innovating to Zero

This session will take a look at the game changing concept of Innovating to Zero. This concept is based on a mega vision of eliminating errors, defects, and other negative matters, along with the demands of internal and external customers for perfect, hassle-free solutions.

In a “Zero Concept” world, cars would have zero emissions, zero accidents and zero fatalities; a supply chain would have zero waiting time, zero waste, zero accidents, zero defects, zero faults.

Some organisations are already taking the “Zero Concept” as a key vision for business, as seen by Atos developing a “zero email” or “zero inbox” strategy.

Manoj will outline why companies need to urgently reinvent their business models and strategies by adopting the ‘Innovate to Zero’ concept or risk becoming irrelevant in the market. Key points of focus will be:

- Why Innovating to Zero is necessary and relevant in these times
- What are the driving factors and trends of this concept?
- What does innovation to zero mean for your industry, your company and for all of us as individuals?

Manoj Menon, Senior Partner & Asia Pacific Managing Director, Frost & Sullivan

1.55PM – 2.45PM | CONCURRENT SESSIONS 3

3A Making the most of a risk-conscious culture

Organisations rely on a strong risk culture to protect them and to reinforce their brand. The best companies embed this culture across all divisions, and leverage it for competitive advantage.

- How risk management can be raised to new standards of excellence
- Board relationships and C-level commitment: a top-down approach
- Market expectations and your ability to meet them
- Understanding the regulators’ viewpoint and using that to your advantage
- Turning risk learnings into a platform for future success

Peter Deans, Chief Risk Officer, Bank of Queensland

3B Auditing agile projects

As organisations strive to stay ahead in a competitive market place a greater emphasis is being placed on utilising agile project methodologies. However, without formal structures agile projects can be a challenge to audit. This session will cover:

- Defining the agile project methodology – what is it being used for and why?
- The importance of embedding internal audit into the agile project team
- How to audit Agile – debunking the post it note auditing myth
- Agile audit reporting for agile projects

Michelle Moffatt AMIIA CIA, Manager Internal Audit, Tyro Payments

3C Applying risk management frameworks – Relationships between the 3 Lines of Defence

- Defining roles and responsibilities of the 3 Lines of Defence within an effective risk management framework
- Designing an assurance map built around the 3 Lines of Defence
- Assurance of the risk and control management processes – assessment of Process Design as well as Process Effectiveness

John Catford PMIIA, Chief Audit Executive, Rio Tinto

3D Personality @ work

Meg Bear, Group Vice-President at Oracle was quoted in Fortune magazine as saying: ‘Empathy is the critical 21st-century skill’. The effectiveness of your communication is only as good as your understanding of the person you are communicating with. This session will provide you with the tools, tactics and techniques to build more profitable and productive relationships – both personal and professional.

- Practical advice on how to ‘speed-R.E.A.D.’ a person’s social style in any situation
- Proven principles for working with different types of social styles through the lens of: Relaters; Enthusiasts; Analyticals; Drivers
- Real-world insights into how to deal with differences, develop empathy and adapt your approach and make the most of every connection

Mark Vincent, Director, Insight Plus

2.45PM – 3.10PM | AFTERNOON TEA AND EXHIBITION VIEWING

3.10PM – 4.00PM | CONCURRENT SESSIONS 4

4A Keeping up with social media risk – Why it matters!

- Overview of social media used in today's business context
- Good news stories and bad news stories
- Understanding the role of internal audit in mapping social media traffic and impacts
- Identification of and managing the key risks
- Practical strategies of achieving the balance of social media opportunities and risk
- Applying social media as an audit tool

Mark Harrison PMIIA CIA CRMA, Managing Director, Protiviti

4B Auditing strategy – What is internal audit's role in shaping organisational strategy?

- Why should internal audit be involved in organisational strategy?
- What assurances do the Board and Management need regarding the strategic planning process?
- What science lies behind choosing the right strategy?
- How do we audit the grand, corporate and competitive strategic planning process?
- Managing relationships, boundaries and sensitivities - is it our job?
- What role should internal audit play in strategy development and how can we add value to this process?

Geoff Brown OAM MIIA(Aust), Chief Audit Executive, Department of Defence

4C Realising the benefits of undertaking conduct and ethics reviews

This session will explore the internal audit approach to assess conduct risk within an organisation and the value it can bring to the organisation.

- Determining the factors that influence the conduct and behaviours within an organisation
- Developing a structured approach to systematically assess conduct and behaviours through internal audit reviews
- Internal audit's involvement in defining and measuring conduct and ethical behaviour within an organisation
- Developing mechanisms to effectively interpret and communicate the results

Amanda Morgan AMIIA, General Manager, Audit, NAB

4D Blowing the whistle – Making the right call

This session will highlight the challenges faced by internal auditors when faced with whistleblowing situations, and their important roles in good whistleblowing systems.

- Making the call on a whistleblowing situation
- Dealing with challenges when going against the grain
- Understanding the rights and legal protection of whistleblowers
- Understanding and supporting best practice whistleblowing procedures and policies for your organisation

Patrick McCallum PMIIA CIA, Principal, O'Connor Marsden & Associates

Professor A J Brown, Centre for Governance & Public Policy, Griffith University

4.05PM – 4.50PM | KEYNOTE 3

Internal audit leadership – Delivering tangible value

Internal audit can deliver! This session will explore both what it takes and what you can do to be a business leader no matter what your title is. Larry Harrington will inspire you to challenge yourself and your teams to successfully navigate through the constant of change to create opportunities to showcase the value that internal audit can bring to the table. Key points of discussion will include:

- Understanding what difference internal audit can really make
- The synergies between organisational leadership and the internal audit function
- Building leadership and strategic capability within the internal audit function
- Challenging what you are given – becoming a trusted business adviser

Lawrence J. Harrington CIA QIAL CRMA, Vice President, Internal Audit, Raytheon Company, USA & Chairman of the Board, IIA-Global

4.50PM – 5.45PM | KEYNOTE 4

Internal audit - Expect more!

Do we expect enough of Internal Audit today? What could the future of Internal Audit look like? Must we disrupt Internal Audit to be future fit? Join us for a debate about the future of Internal Audit that you can participate in. Andrew McPherson the Asia Pacific Internal Audit leader at PwC, will facilitate a discussion about these questions and more, with panellists representing our key stakeholders - Directors, Management, Chief Audit Executives, Regulators, the IIA and young professionals - together with every one of you.

5.45PM – 7.30PM | COCKTAIL PARTY

5.45PM – 6.30PM | YOUNG IIA COCKTAIL PARTY (WITH GUEST SPEAKER)

Networking through social media

This session will explore how social networking can build your profile, reputation and networks that will support your career. It will explore:

- Why building your network is the critical skillset for the future workplace
- The importance of having an active and professional social media presence
- The behaviours of social networking that will enable you to build your profile, reputation and global networks
- Don't get caught out – understanding the social media etiquette

Helen Blunden, Director, Activate Learning Solutions



7.30AM | REGISTRATION DESK OPEN

7.30AM – 8.45AM | NETWORKING BREAKFAST AND EXHIBITION VIEWING

8.45AM – 9.30AM | KEYNOTE 5

Ethical opinions

Presented by Australia's leading ethical thinker, this session will set your mind thinking as it poses the ethical side of some of the key issues facing organisations today. There will be the opportunity to get involved in the session through interactive technology to put forward your opinion as well. The three topics that Dr Longstaff will provide his ethical opinion on are:

- The ethics of using Big Data
- The ethics of risk culture
- The ethics of conducting business in emerging economies

Dr Simon Longstaff AO, Director, The Ethics Centre

9.30AM – 10.00AM | DISCUSSION FORUMS

The discussion forums are designed for informal discussions between peers from similar industry sectors to exchange information and share ideas on specific issues impacting upon the role of internal auditors working in these sectors. Please note Discussion Forum 1 will be the formal Q & A period for Keynote 5.

DF1 Ethics Q & A with Simon Longstaff AO

DF2 Financial Services Sector

DF3 Education Sector

DF4 Utilities Sector

DF5 Health Sector

10.00AM – 10.30AM | MORNING TEA AND EXHIBITION VIEWING

10.30AM – 11.20AM | CONCURRENT SESSIONS 5

5A Geopolitical risk – The risk that is bigger than we think

Political unrest can seem another world away, but in today's interconnected global marketplace a geopolitical event anywhere in the world can affect operations locally. Key points of discussion will include impacts and risks of:

- The implications of China's rise
- Diffused power in an interdependent world
- Terrorism based groups and terrorist attacks
- Arms build-up and territory disputes in South-East Asia
- Political instability, uncertainty about policy making and government reform and failure of national governance

Professor Russell Trood, Director, Griffith Asia Institute, Griffith University

5B Auditing cyber security – Ensuring your data is safe

- Overview of the emerging cyber risk landscape – what are the key risk areas?
- Ensuring compliance with data protection legislation
- Embedding data security diligence within your risk management framework
- Expectations of the internal audit and wider assurance function in managing cyber security
- Ensuring responsible innovation in technology

Garry Barnes, Global Vice President, ISACA

5C Mobile auditing – Simplified, efficient and faster auditing

This session explore the functionality that internal auditors can leverage from mobile devices to undertake efficient audits in the field. Key points to be discussed include:

- Discuss the need for greater efficiency and cost and time optimisation in audit management
- Understand the significant changes that mobile devices are making in the auditing space to revolutionise the on-site auditing process
- Discuss the real-time cases for efficient audit management tasks on the go

Dominic Pereira, Senior Director of Product Management, MetricStream

5D Active listening – Making a difference to your audit work

There's a world of difference between hearing and listening. Active listening doesn't come naturally. When you actively listen, you listen between the lines, notice nonverbal communication and ask the right questions.

- Defining a good listener
- Uncovering the qualities that make someone a good listener
- Discovering personal communication skill sets
- Understanding the key steps to active listening
- Identifying the actions that encourage active listening

Michael Matthew, Director, Matthew and Matthew

11.25AM – 12.15PM | CONCURRENT SESSIONS 6

6A Social risk implications and impacts of large scale resource development

Using real case studies, this session will discuss the key factors contributing to greater social risk in the context of global resource development. KPMG Banarra will share insights into current trends both internationally, and locally in Australia.

- Demographic changes currently underway in global resource regions
- Impacts of involuntary migration and displacement
- Impacts of voluntary (project-induced) in-migration
- Social inequality and instability in these regions
- Strategies to identify, quantify and mitigate associated social risk

Amelia Bruce, Senior Consultant, Human Rights and Social Impact Consulting Services, KPMG Banarra

6B Addressing Cloud risk – Looking beyond the contracts

- Understanding the risks in using the Cloud – do you know what you are getting?
- Implementing data security in a Cloud environment
- Addressing the jurisdiction challenge of knowing where your data is
- Assessing suitability of Cloud vendors operating environments and contract arrangement
- Addressing the challenge of undertaking a risk assessment of Cloud vendors

Guy Herbert, Head of IT Risk and Compliance, Atlassian

6C Internal audit value – Developing metrics to present IA value

- Defining what your stakeholders perceive as value against what internal audit deems as value
- Determining how to measure value by establishing appropriate KPIs
- Methodologies to audit your own performance
- Communicating the value of internal audit

Lawrence J. Harrington CIA QIAL CRMA, Vice President, Internal Audit, Raytheon Company, USA & Chairman of the Board, IIA-Global

6D Negotiating with difficult people

- How to stay focused on what you really want in a difficult situation
- Practical approaches to stay in dialogue when you're angry, scared, or hurt
- Having the difficult conversation – using influence and speaking persuasively and assertively
- Tips and tricks for tough cases

Michael Matthew, Director, Matthew and Matthew

12.15PM – 1.30PM | LUNCH SERVICE AND EXHIBITION VIEWING

1.30PM – 2.30PM | KEYNOTE 6

Diversity – The key to success

Diversity and inclusion is more than an idea, or a goal. It's about embracing the wider society in which we live in and understanding that talent can come from any sector, regardless of age, race, gender, sexual orientation or any other diversifying characteristic. Change, however, is slow, but now is the time to make that change!

Join our panel of inclusion and diversity experts as they discuss and debate the state of inclusion and diversity in Australian workplaces, our greatest challenges as a country and what inclusion and diversity looks like with a global perspective. Key discussion points include:

- Defining diversity risk – risk factors from not engaging all in the community
- Indigenous works programs – challenges and benefits
- Gender diversity in the workplace
- Integrating cultural and ethnic traditions
- Addressing the politics of creating balanced policies to drive diversity

Panel Members:

Gemma Lloyd, Co-Founder, Diverse City Careers; Board Member, IT Queensland and Committee Member of Females in Technology and Telecommunication

Fred Chaney AO

Tony Jones, ABC Journalist

Facilitator: Bob Hughes, SOPAC® 2016, Conference MC

2.35PM – 3.25PM | CONCURRENT SESSIONS 7

7A Fraud and Anti-Corruption Programs – Is your money being well spent?

- Current trends in the fraud and anti-corruption environment – update on the latest threats to business
- Addressing the emerging risk of infiltrations and social engineering in the interface between public and private enterprises
- Overview on the use of Big Data – challenges and opportunities
- Looking beyond the cash – other targets on a fraudsters radar such as ID, IP and data

Michael Callan, Assistant Secretary, Fraud Control, Department of Defence

7B Compliance auditing – Ensuring your compliance program is on the mark

- Identifying and assessing your key compliance obligations
- Taking a risk based approach in managing and mapping compliance risk
- Ensuring appropriateness of processes, documentation and reporting of compliance management
- Key role and responsibilities of the organisation and the role of internal audit
- Essentials in preparing an effective regulatory compliance audit plan

Peter Sheville PMIIA, Director, Vincents Audit & Assurance

7C Calling it as it is - Internal audit opinions

- Jumping the threshold and stating your opinion in audit reports
- Being prepared to share information that is not “black and white”
- Considering the bigger picture when providing an audit opinion
- Meeting the challenge of maintaining “independence” when giving an opinion
- Understanding the associated risk by having your say - exploring potential legal ramifications
- Changing the playing field with internal audit opinions

Panel Members:

Liesel Samuel PMIIA CIA, Director - Internal Audit, Department of Housing and Public Works (QLD)

Max Folie PMIIA, Manager Internal Audit, Newcrest Mining Limited

Stephen Owens PMIIA CIA, Head of Group Assurance, Bank of Queensland

Facilitator: Bob Hughes, SOPAC® 2016, Conference MC

7D Making a statement - Creating your own profile and personal brand

- Understanding the power of your personal brand
- Why brand applies to you and your role
- Understanding how your traits and psychology reflect your brand positively and negatively
- Determining the success of your brand – engagements, advocacy and reputation
- Parallels between coffee and internal audit – tips on how to build your personal brand and leverage it for your success

Phillip Di Bella, Managing Director, Di Bella Coffee

3.25PM – 3.55PM | AFTERNOON TEA AND EXHIBITION VIEWING

3.55PM – 4.45PM | KEYNOTE 7

Engaging the disadvantaged – Why it should be a business priority

Globally, the divide between the advantaged and disadvantaged (rich and the poor) continues to expand coupled with an increasing trend of an exponentially growing disadvantaged population. This itself poses a significant risk to society and business – but it also poses the question “What responsibility does business and the wider community have in engaging the disadvantaged. This session will show you what life is like on the other side of the fence and highlight why business needs to keep social responsibility high on their agendas. Key areas of focus will include:

- Life on the streets – moving from statistics to stories
- Do the disadvantaged and disengaged pose a risk to the fabric of society?
- First steps to re-engagement – how simple things can provide hope and inspiration
- How are corporations getting involved
- Community expectations for the future

Fr Chris Riley AM, Founder, Youth Off The Streets

4.50PM – 5.30PM | INFORMATION SESSIONS

These information sessions will provide the opportunity to hear about products, services and key updates for the internal audit profession.

I1 Product demonstration TeamMate

The TeamMate product review session will provide you with the opportunity to see first-hand the world's leading Audit Management System and how it will bring efficiencies to your audit department. We will showcase the latest developments in TeamMate as well as new product offerings.

I2 International Launch of IIA Global Report

Presented by Bruce Turner AM PFIIA CRMA CGAP, this session will give you insights directly from the author of the latest IIA Research Foundation (IARF) Common Body of Knowledge (CBOK) report ‘GREAT ways to evaluate and motivate your staff’. Hear the latest ideas for shaping an audit team that adds value and inspires business improvement. The session will cover Goal-setting, Recognising, Equipping, Assessing, and Treating.

I3 Building your internal audit qualifications

This information session will outline details about the Graduate Certificate in Internal Auditing and certifications available through the Institute that will assist you to build your career in internal auditing.

I4 IPPF update

This session will provide an update of recent changes to the IPPF and practice guides and what future changes may be in the pipeline

7.00PM - 11.30PM | GALA DINNER

8.00AM | REGISTRATION DESK OPENS

8.00AM – 9.00AM | NETWORKING BREAKFAST AND EXHIBITION VIEWING

9.00AM – 9.45AM | KEYNOTE 8

Business disrupters – Breaking the business model status quo

This case study session will share insights from the co-founder of Expert360 who have changed the model of the delivery of professional consulting services – a traditionally structured industry that has not changed for over 40 years. Bridget will share their journey with you on how they disrupted the norm and the successes and challenges that they have had along the way.

- Defining the opportunity – can a business model or industry really be changed
- Pitching the ideas and getting backing
- Building the structure of a disruptive business model and changing the way we work
- Launching the business
- Business as usual or continuous disruption – How to measure success in a disruptive business model

Bridget Loudon, Co-Founder, Expert360

9.50AM – 10.35AM | CONCURRENT SESSIONS 8

8A Digital transformation risk – How internal audit can provide value in the move to digital

- Digital business delivery - why organisations need to transform to digital
- Identifying and addressing the key risk issues – looking beyond the technology
- Applying mechanisms to quantify and track how digital transformation risks develop over time
- Developing a framework to effectively manage a digital transformation program
- Engaging the wider business in the transformation journey and the key role of the internal audit function

**Stephen Moore, Chief Information Officer and Group Manager
Employment Systems, Australian Government Department of Employment**

8B Understanding child protection risk

- About Bravehearts and child protection
- Recognising the need for risk management (Royal Commission outcomes)
- Overview of child protection compliance requirements and understanding the risk exposure
- The value of a holistic, risk management approach
- Child place audit - Key areas of focus

Hetty Johnston AM, Founder, CEO, Bravehearts Inc

Kate Hillman, Partner, EY

8C Integrated Continuous Controls Monitoring (CCM) – Looking beyond transactional indicators

- Making sense and making the most of Big Data
- Defining your CCM strategy – what are you looking for?
- Understanding the process flow of your data monitoring systems and linking specific risks to your CCM program
- Using analytics to show the big picture through key risk indicators
- Presenting analytics with purpose
- Developing measures to track the success of your CCM program

Lauren Aldridge, General Manager - Australian Finance, Flight Centre Travel Group

8D Building high performing teams and interpersonal collaboration and effectiveness

This session will explore a change methodology to build greater engagement between individuals within an organisation to improve team performance.

- Scoping a team improvement change program
- Addressing the challenges of making qualitative performance measures more measurable – attitude, culture, behaviours
- Practicalities of applying a framework to manage the improvement / change program
- Getting buy-in and seeing results

Sharon Robson, Head of Enterprise Agility, Tatts Group Limited

10.35AM – 11.00AM | MORNING TEA AND EXHIBITION VIEWING

11.00AM – 11.45AM | CONCURRENT SESSIONS 9

9A Integrated assurance – Preparing for reporting and assurance expectations

- Exploring the relationship between sustainability and financial information
- Understanding the demands to integrate sustainability reporting into company reports
- An approach to internal assurance of sustainability processes and data
- The critical role internal auditors can and should play in sustainability

**Colin Gomm MIIA(Aust), Vice President, Risk and HSEC Assurance,
BHP Billiton**

9B Auditing your organisation's brand to reveal reputation risk and identify opportunities

- Understanding the significance of brand story and platform on your organisation's client experience – from brand identity to marketing, IP, and reputational risk
- How contemporary communication tools such as social media, has exponentially increased reputational risk and increased opportunity for brand differentiation
- Identifying the key areas where reputation can be at risk and how to take control of your brand's unique story
- Establishing a framework to monitor and manage your organisation's brand to identify reputational risk and opportunities
- Auditing your organisation's brand to mitigate reputation loss once an issue is in the media and reveal innovative opportunities

Christine Moody, Founder + Chief Brand Officer, Brand Audits

9C Building a quality focused Internal Audit function

- Mapping out a practical strategy for your internal audit improvement program
- Benchmarking your audit shop and identifying areas of improvement
- Defining what quality means for your internal shop
- Addressing the practicalities of applying the IPPF in your day-to-day operations
- Developing KPIs to determine and maintain internal audit quality
- Insights from QA reviews – common issues and good practices

Panel members:

David Tanner PMIIA, Director Audit & Risk, University of New England

Brian Densem FIIA(Aust), General Manager, Group Audit, Australian Unity Ltd

**Facilitator: Andrew Cox PFIIA CIA CGAP, Manager, Quality Services,
IIA-Australia**

9D Getting more from your day - The keys to easily being more productive

- Discover the two greatest threats to modern workplace productivity
- Experience for yourself how counter-productive the most common threat is and the easy way to overcome it
- Discover whether your attention span is better than a gold fish and how you can improve if it isn't
- Discover the keys to overcoming the distractions that constantly interrupt your day
- Simple tips for the best time of the day to do particular tasks

Petris Lapis, Director, Extollo



11.50AM – 12.35PM | CONCURRENT SESSIONS 10

10A What the future may hold - Economic outlook

Get a snapshot of the health of our economy and gain insights on the critical factors that will shape the future direction of the global and local economic market place.

- The facts and figures – what do the statistics say?
- Australia's standing in the global economy
- Impacts of global issues
- Key external drivers of economic change
- Future economic risks and opportunities

Senior Representative from QIC

10B False invoices – Would you detect them?

- Setting the scene – understanding why false invoices can make for an easy fraud
- Overview of common invoice scams and case study examples
- Understanding the technology that enables false invoices
- Identifying red flags to call out a false invoice
- Building a control framework to address false invoice fraud
- How internal audit can support their organisation in this process

Robyn Cooper PMIIA CIA CRMA, Principal, Internal Audit, Brisbane, Crowe Horwath

Mark Scales AMIIA, Associate Principal, Internal Audit, Brisbane, Crowe Horwath

10C Building a data driven assurance map

- Using data analytics to inform and drive your assurance map and your audit planning
- Mapping your internal assurance process to integrate with technology enablers and other organisational systems
- Realising the benefits of embedding data analytics in your audit and risk management process

Sean Hounslow PMIIA CIA, Head of Internal Audit, Department of Communities, Child Safety and Disability Services (QLD)

10D Finding more to life than work!

- Complete the wheel of balance coaching tool to see how balanced your life currently is
- Simple keys to getting more done at work so you don't take it home
- How to leave it behind when you walk out the door
- How to make the head/heart switch when you get home
- How to be more present in the moment
- The mindsets which will make the biggest differences to your health, happiness and life

Petris Lapis, Director, Extollo

12.40PM – 2.20PM | CLOSING LUNCH WITH GUEST SPEAKER – GILL HICKS

Choose choice

The greatest power we have is the power to choose how we want to respond and react to every single moment of our lives.

Gill Hicks is considered to be one of the most thought-provoking, powerful and life affirming speakers in Australia and the UK. Gill was severely and permanently injured in the London bombings of July 7, 2005 – she was standing only feet away from the suicide bomber on the Kings Cross train and miraculously survived.

In this inspirational session, Gill will explore the power of the human spirit when faced with extreme adversity and share some of the choices we can make when facing the unknown.

There are few people who can speak about a tragic event in such an engaging and uplifting way as Gill. Her appreciation and gratitude is infectious and offers a brilliant reminder of just how precious our lives are, and how we have the power to choose to live the best fulfilling life possible no matter what the circumstances.

Gill Hicks



Institute of Internal Auditors - Australia

Level 7, 133 Castlereagh Street Sydney NSW 2000 Australia
PO Box A2311, Sydney South NSW 1235

Telephone +61 2 9267 9155 Facsimile +61 2 9264 9240
Email enquiry@iia.org.au Website www.iia.org.au

ABN 80 001 797 557

© IIA-Australia December 2015