



The Institute of  
Internal Auditors  
Australia

# SOPAC<sup>®</sup>

C O N F E R E N C E

**15-17 March**

**2020**

BRISBANE  
CONVENTION  
& EXHIBITION  
CENTRE

**CONFERENCE PROGRAM**

**16 CPE HOURS**

CLARITY • FOCUS • INSIGHT

# Welcome Message

IIA-Australia is pleased to invite you to the South Pacific and Asia Conference (SOPAC®) held in Brisbane from 15-17 March 2020.

The 2020 event will feature a new two-day program format and a dedicated risk management stream, to deliver more in today's time-poor business environment. The program will cover the key emerging issues impacting organisations now and, in the future, exploring solutions and strategies to ensure the assurance profession remains ahead of the curve. Sessions will include insights on current and future macro issues and trends that will influence the way organisations operate; case study examples on how to undertake internal audits of various kinds; contemporary risk management and assurance methodologies; and professional skills to assist in the growth of both the individual and the profession.

SOPAC® 2020 will provide you with a variety of educational sessions that encompass the current needs of providing effective assurance in today's business environment:

- > Stream A – **Foresight**. Sessions covering emerging issues, disruption and strategic management
- > Stream B – **Vision**. Sessions covering innovation in internal audit and application of technology
- > Stream C – **Clarity**. Sessions to enhance personal skills of the profession to improve effectiveness
- > Stream D – **Focus**. Sessions providing practical “how to” insights of internal audit application
- > Stream E – **Insight**. Sessions exploring current risk management issues and methodologies
- > Interactive Sessions – Held on Tuesday morning, these sessions will provide delegates the opportunity to actively participate in the program

A comprehensive program, which has been shaped with extensive member consultation offers 16 CPE hours, plus a further 4 hours if you register for an optional workshop. It will feature keynote sessions delivered by business leaders and strategic thinkers, technical sessions and workshops to delve into the practical detail of assurance issues, the opportunity to learn about the newest innovations, tools and trends from our sponsors and exhibitors and the ever-important networking opportunities at the social functions.

We look forward to seeing you at SOPAC® 2020



**Stephen Coates** PFIIA CIA CGAP CRMA  
President, IIA-Australia



**Maree Patane** PMIIA CIA CRMA  
Co-Chair, SOPAC® 2020



**Rowena Craze** AMIIA  
Co-Chair, SOPAC® 2020

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# Key Speakers



## Anders Sorman Nilsson

**Futurist, Innovation Strategist**

Anders Sorman Nilsson is a futurist and innovation strategist who helps people and organisations decode trends and plan for what lies ahead.

As the Swedish-Australian founder of Thinkque, Anders Sorman-Nilsson (LLB MBA) has become a valued strategist to Fortune 500 and ASX leaders, converting provocative questions into proactive, predictive strategies.

A global thought leader since 2005, Anders works across four continents as a speaker, futurist and author. Anders is regularly featured in BRW, ABC National Radio, The Financial Review, Qantas Magazine and Sky News. His latest book, "Digilogue: how to win the digital minds and analogue hearts of tomorrow's customer" is available now and provides an invaluable insight into the consumer mindset of the 21st century. His clients include Apple, Johnson & Johnson, Eli Lilly, SAP, HP, Fuji Xerox, People's Choice Credit Union, Pernod Ricard (and more!).



## Ronni Kahn AO

**CEO and Founder, OzHarvest**

Driven by a determination to find purpose in her life, the simple act of rescuing good food and delivering it to people in need quickly caught on, and in 2004 OzHarvest was born.

Ronni Kahn is renowned for her boundless energy, infectious enthusiasm and not taking no for an answer! Her ability to inspire and motivate has seen OzHarvest grow from humble beginnings to become Australia's leading food rescue organisation. Her journey in the fight against food waste became the feature of an independent film, Food Fighter and in 2019 she was appointed Officer of the Order of Australia. Ronni is an advocate for change and is committed to minimizing food waste, creating a sustainable planet where food is not wasted, and hunger is eliminated.

Awards recognising her achievements include; Officer of the Order of Australia (2019); Boss Magazine Top 21 True Leaders (2017); Gourmet Traveller's Outstanding Contribution to Hospitality (2017); Griffith University's Doctor of the University (honoris causa); Australian Local Hero of the Year (2010).



## Eleni North

**General Counsel and Company Secretary, National Rugby League**

Eleni has been General Counsel and Company Secretary at the National Rugby League since 2014. In this capacity she is responsible for the legal and risk functions of the NRL and the Australian Rugby League Commission. The National Rugby League competition is watched by over 1 million people a week and is the highest rating sport on Australian television.

Prior to joining the NRL, Eleni held senior legal and governance roles for an ASX listed company and for a multinational technology business. She has also worked in private legal practice for Allens and Linklaters, in Sydney and London.



## Paul Chivers

**Director, riskfacilitator**

Paul Chivers is the Founding Director of riskfacilitator and has over 22 years' experience in developing, implementing and introducing risk management frameworks, programs and systems worldwide. Paul's heuristic approach is focused on risk intent, process and practice. He has worked in a range of industries internationally, which include project and event management, TV and film, aviation, education, sport & recreation, healthcare and defence.

Paul has authored risk management graduate courses, research papers and reports, and lectures for a number of industry and tertiary bodies. Paul's unique knowledge and experience of risk management has allowed him to become a sought after facilitator and presenter, with unique and fascinating experiences, including TV producing for multiple versions of the Emmy Award winning "The Amazing Race", as well as risk & safety oversight for one of the most demanding TV shows in the world, "I'm a Celebrity Get Me Out of Here". Paul travels the world helping people manage risk with a level of due diligence that is practical yet defensible. Paul is considered a subject matter expert in his field, with an energising approach to the way we take risk.



## J. Michael Joyce Jr. CIA CRMA

**IIA 2019-20 Chairman of the Global Board & Vice President, Chief Auditor & Compliance Officer, Blue Cross Blue Shield Association**

J. Michael "Mike" Joyce Jr. CIA CRMA is 2019-20 Chairman of the Institute of Internal Auditors (IIA) Global Board of Directors. In this role, Michael serves as an officer of the Global Board, is Chairman of the Supervisory Committee, and presides over the Global Assembly. Michael is the Vice President, Chief Auditor & Compliance Officer for Blue Cross Blue Shield Association (BCBSA), a national federation of 36 independent, community-based and locally operated Blue Cross Blue Shield companies. The Blue System is the nation's largest health insurer, covering more than 107 million members.

Michael has more than 36 years of professional experience and has been actively volunteering with The IIA since 1989. Before becoming Chairman of The IIA Global Board, Michael's volunteer roles included serving as the Global Board's Senior Vice Chairman (2018-19) and Chairman of the North American Board (2015-16). Michael served on the Board of Governors for the Chicago Chapter of the IIA from 1995 until 2015, including a term as chapter president (2001-02).

For his chairman's theme, Michael chose "Audit in Tune" to stress how instrumental it is for successful internal auditors to continuously fine-tune their audit approach and philosophy.





## Raelene Castle ONZM

**Chief Executive Officer, Rugby Australia**

Raelene joined Rugby Australia as the code's first female Chief Executive Officer, beginning in the role in January 2018.

She was previously the CEO of the Canterbury-Bankstown Bulldogs, where she spent four years leading the National Rugby League club after six years as CEO of Netball New Zealand.

Before beginning her career in sports administration, Raelene was a successful communications and marketing executive in the corporate sector. She is a former head of business marketing at Telecom NZ, communications manager at Bank of New Zealand and a marketing manager for Fuji Xerox.

Raelene has held several governance roles in sport, previously serving as a board director of the ANZ Championship netball, the International Federations of Netball Associations (IFNA) and as chair of the NRL club CEOs leadership group. Raelene was made an Officer of the New Zealand Order of Merit (ONZM) in 2015 for services to Business and Sport. Born in Wagga Wagga NSW, she moved to New Zealand as young child and returned to Australia following her appointment as Bulldogs CEO in 2013.



## Alan MacSporran QC

**Chairperson, Crime and Corruption Commission**

Mr Alan MacSporran QC, was admitted as a Barrister-at-Law in 1978 and worked as a Crown Prosecutor until 1984 when he went to

the private bar and was appointed Senior Counsel in 2005 and Queens Counsel in 2013.

He has extensive experience in inquests and commissions of inquiry. Between 2000 and 2006 he appeared for witnesses at the Shepherdson Inquiry into electoral fraud, was Counsel Assisting at the inquest into the Childers backpacker fire, and was Counsel Assisting at the inquest into a number of police shootings of mentally ill patients.

Mr MacSporran represented the State of Queensland at the Queensland Floods Commission of Inquiry and the Queensland Health Payroll System Commission of Inquiry. In 2015 he was appointed to review the Queensland greyhound racing industry. As well as prosecuting matters for the State and Commonwealth, he has provided legal advice to those bodies on a range of matters over many years.

Mr MacSporran is patron of the Corruption Prevention Network Queensland, a member of the Queensland Law Society Legal Practitioners Admissions Board and a member of the Queensland Integrity Committee.



## Sandra Parker PSM

**Fair Work Ombudsman**

Sandra Parker PSM was appointed to the position of Fair Work Ombudsman for a five year term on 15 July 2018.

Prior to her appointment as Fair Work Ombudsman, Sandra served as Deputy Secretary at the Department of Jobs and Small Business and its predecessors for eight years. She was Deputy Secretary, Employment Services and Deputy Secretary, Workplace Relations and Economic Strategy.

Sandra's previous roles span across Commonwealth and State and include serving as the head of the Office of the Australian Safety and Compensation Council, a tripartite national body that oversaw the establishment of national occupational health and safety and workers' compensation policy and standards.

Sandra was awarded a Public Service Medal for her outstanding contribution to workplace relations policy and program delivery in 2018.



## Dom Price

**Work Futurist, Atlassian**

Dominic has a career that has reached far and wide through Europe, US and Asia PAC. Dom has responsibilities spanning seven global R&D centres, and is our in house "Team Doctor" helping Atlassian scale by being ruthlessly efficient and effective, with one eye on the future. Dom helped pioneer Atlassian's Team Playbook and has run hundreds of team sessions globally. He spends a significant amount of his time working with Atlassian's customers to understand the future of work and cultural changes required to thrive.

He has previously been the GM Program Management for a global gaming company and a Director of Deloitte.

Dom is proud to work at Atlassian, the home of the most intelligent t-shirt wearers in business, as the Work Futurist.

A keen traveller, Dom has traversed over 50 countries so far, but after 15 years on these shores, he calls Australia home.



## Ray Gunston

**General Manager, Infrastructure,  
Major Projects and Investment,  
Australian Football League**

Ray has a Bachelor of Commerce (with honours) and a Diploma of Education, is a FCPA and a graduate member of the Australian Institute of Company Directors. He has had extensive experience as a senior executive and company director in a variety of industries and has had executive roles with Westpac, Price Waterhouse, Aluminium Smelters of Victoria, Southern Cross Austereo, Essendon Football Club, the Victorian Government and more than 12 years as CFO of Tattersalls/Tatts Group. Ray is a non-executive director of Sigma Healthcare and Hotel Property Investments. He is also Chairman of the Marvel Stadium Group of Companies which is owned by the AFL. He previously held non-executive director roles with Essendon, AFL Victoria and the Melbourne Renegades, and was chairman of Greyhound Racing Victoria.

# Pre-Conference Sunday, 15 March 2020

**1.00pm – 5.30pm Registration desk open**

**1.30pm – 5.30pm Optional Pre-Conference Workshops**

## WORKSHOP 1

### Leveraging data analytics to improve decision-making

Data analytics delivers a comprehensive method for extracting vital information that can enhance organisational performance. Internal auditors can make use of these tools in a powerful way, enabling intelligence to be gathered smartly and efficiently.

#### Key areas to be explored

- > Data analytics and continuous auditing
- > How to use data analytics to maximum effect – Process and application
- > Examples of data mining to extract valuable information
- > Sampling and efficiencies in audit
- > Should the “second line” have ownership of data analytics? Discussion and analysis
- > Eliminating duplication
- > Implementation, review and future steps

#### Key learning outcomes

- > Understand the best use of data analytics
- > Identify techniques to implement
- > Discover which tools will work for you
- > Apply lessons from case studies, examples and scenarios
- > Develop knowledge of future trends and technologies

**Gavin Steinberg AMIA, Managing Director, Satori**

## WORKSHOP 2

### Process audits – Mapping end-to-end processes

This workshop introduces participants to a variety of the simplest, most effective and widely used tools and techniques for process documentation, analysis and improvement. It enables participants to understand the language of process analysis by defining business functions, processes, activities and tasks, and to apply a range of process mapping tools that will assist internal auditors in focusing their audit efforts in this area.

#### Key areas to be covered

- > What is process mapping, and why use it?
- > How to map business processes
- > How to transform written notes into meaningful diagrams / process maps
- > Tools available to assist in process mapping
- > Tips on analysing the process map for audit efficiency, process effectiveness and fraud prevention
- > How to present your process maps to auditees and the audit committee

#### Learning outcomes

- > Defining business functions and elementary business processes
- > Mapping processes and activities – Applying fundamental tools
- > Identifying organisational structural issues in process design
- > Analysing processes for efficiency and control risks
- > Insights on redesigning processes for more efficient and effective operations
- > Identifying process cost drivers and possible cost savings
- > Planning and implementing process improvements

**Chris Puschak PMIA CIA CRMA CGAP, Quality Assurance Manager, Lieder Australia**

## WORKSHOP 3

### Assurance mapping

This workshop will take you through the assurance mapping process which can be practically applied in all organisations no matter how big or small.

#### Key areas to be explored

- > Identifying the essential enterprise risk management elements needed for assurance mapping
- > Identifying which assurance providers can be included, and knowing why
- > Using the assurance map as an internal audit planning tool
- > Knowing how to assess the extent of the assurance coverage for each process and sub-process
- > Identifying various alternatives to consider when assessing potential gaps and / or duplicate coverage areas
- > Strategies for building a practical assurance mapping action plan for CAEs

#### Key learning outcomes

- > How to link enterprise risk management with the assurance map
- > How to build a framework to manage and assess the quality of assurance coming from assurance providers within your organisation
- > Understanding the boundaries and responsibilities of the various assurance functions
- > Discover the building blocks of constructing an effective assurance map

**Cathy Blunt PFIIA CIA, Principal, O'Connor Marsden & Associates**

## WORKSHOP 4

### Auditing with an agile mindset

In today's fast paced business environment, more and more organisations are adopting agile project methodologies to gain the edge for speed to market and effectively complete projects. Moving away from traditional ways of working, changing culture and achieving organisational agility is now a competitive edge.

In this new environment we need to understand how risk is managed and how to utilise the agile practices and tools available.

This session will explore the differences and challenges of auditing agile projects, focusing on what agile is and how internal audit can be part of the process.

#### Key areas to be explored

- > Overview of the context of agile adoption
- > Why organisations are utilising agile ways of working and its value (where and how its being used)
- > Understand agile mindset and tools
- > Shifting the audit mindset to the agile mindset – Embracing new ways of working and making it work for you
- > Overcoming practical challenges in applying the agile mindset to internal audit work
- > Reporting and practices that help manage risk in agile projects

#### Learning outcomes

- > Understanding internal audit's value add – Role in agile projects
- > Identifying agile project risks
- > How to use agile practices for auditing agile projects
- > Producing reports on agile projects that will provide stakeholders the right information at the right time to manage risk

**Annabelle Fahey, Brisbane Lead & Enterprise Agile Coach, The Agile Eleven**

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**3.00pm – 3.30pm      Chief Audit Executives' welcome afternoon tea**

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**3.30pm – 5.30pm      Chief Audit Executives' Forum**

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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:



## 5.30pm – 7.00pm WELCOME RECEPTION AND SPEED NETWORKING

The Welcome Reception is a great opportunity to ease into your conference experience in a relaxed, informal way. Catch up with colleagues and make new contacts whilst enjoying delicious canapés and a selection of beverages.

For those who wish to brush up on their networking skills, we've organised an entertaining speed-networking activity. This activity is a great way to meet new people, make worthwhile contacts, and build your conversational skills. Don't forget your business cards! Places are limited, so if you would like to participate please complete the relevant section on the registration form.

Delegates registered for the full conference receive one Welcome Reception ticket. Extra tickets are available for accompanying persons at \$90 per person, subject to availability.



# Day 1 Monday, 16 March 2020

<b>7.30am</b>	<b>Registration desk open</b>
<b>7.30am – 8.45am</b>	<b>Networking breakfast and exhibition viewing</b>
<b>8.45am – 9.00am</b>	<b>Opening remarks and welcome</b>
<b>9.00am – 9.50am</b>	<b>Keynote 1</b>
<b>Technology change drivers – Seeing beyond the 2020 Vision</b> Take a look into the future and explore how technology is currently shaping our work and personal lives. This session will explore the exponential speed of technology and how it is being embedded into business platforms, what organisations need to do to take advantage of new technology, keeping technology under control and to stay ahead of the curve in keeping pace with technology driven change. Key points of discussion will include: <ul style="list-style-type: none"> <li>&gt; The impacts of technological revolution – The emergence of the AI domain</li> <li>&gt; What's coming next – The impact of faster, smaller and smarter technology</li> <li>&gt; The technology power shift – The empowerment of the individual</li> <li>&gt; Risks and opportunities – What should be on your radar</li> </ul> <b>Anders Sorman Nilsson, Futurist, Innovation Strategist</b>	
<b>9.50am – 10.30am</b>	<b>Morning networking break and exhibition viewing</b>
<b>10.30am – 11.20am</b>	<b>Concurrent sessions 1</b>
<b>1A Audit Committee – Lifting the bar on internal audit</b> <ul style="list-style-type: none"> <li>&gt; Driving the good governance culture – The new pressure point for Audit Committees</li> <li>&gt; Engagement expectations of the internal audit function from Boards and Audit Committees post Hayne</li> <li>&gt; Reporting evidence and effectiveness – What does the Audit Committee need to have comfort over risk assurance</li> <li>&gt; Defining the role of internal audit over governance structures</li> <li>&gt; Practical insights on how the internal audit function and Audit Committee can work together in effectively discharging their duties</li> </ul> <b>David Kelley, General Manager, Internal Audit &amp; Control, Energy Queensland</b> <b>Kerryn Newton, Member Audit Committee and Chair Risk &amp; Compliance Committee, Energy Queensland</b>	
<b>1B The robots are coming – Putting AI into IA</b> <ul style="list-style-type: none"> <li>&gt; Overview of intelligent process automation and its application to the internal audit process</li> <li>&gt; Setting the ground rules for Artificial Intelligence (AI) to do the work of internal audit</li> <li>&gt; Measuring the success of using AI for internal audits and realising the benefits</li> <li>&gt; Future risks and opportunities for the profession in the AI domain</li> </ul> <b>Rowena Craze AMIIA, Partner, KPMG</b>	
<b>1C Think outside the square – Diversity of thought</b> <ul style="list-style-type: none"> <li>&gt; Defining and harnessing the diversity of thought (cognitive diversity) as a tool for effective strategic thinking</li> <li>&gt; Why is cognitive diversity so important in the modern-day work environment?</li> <li>&gt; Putting diversity of thought into practice</li> <li>&gt; Understanding the benefit of diverse collaboration to solve complex problems in today's business environment</li> </ul> <b>Rum Charles, Principal Consultant, Australian Institute of Soft Skills Training</b>	

## 1D The latest news in cyber security

- > Overview of the current and emerging trends in cyber security risks
- > Determining your organisation's digital information footprint – What, where and how is information stored, processed and transmitted
- > Identifying your organisation's cyber boundary and the potential areas at threat
- > Building better information and cyber governance processes across the organisation to maintain resilience
- > The different approaches to auditing cyber risks
- > Understanding what should be in your audit plan to assist your organisation in managing information security

**Darren Booth, Partner, Cyber Security & Resilience, RSM**

## 1E Three Lines of Defence (3LOD) revisited – Insights from the IIA Global review

- > Overview of the changing nature of assurance
- > Practical Insights and trends from the Global Review – What are the CAEs of the world thinking?
- > Defining responsibilities and outcomes for management, risk and internal audit
- > Balancing governance and control with today's fast-moving business needs
- > Determining the best model for assurance – What will 3LOD look like in the future?

**Jenitha John CIA QIAL, Three Lines of Defence Working Group Chair, IIA Global; Senior Vice Chairman of The IIA Global Board of Directors**

## 11.25am – 12.15pm Concurrent sessions 2

### 2A Socialising your ethics – Ensuring your social licence to operate

- > Understanding why Corporate Social Responsibility (CSR) is an elevated business risk in today's environment
- > Defining your social license to operate– Who defines the societal norms and what are the expectations
- > Engaging the community in your operations – Taking on feedback and effectively communicating it
- > Is your organisation walking the talk – Assessing and reviewing CSR commitments and actions
- > The importance of providing adequate resources for the increasing assurance requirements over social and environmental footprints of your organisation

**Jennifer Bowcock, Chief Advisor Global Communities and Social Performance, External Affairs and Communities Global Practice, Corporate Relations, Rio Tinto**

### 2B Showing your worth – Making your internal audit annual report show your true value (panel discussion)

- > Determining the right messages to include in your internal audit annual report
- > Using effective performance measures to show the value of internal audit
- > Incorporating your customers / stakeholders' feedback into your report
- > The structure and look of the annual report – Turning it into an internal audit show piece
- > Practicalities of putting the report together – Case study examples

**Fiona Carlstrom AMIIA CRMA, Head of Internal Audit, Super Retail Group**

**Mark Trajcevski AFIIA, Chief Audit Executive, NBN Co**

**Tania Stegemann PFIIA CIA CCSA CRMA, Director of Compliance, Catholic Professional Standards**

### 2C Leadership resilience – Holding it together in tough times

- > Defining organisational and personal resilience
- > Importance of maintaining positivity during times of duress
- > Effective communication strategies during difficult times
- > The essence of holding it together – Personal traits and tips and techniques that will see you through
- > Meeting the challenge of leading yourself and your team through difficult situations

**Paul Lyons, Manager Partner, Mental Toughness Partners**



## 2D The whistle's been blown...how to ensure you comply

- > What's changed with new legislation
- > What does a best practice Whistle-blower framework look like?
- > How to handle a Whistle-blower who makes a report to the internal audit team
- > Understanding the critical documentation
- > Protecting the Whistle-blower and yourself – Understanding roles, responsibilities and anonymity rules
- > Determining the role of internal audit and other parts of the organisation

**Sally McDow, Head of Client Advisory, Your Call**

**Nathan Luker, CEO, Your Call**

## 2E Chain of responsibility – From driver to director

- > Overview of the 2018 Chain of Responsibility Laws
- > Understanding legal liabilities and duty of care
- > Mapping the chain of responsibility risk across your business processes
- > Building a control and mitigation framework over the chain of responsibility
- > Determining organisational responsibility in managing the process

**Ray Hassall, Executive Director Statutory Compliance, National Heavy Vehicle Regulator**

**12.15pm – 1.30pm**

**Lunch**

**1.30pm – 2.20pm**

**Keynote 2**

## Business evolution – Delivering the vision

In today's competitive and highly regulated business environment, organisations really need to embrace innovation and drive to meet both challenges and opportunities in front of them. So what then are the expectations on Boards, Management and the assurance function in positioning themselves to respond to opportunities and help drive these to improve organisations in multiple ways? Key themes to be explored include:

- > Strategies to embed the right culture to effectively drive change and innovation
- > Why effective risk management and governance structures are essential to successfully delivering the business vision
- > Leadership challenges and opportunities in making the most of new possibilities
- > Lessons learned from the front line in realising the vision

**Ronni Kahn AO, CEO and Founder, OzHarvest**

**2.25pm – 3.15pm**

**Concurrent sessions 3**

## 3A Effective internal auditing in the public sector – A good practice guide (panel discussion)

- > Insights on the key drivers for good public sector governance across all three levels of government
- > Defining the role of governance enablers across the organisation and the critical role of internal audit
- > Understanding the key elements of assurance
- > Building the foundations of internal audit effectiveness with a key focus on independence
- > Realising the value that internal audit brings to the table to drive an effective and efficient public sector

**Brendan Worrall, Auditor-General, Queensland Audit Office**

**Bruce Turner AM PFIIA CGAP CRMA, Co-Author, Effective internal auditing in the public sector – A good practice guide**

**Stephen Horne PFIIA CIA CGAP CRMA, Co-Author, Effective internal auditing in the public sector – A good practice guide**

## 3B Using service providers – Getting the right results (panel discussion)

- > Secrets to getting the relationship right from the outset when engaging an outsource or co-source partner
- > Working together effectively in determining the audit scope
- > Understanding the practicalities in measuring performance of the arrangements – SLAs, KPIs, Standards
- > The why and how the IPPF should be used to managing quality – How to apply IPPF Guidance “Measuring Internal Audit Effectiveness” to outsourced providers
- > Insights on common quality issues across various sourcing models and possible solutions
- > Strategies, methodologies and action plans to rectify quality issues
- > The importance of effective communication in delivering effective outcomes

**Adrian Gore AMIIA, Director Group Internal Audit, Telstra**

**Shane Campbell PMIIA CIA, Deputy Executive Director – Internal Audit & Assurance Governance, Sydney Trains**

**Linda Moule PMIIA GradCertIA, Manager Internal Audit, Children's Health Queensland Hospital and Health Service**

**Deborah Bailey AMIIA, Senior Internal Auditor, University of the Sunshine Coast**

## 3C Critical conversations – Negotiating a challenging audit finding

- > Applying a framework to prepare and deliver bad news with confidence
- > The importance of separating the people from the problem
- > Being confident when delivering tough feedback and be better equipped to manage a range of various responses
- > How to remain authentic and clear in your communication style – Keeping emotions out it
- > Effectively engaging the recipient to take on responsibility of the problem

**Petris Lapis, Director, Petris Lapis**

## 3D Auditing AI & robotics

- > Addressing the challenge of ensuring the coding is right from the outset in your AI program
- > The importance of auditing the human element in AI audits
- > Determining machine learning risk – Challenging the logic of the machine learning process
- > Understanding the impact of the operating environment changes on machine learning
- > Making the most of Data Analytics in the auditing process
- > Setting up and monitoring a strong governance framework that limits automation failures

**Andrew Jones AMIIA, Executive General Manager Internal Audit, Suncorp Group**

**Jessica O'Callaghan, Audit Portfolio Manager – Data Analytics, Suncorp Group**

## 3E Project risk management

- > Defining assurance responsibilities for the wider assurance function
- > Developing an audit criteria and scope
- > Establishing a reporting process to ensure your bases are covered to effectively communicate potential risks
- > Understanding the importance and impacts of change management risks being driven from projects
- > Identifying and managing the potential 'control gaps' during projects
- > The importance of control mapping large scale projects when multiple stakeholders are involved
- > Ensuring return on investment

**Karl Davey, General Manager HSE & Risk, Transurban**

**Sarah Willoughby PFIIA GradCertIA, Risk Manager – Queensland, Transurban**

**3.15pm – 3.55pm**

**Afternoon networking break and exhibition viewing**

# Day 1 Monday, 16 March 2020 (continued...)

3.55pm – 4.45pm

## Concurrent sessions 4

### 4A BEAR Contagion – Taking controls to the next level

- > The BEAR essentials – Insights on the workings and implications of the Banking Executive Accountability Regime (BEAR)
- > Taming the BEAR – Benefits and challenges of the sign-off attestation governance model
- > Inside the BEAR cave – The role of internal audit in managing this governance process
- > Will the BEAR escape – How this governance model may transfer as benchmarks for other industries

**Stephen Savage AMIIA, Head of Group Assurance, Bendigo and Adelaide Bank**

### 4B Data mining – How to get the most from low cost tools

- > Understanding the capabilities of using free or low-cost tools for each of the data mining phases of data analytics
- > How to get the most out of data analytics when working with limited resources
- > What are the essentials of the data mining process to ensure success?
- > What analysis methods are available to make sense of the data
- > Getting quality results from data analytics basics

**Sean Hounslow PMIIA CIA, Director, Assurance and Advice, Queensland Health Gold Coast Health Service**

### 4C Getting more from your day – Improving personal workflow

- > Uncover the common threats to modern workplace productivity
- > Experience for yourself how counter-productive the most common threats are and the easy way to overcome them
- > Discover whether your attention span is better than a goldfish and how you can improve if it isn't
- > Discover the keys to overcoming the distractions that constantly interrupt your day
- > Learn simple tips for the best time of the day to do particular tasks
- > Gain insights to build your personal workflow plan to improve your productivity

**Petris Lapis, Director, Petris Lapis**

### 4D Auditing culture – A tale of two sectors

- > Identify the importance of auditing culture in an organisation
- > Learn about a framework for approaching the audit of culture, including 'framework' and 'behavioural' perspectives
- > Examine the similarities and differences in auditing culture in the financial services sector and public sector and see how they can teach other
- > Explore how to implement the principles of auditing culture in their own relevant organisation regardless of sector
- > Practical insights and case studies from both the financial services and public sectors

**Greg Rimmer-Hollyman PFIIA CIA QIAL CCSA CFSA CGAP CRMA, Chief Internal Auditor, National Disability Insurance Agency**  
**Nicola Rimmer-Hollyman CIA QIAL, Head of Internal Audit for Wealth, Banking and NZ, AMP**

### 4E Mapping accountability risk for legislative compliance

- > Understanding the benefits of mapping the legislative footprint of the organisation
- > Ensuring your organisation understands and manages its legal obligations and license to operate
- > Understanding the importance of defining who is responsible for what, to drive better accountability across the organisation
- > Case study of an organisational wide compliance assessment of the CSIRO – Insights on the practicalities, challenges and outcomes

**Leigh Flanigan PMIIA CIA, Executive Manager – Audit, CSIRO**

4.50pm – 5.40pm

## Keynote 3

### Staying in the game of risky business

Disruption and innovation can be said to be a business norm in today's environment. Even though most organisations have this on their radar, the underlying challenge lies with the organisational capability to effectively manage the associated risks that arise from disruption and pursuit of new opportunities. This session will provide insights on:

- > Defining disruption risk – Is it the new black swan or the business norm?
- > Balancing risk and opportunity in a disruptive environment
- > What do boards, audit committees, management and internal auditors need to be looking for when assessing disruption risk?
- > Resilience vs Anti-fragility – Being prepared to fail and build strength from your mistakes
- > Practical steps in addressing innovation and disruption risk and making the most of change

**Paul Chivers, Director, riskfacilitator**

## 7.15PM – 11.30PM GALA DINNER

Get your boots on! Feast for a Farmer is the theme for this year's Gala Dinner and awards presentation, raising awareness of the current drought. Wear your Akubra, pull on your boots or dress the full part to acknowledge our farmers.

Don't arrive late or you'll miss out on an hour of fun Aussie entertainment, tantalising local food & thirst-quenching drinks served as a stand-up entrée before moving into the Plaza Ballroom for formal proceedings, main course, dessert and boot-scooting fun!

Delegates registered for the full conference receive one Gala Dinner ticket. Extra tickets are available for accompanying persons at \$180 per person, subject to availability.



# Day 2 Tuesday, 17 March 2020

<b>7.30am</b>	<b>Registration desk open</b>
<b>7.30am – 8.30am</b>	<b>Networking breakfast and exhibition viewing</b>
<b>7.30am- 8.20am</b>	<b>Interactive sessions</b>
<b>I1 A day in the life of an Audit Committee</b> Featuring a cast of all-star CAEs, this role play mock Audit Committee session will explore and show case how to address the day to day issues raised in an Audit Committee meeting. <ul style="list-style-type: none"> <li>&gt; Minutes of last meeting</li> <li>&gt; Actions</li> <li>&gt; Auditing reports and risk ratings</li> <li>&gt; Open issues register</li> <li>&gt; Management representation</li> <li>&gt; Performance of internal audit</li> <li>&gt; Audit planning</li> </ul>	
<b>I2 On your soap box – Innovation stand up</b> This is designed to provide you the opportunity to share your knowledge of innovative internal audit practices with the profession. To have your chance to get on your soap box please submit your idea/topic presentation to <a href="mailto:speakers@iia.org.au">speakers@iia.org.au</a> by 21 February 2020. Three 10-minute slots will be available. Topics / presentations will be published on the conference app once confirmed.	
<b>I3 Clear your mind with Tai Chi</b> Start your SOPAC® morning with a Tai Chi session to clear your mind for the day ahead. Tai Chi is an exercise which promotes and maintains health, fitness and relaxation through the use of deep breathing which is integrated with gentle flowing movements of the body. Tai Chi uses gravity in a way that promotes relaxation and a unique way of creating movement through the body with minimum use of muscle.	
<b>I4 Show and tell – Where the good stuff lives on the IIA-Australia website</b> This session will walk you through the resources available on the IIA-Australia website. <ul style="list-style-type: none"> <li>&gt; Lifting the lid – Navigating the members only area</li> <li>&gt; What do the members want? – The most popular resources that are accessed</li> <li>&gt; Watch this space – What's new and what will soon be available</li> </ul>	
<b>I5 Internal audit – Your thoughts on the future of the profession</b> If you had 2020 vision what would you see as the future of the profession? Take this opportunity to share your thoughts with the IIA-Australia Board on: <ul style="list-style-type: none"> <li>&gt; What's going on in your world of internal audit</li> <li>&gt; What do you see as emerging risks for the profession?</li> <li>&gt; How should the profession evolve for the future?</li> <li>&gt; Insights on initiatives for the profession being driven by IIA-Australia</li> </ul>	

<b>8.30am – 9.20am</b>	<b>Keynote 4</b>
<b>Audit in tune</b> "Audit in Tune," the theme for 2019-20 IIA Global Chairman, J. Michael Joyce Jr. CIA CRMA, is designed to strike a chord with internal auditors, beginning or seasoned, around the globe. "Audit in Tune" provides a soundtrack that encourages internal auditors to make their organisations – and by extension, the world – just a little better than they might have found them. Built on a foundation of more than 36 years of professional experience, 31 of those as a Certified Internal Auditor, Mike will share his insights on: <ul style="list-style-type: none"> <li>&gt; Learning your notes – The importance of internal audit fundamentals, business and operational acumen, certification and professionalism</li> <li>&gt; Keeping in sync – Ensuring the performance of our roles and responsibilities as internal auditors is in rhythm with organisation strategic objectives</li> <li>&gt; Getting in tune – How to measure the success of internal audit's approach and philosophy in relation to stakeholder expectations</li> <li>&gt; Performing at your best – Delivering value from your internal audit function</li> </ul> <b>J. Michael Joyce Jr. CIA CRMA, 2019-20 IIA Global Chairman &amp; Vice President, Chief Auditor &amp; Compliance Officer, Blue Cross Blue Shield Association</b>	
<b>9.25am – 10.15am</b>	<b>Concurrent sessions 5</b>
<b>5A Remuneration governance – Ensuring a fair playing field</b> <ul style="list-style-type: none"> <li>&gt; Remuneration governance expectations from the shop front worker to boardroom executives</li> <li>&gt; Keeping things fair – Understanding rights of workers in relation to remuneration entitlements</li> <li>&gt; Themes and insights from recent cases – Where things have gone wrong and lessons learned</li> <li>&gt; The role of governance and oversight – Opportunities for risk and internal audit practitioners in supporting better outcomes</li> <li>&gt; Auditing remuneration – The critical focus areas that should be on internal audit's radar</li> </ul> <b>Sandra Parker PSM, Fair Work Ombudsman</b>	
<b>5B Advanced Data Analytics – Embedding analytics into your audit program</b> <ul style="list-style-type: none"> <li>&gt; Using Data Analytics – A foundation of a robust and efficient audit methodology</li> <li>&gt; Mapping your internal audit process to integrate with technology enablers and other organisational systems</li> <li>&gt; Critical elements in getting Data Analytics right – Outcomes, design, configuration and support</li> <li>&gt; Practical elements in using analytics in annual planning, audit engagements and field work</li> <li>&gt; Realising the benefits of embedding Data Analytics in your audit process</li> </ul> <b>Ms YIK Yeng Yee, Group Audit Chief Operating Officer, DBS</b>	
<b>5C Addressing employee well-being</b> <ul style="list-style-type: none"> <li>&gt; Understanding the components and structures of well-designed wellness frameworks</li> <li>&gt; The importance of building a wellness culture across the organisation – Ensuring your colleagues are OK</li> <li>&gt; Understanding the risks and impact of poorly designed and executed wellness programs</li> <li>&gt; How internal audit can assist in moving towards high reliability and the importance of wellness in safety critical industries</li> </ul> <b>Melinda Russell, Director, Russell Solutions</b>	

# Day 2 Tuesday, 17 March 2020 (continued...)

## 5D Auditing third party outsourcing arrangements

- Effectively identifying third party touch points within organisational processes and flagging potential risks
- Addressing the practicalities of reviewing governance and control arrangements of third-party service providers within the process chain
- Reviewing contractual arrangements – Right to audit clauses, relationship management and Service Level Agreements
- Developing meaningful metrics to measure performance and quality of deliverables
- Managing the complexities of diverse stakeholder groups
- Communicating observations to third party service providers that drive meaningful improvements in control and operating environments

**Timothy Cronin PMIIA CIA CRMA, Director, Vincents**

## 5E FitRisk – Improving the health of your risk management

- Signing up – The importance of everyone being a risk manager
- Boot camp – Training the team. A people and capability uplift across the 3 lines of defence
- Health check – Keys to great risk assessments
- Finger on the pulse – Using a range of metrics to track your progress – “Risk in Motion”
- Running the race – Embedding risk management into day-to-day operations
- Winning results – Using agile risk management frameworks for smart decision making
- Maintaining momentum – Motivating and incentivising for risk. The need to redefine risk

**David Tattam, Director Research and Training, Protecht**

**10.15am – 10.55am Morning networking break and exhibition viewing**

**10.55am – 11.45am Concurrent sessions 6**

## 6A Hacked – Lessons learned from the front line

- Trends in data breaches – Understanding the changing threat environment
- Finding the data breach source – Is it a technology or people problem?
- Importance of preparation in the data enabled world – Understanding data flows and location, regulatory requirements, policies, procedures and testing
- Challenges in implementing data breach / disaster recovery plans – Insights from the DLA Piper IT outage and others
- Post-event and remediation activities

**Nicholas Boyle, Partner, DLA Piper**

## 6B Reporting rigour – Giving comfort to your stakeholders

- Using rigour in your internal audit reports to drive management change, meet regulator expectations and give comfort to the Audit Committee
- Getting to the root cause of issues and calling it out in audit reports and making it transparent across the organisation
- Going beyond just calling out issues and clearly identifying the controls gaps and putting forward actionable recommendations
- Maintaining quality audit evidence through all stages of your auditing methodology
- Delivering meaningful reporting that meets the needs and expectations of your stakeholders

**Michael Pocock, General Manager, Internal Audit, National Australia Bank**

## 6C Truth decay – Determining fact from fiction

- Understanding how the speed and volume of digital media may blur the truth
- Addressing the challenge of increasing reliance on opinion over fact
- Strategies to read between the lines to determine what is the real information
- Putting a sceptical lens over the information you see and gather as part of your audit work
- Strategies to give you confidence in truth source

**Professor Nick Enfield, Sydney Initiative for Truth, The University of Sydney**

## 6D Have you got RACM'd?

- Understanding the essential components of building your Risk and Control Matrix (RACM)
- Determining the critical risks and what controls you expect to see
- Identifying the control gaps and developing mitigating controls
- Testing procedures to ensure your RACM has your organisation covered

**Akshay Berera PMIIA CIA CGAP CRMA, Senior Assurance and Audit Specialist, Brisbane City Council**

## 6E Corruption classics – Insights of fraud and corruption in the public sector

- How and why fraud and corruption can fly under the radar in the public sector
- Is your organisation safe – Lessons learned from recent cases
- Insights on fraud and corruption risk management strategies
- Defining the roles of management, risk function and internal audit in driving preventative measures

**Alan MacSporran QC, Chairperson, Crime and Corruption Commission**

**11.50am – 1.20pm Footy Lunch – Playing by the rules**

Using the parallels between business and sport this panel forum will discuss the importance and challenge of maintaining good governance practices, especially when under the media spotlight. Key issues to be explored include:

- Laying down the rules – Managing baseline play
- Being in the spotlight not under the spotlight – Managing reputation risk
- Scoring points with your stakeholders – Managing expectations of fans, players, sponsors and the Board
- Bad calls – Lessons from the field in converting to future positives

**Raelene Castle ONZM, Chief Executive Officer, Rugby Australia**  
**Eleni North, General Counsel and Company Secretary, National Rugby League**

**Ray Gunston, General Manager, Finance, Corporate and Major Projects, Australian Football League**

**Facilitator: Rowena Craze AMIIA, Co-Chair, SOPAC® 2020, IIA-Australia & Partner, KPMG**

**1.20pm – 2.10pm Concurrent sessions 7**

## 7A Climate change – Why it should be on your audit plan

- Why climate change risk should be in your audit universe
- Looking beyond the impacts of extreme weather – Understanding the environmental compliance regime
- Overview of where Australian business operations stand globally and what international requirements may apply
- Understanding the risk impacts of inaction on climate change
- Focus areas of the regulator regime over climate change

**Fleur Crowe, Business Manager – Power Services, Power and Water Corporation**





**7B Unleashing the power of visualisation tools (short talks)**

- > Why effective visual reporting matters in today's now environment
- > Effectively analysing data to communicate to management
- > Practicalities of converting data to visual information
- > Insights on what type of visual reports to which stakeholders respond best
- > Understanding some of the tools and technology that can tell the story effectively

**Robert Kilbride, Director Audit Analytics, Queensland Audit Office**  
**Clinton McGregor, Head of Business Performance & Optimisation, QInsure, QSuper**  
**Luke Zilic, Principal Advisor – Data, Reporting and Technology, RACQ Group**

**7C Ethics and professionalism for internal auditors**

- > Develop your understanding of ethics and how it relates to morality, law and risk management, values and principles
- > Gain an understanding of the challenges faced by professionals working for large organisations and the ethical responses to them
- > Examine various approaches to ethical decision making to enhance your capability of making ethically informed decisions

**Professor Charles Sampford, Foundation Dean of Law and Director of the Institute for Ethics, Governance and Law, Griffith University**

**7D Auditing data risk – Audit's role in building trust with customers and regulators**

- > Building trust through data risk management – Supporting your organisation's digital strategy
- > Is your organisation on track to realise the strategic benefits of data risk management?
- > Does your organisation know where the golden source of truth is for each key data element?
- > What are the key controls to ensure quality and integrity of data?
- > Protecting customer data – Building digital trust

**Tara Laybutt PMIIA, Partner, Deloitte**

**7E Integrated assurance – Risk and audit working together**

- > Consolidating risk, control and assurance information to form the enterprise view
- > Integrating the efforts of internal audit, risk and assurance functions
- > Meeting the challenges of aligning the “big risk picture” with the internal audit program
- > Making the most of each other's work / reports – Managing duplication in the reporting process
- > Realising the benefits of integrated assurance

**Brett Anderson, GM Enterprise Risk, Flight Centre**

**2.15pm – 3.05pm Concurrent sessions 8****8A IIA-Australia and Protiviti Benchmarking Survey – Building the capabilities of the profession**

- > Discover what the profession sees as the skills set required for future internal auditors
- > Explore the impacts of innovation and transformation on the profession and what competencies are required for a “next-generation” internal audit function.
- > How does the Australia profession rate its current capabilities against what will be required in the future?
- > Key recommendations to future proof the profession

**Discussion leaders:**

**Mark Harrison PFIIA CIA CRMA, Managing Director, Protiviti**  
**Andrew Cox PFIIA CIA CGAP, Manager, Quality Services, IIA-Australia**

**8B “Agile” auditing in practice – How it is used at Airservices Australia**

- > Using scrums and sprints – How we use it and make it work
- > The challenges of introducing “agile” into audit planning, execution and reporting
- > How to ensure quality outcomes when applying an “agile” approach
- > Realising the benefits of applying “agile” to internal audit

**Bronwyn Davies PMIIA CIA, Chief Auditor, Airservices Australia**

**8C Job disrupted – Reinventing yourself for career change**

- > Reinventing yourself – Who are you? What do you want to do?
- > Today's workplace – Does it have the job that you think that you want?
- > Would you hire yourself – Understand the you that others see, hear and evaluate
- > Today's recruitment process – Current trends in CVs, submitting video applications; screening processes and more
- > Getting Ready ... Set ... Go... You're hired!

**Rod Rafter AMIIA, Director of Internal Audit, Luxottica Retail Australia**

**8D Auditing customer experience – The value-add audit**

- > Understanding the value of the data and insights from customer feedback
- > Making the link between poor customer experience and risk exposures – Getting to the root cause
- > Managing the speed and impact of customer feedback in the digital age
- > Developing and applying effective KPIs to measure customer satisfaction
- > Ensuring that there are effective processes to address customer complaints
- > Developing audit recommendations to improve customer satisfaction and reduce risk

**Coen Van Dijk PMIIA CIA, General Manager Group Assurance & Risk, Wesfarmers Limited**

**8E Perils of payroll and perks**

- > Understanding the vulnerabilities of payroll fraud and why it remains a key risk for organisations today
- > Lessons learnt from recent payroll frauds in Australia
- > Practical steps you can take to prevent payroll fraud and improve your business at the same time
- > Key data analytic tests that can be used to detect payroll fraud
- > Critical focus areas for internal auditors to consider

**Wayne Gorrie PMIIA CIA, Risk Consulting Associate Partner, Crowe Australasia**

**Daniel Newby, Risk Consulting Manager, Crowe Australasia**

**3.05pm – 3.35pm**

**Afternoon networking break and exhibition viewing**

**3.35pm – 4.25pm**

**Keynote 5**

**The future of work – Will you fit in?**

Hear insights from one of the most innovative companies in the world as Dom Price from Atlassian shares his view and predictions of the future of work. Dom will also share strategies for you as an individual and what organisations should be doing now to effectively adapt to and succeed in the future of work.

- > The workplace of the future – What does it look like and what are the ground rules?
- > The technology enablers of the workforce of the future
- > Why leading organisations are embracing innovative workforce models
- > What about you? Changing your mindset to adapt and succeed in the new age workforce
- > Working in teams with no-one standing beside you – Building effectiveness in virtual teams
- > Opportunities and challenges for organisations and individuals in adapting to the future of work

**Dom Price, Work Futurist, Atlassian**

**4.25pm – 4.30pm**

**Closing remarks**

# How to Register

## Online Registration

You can register online at [www.SOPAC.org.au](http://www.SOPAC.org.au) and follow the prompts. Each delegate must complete a separate online registration form. Please note this is a secure website.

## Registration forms

Alternatively you can complete and return the registration form along with full payment. Each delegate must complete a separate registration form.

Registration forms can be returned by

**fax:** +61 2 9264 9240

**email:** [conferences@iia.org.au](mailto:conferences@iia.org.au)

**mail:** IIA-Australia, PO Box A2311, Sydney South, NSW 1235, Australia.

## Registration enquiries

**email:** [conferences@iia.org.au](mailto:conferences@iia.org.au) **phone:** +61 2 9267 9155

## Conference website

Visit [www.SOPAC.org.au](http://www.SOPAC.org.au) for more information about the conference including the following:

- > Program updates
- > Speaker information
- > Accommodation options
- > Sponsorship and exhibition information
- > Conference contacts

## Schedule and General Changes

IIA-Australia endeavours to ensure that accurate information is contained in this brochure at time of printing, however program content, speakers and information within this brochure are subject to change without notice. At times it might be necessary to cancel or reschedule a conference after receipt of the confirmation letter. IIA-Australia will provide advance notice of such changes, and in doing so will not be responsible for penalties related to the cancelling or rescheduling of airfares, lodging, etc.

## Liability/Disclaimer

To the extent permitted by law, IIA-Australia is not responsible for the actions, advice or representations of delegates and speakers of SOPAC® 2020. In completing the registration form, the delegate indemnifies IIA-Australia for any direct, indirect or consequential loss or damage in connection with any personal accidents, losses or damage to the personal property of delegates and any later substitutes. It is strongly recommended that delegates take out adequate medical, travel and personal insurance prior to commencement of the conference and travel.

## Conference Fees

	Overseas rate (Before or on 21 February 2020)	Overseas rate (After 21 February 2020)
Overseas rate*	\$2,025	\$2,025
One Day Registration (Mon or Tue) Member†	\$1,250	\$1,350
One Day Registration (Mon or Tue) Non-Member†	\$1,400	\$1,500

\* Valid for overseas registrations only, no further discounts apply

† One day registration includes attendance to the technical sessions and refreshments only for the day. Social function tickets for the attended day must be purchased additionally.

All fees are quoted in Australian Dollars and are inclusive of the 10% compulsory goods and services tax (GST).




## Additional Sessions

	Registered Delegate	Guest
Conference Lunch (per day)	Included in conference registration fee	\$80
Welcome Reception	Included in conference registration fee	\$90
Gala Dinner	Included in conference registration fee	\$180

## Optional Workshop

	Member	Non-Member
Per workshop	\$465	\$595

# What your SOPAC® registration includes

- > Networking breakfast, refreshments and lunch daily during the conference
- > Attendance to keynote sessions  Crowe
- > Attendance to your selected concurrent sessions
- > Access to Massage Centre sponsored by  SAI GLOBAL
- > Name badge and lanyard to access sessions  yourcall  
whistleblowing solutions
- > Access to the conference app

- > Access to free Wi-Fi sponsored by  VINCENTS
- > One delegate bag
- > One ticket to the Welcome Reception on Sunday, 15 March 2020
- > One ticket to the Gala Dinner on Monday, 16 March 2020 sponsored by  KPMG
- > Attendance to the Footy Lunch on Tuesday, 17 March 2020
- > Access to the Barista Lounge sponsored by  protiviti®

# Registration Form

## 1. PROVIDE PERSONAL DETAILS – PLEASE USE BLOCK LETTERS

Title ☐ Prof ☐ Dr ☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Other \_\_\_\_\_

Family name \_\_\_\_\_

Given name \_\_\_\_\_

Postnominal ☐ CIA® ☐ CCSA™ ☐ CGAP™ ☐ CFSA™

☐ CRMA™ ☐ GradCertIA ☐ QIAL™ ☐ Other \_\_\_\_\_

Position \_\_\_\_\_

Organisation \_\_\_\_\_

Address for correspondence \_\_\_\_\_

City/State \_\_\_\_\_

Country \_\_\_\_\_

Postcode \_\_\_\_\_

Telephone ( ) \_\_\_\_\_

Facsimile ( ) \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

Name as you wish it to appear on name badge \_\_\_\_\_

Please indicate your membership number

☐ IIA Member ☐ RMIA Member ☐ GRCI Member

## 2. CONFIRM REGISTRATION TYPE AND FEES

IIA members must be financial for 2019/2020 at the time of registration to be eligible for the member rate. Please tick appropriate box.

	Overseas rate (Before or on 21 February 2020)	Overseas rate (After 21 February 2020)
Overseas rate*	<input type="checkbox"/> \$2,025	<input type="checkbox"/> \$2,025
One Day Registration (Mon or Tue) Member†	<input type="checkbox"/> \$1,250	<input type="checkbox"/> \$1,350
One Day Registration (Mon or Tue) Non-Member†	<input type="checkbox"/> \$1,400	<input type="checkbox"/> \$1,500

NOTE: All fees are quoted in Australia dollars (AUD) inclusive of GST.  
This document will be a tax invoice/receipt for GST when you make payment.  
ABN 80 001 797 557

## 3. CONFIRM ATTENDANCE AT SOCIAL EVENTS

Note: One ticket to each of the Welcome Reception and Gala Dinner are included in the cost of registration with the exception of one day tickets. Lunch is included in the conference registration fee.

### SUNDAY 15 MARCH – Welcome Reception

☐ Yes, I will attend

☐ No, I will not attend

☐ Purchase additional ticket(s) \$90 per person

No. Persons \_\_\_\_\_ TOTAL \$ \_\_\_\_\_

Additional ticket holder name(s) \_\_\_\_\_

☐ I would like to register my interest in the speed networking session (places are limited)

### MONDAY 16 MARCH – Gala Dinner

☐ Yes, I will attend

☐ No, I will not attend

☐ Purchase additional ticket(s) \$180 per person

No. Persons \_\_\_\_\_ TOTAL \$ \_\_\_\_\_

Additional ticket holder name(s) \_\_\_\_\_

### ADDITIONAL GUEST CONFERENCE LUNCH TICKETS

☐ Purchase additional ticket(s) \$80 per person

No. Persons \_\_\_\_\_ TOTAL \$ \_\_\_\_\_

☐ Monday 16 March

☐ Tuesday 17 March

Additional ticket holder name(s) \_\_\_\_\_

### TOTAL FOR SOCIAL EVENTS \$

\* Valid for overseas registrations only, no further discounts apply

† One day registration includes attendance to the technical sessions and refreshments only for the day. Social function tickets for the attended day must be purchased additionally.

All fees are quoted in Australian Dollars and are inclusive of the 10% compulsory goods and services tax (GST).

## 4. REGISTER FOR WORKSHOPS

### SUNDAY 15 MARCH, 1.30pm–5.30pm

- ☐ WS1 Leveraging data analytics to improve decision-making
- ☐ WS2 Process audits – Mapping end-to-end processes
- ☐ WS3 Assurance mapping
- ☐ WS4 Auditing with an agile mindset
  - ☐ \$465 Member
  - ☐ \$595 Non-Member

### TOTAL REGISTRATION FEES \$

## 5. SELECT YOUR CONCURRENT SESSIONS

### MONDAY 16 MARCH

10.30am – 11.20am	<input type="checkbox"/> 1A	<input type="checkbox"/> 1B	<input type="checkbox"/> 1C	<input type="checkbox"/> 1D	<input type="checkbox"/> 1E
11.25am – 12.15pm	<input type="checkbox"/> 2A	<input type="checkbox"/> 2B	<input type="checkbox"/> 2C	<input type="checkbox"/> 2D	<input type="checkbox"/> 2E
2.25pm – 3.15pm	<input type="checkbox"/> 3A	<input type="checkbox"/> 3B	<input type="checkbox"/> 3C	<input type="checkbox"/> 3D	<input type="checkbox"/> 3E
3.55pm – 4.45pm	<input type="checkbox"/> 4A	<input type="checkbox"/> 4B	<input type="checkbox"/> 4C	<input type="checkbox"/> 4D	<input type="checkbox"/> 4E

### TUESDAY 17 MARCH

7.30am – 8.20am	<input type="checkbox"/> 1I	<input type="checkbox"/> 1J	<input type="checkbox"/> 1K	<input type="checkbox"/> 1L	<input type="checkbox"/> 1M
9.25am – 10.15am	<input type="checkbox"/> 5A	<input type="checkbox"/> 5B	<input type="checkbox"/> 5C	<input type="checkbox"/> 5D	<input type="checkbox"/> 5E
10.55am – 11.45am	<input type="checkbox"/> 6A	<input type="checkbox"/> 6B	<input type="checkbox"/> 6C	<input type="checkbox"/> 6D	<input type="checkbox"/> 6E
1.20pm – 2.10pm	<input type="checkbox"/> 7A	<input type="checkbox"/> 7B	<input type="checkbox"/> 7C	<input type="checkbox"/> 7D	<input type="checkbox"/> 7E
2.15pm – 3.05pm	<input type="checkbox"/> 8A	<input type="checkbox"/> 8B	<input type="checkbox"/> 8C	<input type="checkbox"/> 8D	<input type="checkbox"/> 8E

## 6. SPECIAL REQUIREMENTS

### Dietary requirements

Please specify if you have any meal requirements. Please note that some special meals will incur an additional charge. You will be notified if this is the case for the food type you have indicated.

### Special assistance

Please indicate if you have a disability or require assistance to participate fully. Please list the type of assistance you require.

## 7. PAYMENT DETAILS

1. ☐ I wish to pay by credit card\*

\*1.05% surcharge for Amex | 1.23% surcharge for Visa/MasterCard | 3% surcharge for Diners

### Please complete the following

☐ Visa ☐ MasterCard ☐ Amex ☐ Diners

Total amount in AUD \$

Credit Card Number

Expiry Date

Name of Card Holder

Signature

2. ☐ I will transfer the above sum to the SOPAC® 2020 bank account (details below)
- Account Name:** The Institute of Internal Auditors – Australia  
**Bank:** Westpac Banking Corporation  
**Address:** 84 King Street, Sydney NSW 2000  
**Branch (BSB):** 032003  
**Account Number:** 478233  
**Swift code:** WPACAU2S

When sending payment by telegraphic transfer from overseas, please add AUD\$20.00 for bank fees. The delegate is responsible for all fees associated with the transaction. To enable us to identify your payment, please ensure that your name and SOPAC® 2020 appear on the transfer. Please email a record to [accounts@iia.org.au](mailto:accounts@iia.org.au).

3. ☐ I have enclosed an Australian cheque (cheques should be made payable to The Institute of Internal Auditors-Australia)

## 8. RETURNING FORM

### Please return form and payment to

**E:** [conferences@iia.org.au](mailto:conferences@iia.org.au)

**F:** +61 2 9264 9240

**P:** IIA-Australia, PO Box A2311, Sydney South NSW 1235, Australia.

### Each delegate must complete a separate registration form

### General enquiries

[conferences@iia.org.au](mailto:conferences@iia.org.au)

**P:** +61 2 9267 9155

Toll free (within Australia) 1800 236 366

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### Cancellation Policy

Cancellations must be notified in writing to IIA-Australia. Cancellations received 30 days prior to the conference will receive a full refund. Cancellations received from 30 days to 15 days prior to the conference will receive a refund less AUD \$200.00 administration fee, cancellations received within 14 days of the conference will forfeit the registration fee paid. A substitute delegate will be accepted at no extra charge, subject to membership status, if advised in writing. Transfer of monies to any other IIA product or service is not permitted.

### Privacy Statement

I, or a later substitute, hereby consent to my/their name, position and organisation being included in the Conference Delegate list and contact details forwarded by IIA-Australia to related third parties including sponsors and exhibitors. I understand that if I do not provide consent my name will not be published in the list of participants that is distributed to each conference delegate upon registration. If you do not indicate your preference it will be assumed that we may use your details as described.

☐ Consent ☐ Do not consent

I acknowledge that details will be used to confirm my membership status at IIA-Australia, RMIA and GRICI. IIA-Australia may use a third party conference service provider to process your registration. Photographs and videos may be taken at the event to be used for IIA-Australia promotional purposes. IIA-Australia will handle any personal information collected on this form in accordance with its Privacy Policy.

### Liability/Disclaimer

To the extent permitted by law, IIA-Australia is not responsible for the actions, advice or representations of delegates and speakers of SOPAC® 2020. In completing the registration form, the delegate indemnifies IIA-Australia for any direct, indirect or consequential loss or damage in connection with any personal accidents, losses or damage to the personal property of delegates and any later substitutes. It is strongly recommended that delegates take out adequate medical, travel and personal insurance prior to commencement of the conference and travel.