



The Institute of
Internal Auditors
Australia

SOPAC[®]

C O N F E R E N C E

GAINING THE EDGE

24-27 March

2019

INTERNATIONAL
CONVENTION
CENTRE
SYDNEY

CONFERENCE PROGRAM

20 CPE HOURS

Welcome Message

IIA-Australia is pleased to invite you to the South Pacific and Asia Conference (SOPAC®) being held in Sydney from 24-27 March 2019.

Focusing on the theme of 'Gaining the Edge' the program will cover the key emerging issues impacting organisations now and in the future. It will explore solutions and strategies to ensure the 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® 2019 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 – **Facing the challenge** – Sessions covering emerging issues, risk and disruption
- > Stream B – **Strengthening capability** – Sessions focusing on audit management concepts and soft skills
- > Stream C – **Practice makes perfect** – Sessions providing practical guides for practical audits
- > Stream D – **Delivering winning audits** – Sessions on applying technology solutions and other internal audit methodologies

A comprehensive program offering 20 CPE hours, plus a further 3 hours if you register for an optional workshop has been shaped with extensive member consultation. It will feature keynote sessions delivered by business leaders and strategic thinkers, information sessions providing updates on current issues, technical sessions and workshops to delve into the practical detail of assurance issues, the opportunity to learn about the newest innovation 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® 2019.



Mark Harrison PMIIA CIA CRMA
President, IIA-Australia



Nicola Rimmer-Hollyman
PFIIA CIA QIAL
Co-Chair, SOPAC® 2019



Simon Granville AMIIA
Co-Chair, SOPAC® 2019

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Keynote Speakers



Bruce Morgan

Chairman, Sydney Water & Audit Committee Chair, Origin Energy

Bruce Morgan is the Chairman of Sydney Water and is a Director of Origin Energy, Caltex Australia, European Australian Business Council (EABC) and Redkite.

Bruce was a partner of PricewaterhouseCoopers (PwC) for 25 years. He was the Chairman of PwC Australia and a member of the PwC International Board. During his tenure with PwC, Bruce worked with the boards and senior executives of public companies and governments. As an audit partner, Bruce led some of the Firm's most significant engagements focused on financial services, energy and mining sectors. Bruce retired from PwC on 31 March 2013.

Bruce holds a Bachelor of Commerce (Accounting and Finance) from the University of NSW. He is a Fellow of Chartered Accountants Australia and New Zealand and the Australian Institute of Company Directors (AICD).



Tony Boyd

Journalist, Australian Financial Review

Tony Boyd writes the influential Chanticleer business column published five days a week across all the print and digital platforms of

The Australian Financial Review (AFR), Australia's premier national business publication. Prior to taking over the Chanticleer column in May 2010, Tony worked in many senior editorial roles covering industrial companies, banking, financial services, global markets, telecommunications and information technology. As well, he has worked as a foreign correspondent in London and Tokyo.

He joined the AFR in 1988 after 10 years at News Ltd including two years as European Finance Correspondent for The Australian (1985-86). At the AFR he has worked as banking editor, Tokyo correspondent (1995-1998), global markets editor, IT editor, associate editor (financial services), senior telecommunications writer and financial services editor for a total of 10 years.

He left the paper in 2007 and worked as a consultant for one year before joining Business Spectator to write business commentary across a range of topics including banking, financial services, telecommunications, technology, insolvency and regulation. He worked alongside founding Chanticleer columnist Robert Gottlieb.

He re-joined the AFR in September 2009 as financial services editor.

Tony was joint winner of the EU Qantas Journalism Award in 2006, won the telecommunications journalist of the year presented by the Australian Telecommunication Users Group in 2007, won the general business category of the Citigroup Excellence in Journalism Awards in 2014 and the overall Citigroup Excellence in Journalism Award in 2018.



Naohiro Mouri CIA

2018-19 IIA Global Chairman & Executive Vice President and Chief Auditor of American International Group (AIG)

Naohiro Mouri is Executive Vice President and Chief Auditor of American International Group (AIG), a global property-casualty, life and retirement, and general insurance company based in New York.

In a career spanning more than 20 years, Mouri-san has held a number of chief auditor positions. Before joining AIG, he was a Statutory Executive Officer, Senior Vice President and Chief Auditor for MetLife Alico Insurance K.K. Japan. He also led the audit departments at J.P. Morgan Asia Pacific; Shinsei Bank; Morgan Stanley Japan; and Deutsche Bank Japan. He began his career at Arthur Andersen in Atlanta and Tokyo.

Committed to supporting internal audit professionals, Mouri-san has held numerous board and volunteer leadership positions at The IIA, most recently including Vice Chairman – Professional Guidance (2015-16), Vice Chairman – Professional Practices (2016-17), and Senior Vice Chairman of the Global Board (2017-18). He has been IIA-Japan director since 2003 and also served from 2001-06 as the first elected president of the Asian Confederation of Institutes of Internal Auditors (ACIIA).

Mouri-san advocates for the profession through IIA and other industry forums, and he has lectured at a number of universities in Japan. Mouri-san co-authored "Korega Kinyukikan no Naibukansa da (This Is Internal Audit for Financial Institutions)," available in Japanese and Mandarin.



Anna Bligh AC

Chief Executive Officer, Australian Banking Association

Anna Bligh is the Chief Executive Officer of the Australian Banking Association (ABA). Her priorities include strengthening the culture in banking and delivering the right outcomes for customers.

Anna has had a long and distinguished career in politics, and was the Premier of Queensland for almost five years until March 2012. She was also Deputy Premier and Treasurer of Queensland and held ministerial responsibilities in Education, Social Welfare, Arts, Economic and State Development and Infrastructure.

Anna's leadership came to national and international attention as she led the response and recovery effort to devastating floods in Queensland in January 2011.

Prior to joining the ABA, Anna was the CEO of YWCA NSW, a not-for-profit organisation striving to build a safer world for women and children with programs and services dedicated to ending domestic violence.

In recognition of her eminent service to the Parliament of Queensland, and as an advocate for education, the role of women in public life and services to the not-for-profit sector, Anna received a Companion in the General Division of the Order of Australia award in the 2017 Australia Day Honours list.

Anna holds Honorary Doctorates from the University of Queensland and Griffith University and is a non-executive director of Medibank Private and Bangarra Dance Company.



Katrina Webb OAM **Australian Paralympian Triple Gold Medallist**

As an Australian sporting legend, Katrina Webb is no stranger to a Gold medal podium or a star-lit stage. She has received awards and medals most athletes only dream about. Despite this success, her journey hasn't always been easy.

Over the years Katrina had tried to conceal her disability, so making the decision to compete at the very public Paralympics was not easy. In time, she realized that through self-acceptance and determination she could tackle her disability head on. This decision paid off when she won two Gold medals, and a Silver medal in Atlanta 1996 and at Sydney 2000 went on to win a Silver and Bronze medal.

While the Sydney Paralympics were successful for Katrina, her competitive spirit still left her with a desire to win Gold again. She knew that to do this she needed to take 'conscious action' and become a 'Gold' level performer in every aspect of her life. In the four years between the Sydney and Athens Paralympics, Katrina mastered the alchemy of performance with a clear focus on understanding mindset, and the results speak for themselves. At Athens in 2004 she won another Gold Medal in the 400-metre sprint and set a new Paralympic record.

Today, Katrina's running career is in the past, but her passion for helping others perform at their best continues to be her greatest inspiration. Katrina is the founding Director of Silver 2 Gold High-Performance Solutions.



Dominic Thurbon **Founder and Chief Creative Officer of Karrikins Group**

As a global strategy consultant driving change innovation, Dominic Thurbon challenges the implicit assumptions that are running rampant in our lives and our companies.

Assumptions like how we compete and how we create value. Dom has a proven track record driving real impact and enterprise transformation for global clients including Apple, Commonwealth Bank, Lexus, Microsoft and IBM.

As co-founder and Chief Creative Officer at Karrikins Group — a fast-growth consulting firm with over 120 staff delivering projects across 13 countries reaching almost one million people a year — Dom has applied his expertise in community strategy, corporate responsibility and innovation to design some of the largest education and behaviour change programs in the world.

Dom has led research on bestsellers published in over 15 countries and is co-author of the bestselling *Matter: How to Become the Obvious Choice*, released through Random House in 2015. He is also a world top-10 debater, and internationally engaged keynote speaker in the fields of transformation, technology, collaboration and innovation.



Steven Bradbury OAM **Winter Olympic Gold Medallist**

Steven Bradbury is known for his remarkable victory at the 2002 Salt Lake City Winter Olympics which was achieved after a spectacular final-lap spill took out his four rivals and the saying 'Doing A Bradbury' was officially included in the Macquarie Dictionary in 2014.

Although many will say his Gold Medal was lucky it was Steven's drive and determination that put him in that winning position. Steven fought back from a race accident in 1994 that led to him being impaled on a skate and creating a cut so extensive he required 111 stitches. A training accident in 2000 broke his neck and forced him to spend six weeks in a halo brace. Through all this he still achieved 4 Olympic campaigns and become the Southern Hemisphere's 1st Winter Olympic Gold Medallist in Salt Lake City and Australia's 1st Winter Olympic Medallist, Bronze 5000m Relay – Lillehammer.

He has been awarded The Don Award for Australia's best sporting performance in 2002, Order of Australia Medal (OAM) for services to Australian Sport. He has been a regular TV host and commentator for the Winter Olympics from 2006 and has been a Director of Olympic Winter Institute of Australia since 2002.



Dr Catriona Wallace **Founder and CEO, Flamingo AI**

Dr Catriona Wallace is the Founder and CEO of Artificial Intelligence FinTech and ASX Listed company (ASX:FGO) Flamingo Ai, provider of Cognitive Virtual Assistant and Knowledge Management technologies. Flamingo Ai is the second only woman led (CEO & Chair) business to list on the Australian Stock Exchange.

Based in NYC and Sydney, Dr Catriona Wallace has been recognised by the Australian Financial Review as the Most Influential Woman in Business & Entrepreneurship (2018), and as the FinTech Leader and Overall Excellence in Finance award by Women in Finance (2018). Catriona is one of the world's most cited experts on the Future of Customer Experience, Artificial Intelligence and Bot Strategy. Catriona has a PhD in Organizational Behavior: Human Technology Interaction and is a well published author and commentator.

Catriona is a highly recognized business person having recently been awarded Advance Australia's highest award in Technology & Innovation for Australian's working abroad. Catriona has been inducted into the Australian Business Woman's Hall of Fame, has won Telstra Business Awards, and is Alumni of the Springboard Enterprises Women Entrepreneur's and EY Entrepreneur of the Year programs. Catriona was awarded a prestigious Pearcey Foundation award for tech entrepreneurs

PRE-CONFERENCE Sunday, 24 March

2.00pm – 5.00pm **Registration desk open**

3.00pm – 6.00pm **Chief Audit Executives' 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®.

6.00pm – 9.00pm **Welcome Dinner** | Please see page 13 for further details

Day 1 Monday, 25 March 2019

7.30am	Registration desk open
7.30am – 8.45am	Networking breakfast and exhibition viewing
8.45am – 9.00am	Opening remarks and welcome
9.00am – 10.00am	Keynote 1

The difference internal audit makes

Bruce Morgan will set the scene with regard to what is on the mind of Boards and Audit Committees as they advise their organisations in navigating today's dynamic business and the important role the internal audit, risk and assurance functions play in supporting the decision-making process. Bruce will share his perspective on the key themes of:

- > Facing the challenge – What are the key risks and areas of concern for Boards and Audit Committees
- > Strengthening capability – What are the expectations Boards, Audit Committees and Management in strengthening governance arrangement and capabilities
- > Practice makes perfect - Insights on what works in building an effective working relationship between internal audit and their stakeholders
- > Delivering winning audits – Practical examples of internal audit deliverables that effectively support Boards, Audit Committees and other organisational stakeholders

Bruce Morgan, Chairman, Sydney Water and Audit Committee Chair, Origin Energy

10.00am – 10.30am	Morning networking break and exhibition viewing
10.30am – 11.20am	Concurrent sessions 1

1A Blockchain – Why, Who, What and How?

- > Understanding Blockchain - What is it, how does it work and where would you use it?
- > Insights from early adopters
- > Challenging the Blockchain control environment – Is it totally secure and transparent?
- > Opportunities to apply Blockchain as part of the control environment and benefits for the internal audit function

Emma Weston, Chief Executive Officer & Co-Founder, AgriDigital

1B Gaining the edge through internal audit

- > Focussing on the difference that internal audit makes rather than trying to define value
- > Measuring internal audit success – Establishing appropriate KPIs
- > Communicating the good news stories of internal audit's work
- > Reading between the lines from stakeholder feedback to determine satisfaction of internal audit – What are your stakeholders looking for?

Panelists include:

Robin Low, Independent Non-Executive Director
Mark Trajcevski FIIA(Aust), Group General Manager - Internal Audit, Fraud and Risk, nbn co

1C Auditing third party risk

- > Reviewing governance and control arrangements of third-party vendors and contractors
- > How can you use your own governance processes?
- > Understanding "right to audit" arrangements and how far you can go in a third-party audit
- > Developing meaningful metrics to give comfort that your third-party vendors and contractors are doing the right thing
- > Thinking about the risks you can't really outsource

Tom Wilson MIIA(Aust), Director, Group Internal Audit, SingTel Optus

1D Connected assurance – Giving confidence to leaders that the things that matter will go right every day

- > 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
- > Realising the benefits of connected assurance

John Catford PMIIA, Head of Group Internal Audit, Rio Tinto

11.25am – 12.15pm	Concurrent sessions 2
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2A Extremities of environmental risk

- > Why environmental risk management 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 non-compliance and inaction on environmental management
- > Key focus of the EPA and other regulators going forward

Tim Kirby PFIIA CIA CGAP, Director, Coordination & Oversight, NSW Department of Planning & Environment

2B What lies beneath - Turning around an unethical culture

- > Methodologies to define an organisation's ethical culture
- > Ethics and cognitive biases
- > Establishing an ethical framework
- > Managing shadow values
- > Creating a culture plan to bridge between an organisation's current state to their aspiration
- > Practical insights and lessons learned by The Ethics Centre, including through the Cricket Australia and the Australian Olympic Committee reviews

David Burfoot, Senior Consultant, The Ethics Centre

2C Auditing an app – Protecting the face of the organisation

- > Why you should audit your organisation's app
- > What to look for in app audit
 - Purpose - Security
 - Useability - Reliability
- > Understanding the risks associated when transacting between a personal device and an organisational network
- > Developing an audit approach and criteria to assess your app(s)
- > Practicalities of undertaking the audit and reporting the results

Joseph Dalessandro AMIIA, Head of Security & Technology Audit, Australian Unity

2D Auditing business change

- > Understanding the importance and impacts of change management risks in strategic projects and organisational transformation
- > The importance of mapping / auditing the control environment before the change program takes place
- > Embedding internal audit into the process and developing a reporting process to ensure your bases are covered
- > Effectively communicating risk during change programs

Aman Chand PMIIA, Director Audit and Risk, Western Sydney University

12.15pm – 1.25pm	Lunch
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1.25pm – 1.55pm	Concurrent sessions 3
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3A Revisiting governance – The new community benchmark

- > Royal Commission into Banking and CBA ARPA Report – Overview of the findings and the new expectations and how these relate to all organisations (beyond financial services)
- > Understanding future governance arrangements for interactions between the customer and organisations
- > Getting to the crux of culture – What is the new line in sand for organisational culture expectations
- > Focus of regulators going forward

Stephen Helberg, Partner - Risk Consulting, Crowe Horwath

3B A Neuroscience perspective on leading organisations in a disruptive business environment

- > Managing with the brain in mind
- > Disruption – The leadership challenge
- > SCARF model
- > Transformational change incorporating the neuroscience model
- > How neuroscience techniques can be applied to leadership development

Anna Croce, Psychologist, Gryphon Psychology – Workplace Health Specialists

3C Cyber scams – Don't be a victim

- > Current scams, hacks, ransomware and viruses impacting organisations
- > Scammed – Lessons learned from case examples
- > Practical steps to take to protect yourself and your organisation from cyber scams

Detective Sergeant Fiona Frame, ACORN Referral Team, Cybercrime Squad, State Crime Command, NSW Police Force

3D What's new in Data Analytics

- > Making the most of organisational data
- > Tools and approaches to link data into your audit plan
- > Reporting and data visualization techniques

Dr Guandong Xu, Associate Professor, School of Software, Core Member, Advanced Analytics Institute, University of Technology Sydney

2.00pm – 2.50pm Concurrent sessions 4

4A Responding to governance expectations of the future – Lessons from the UK experience

- > How do the findings from Royal Commissions, investigations and the expectations of regulators on global scale relate to your organisation?
- > Practical insights from the UK experience
- > Having the conversation with the Board on the importance of culture and accountability
- > Implications for the three lines of defence model
- > Undertaking a self-assessment on how your organisation will meet the regulator expectations of the future

Lalitha Henry, Director - Internal Audit Division, Financial Conduct Authority

4B Putting leadership into practice

This session will feature 3 short talks from seasoned CAEs on what works for them in leading a successful internal audit shop, followed by a facilitated Q & A session.

Adrian Gore AMIIA, Director Group Internal Audit, Telstra
Ross Tyler PMIIA, Director, Internal Audit, NSW Ministry of Health
Julia Langdon AMIIA, Partner, EY
Facilitator: Anna Croce, Psychologist, Gryphon Psychology – Workplace Health Specialists

4C The anatomy of cyber attack

- > Reacting to cyber-attack – The essentials to an effective cyber risk management plan
- > Understanding what cyber attackers are looking for
- > Hardware, software, humanware – Where are the cyber risk vulnerabilities?
- > Strategies that hackers use to gain entry into systems
- > What to do when you have been hacked and the role of internal audit

Dr Stephen James AMIIA CRMA, Senior Partner, Centium

4D Putting data analytics to work to deliver strategic value from audits

- > Addressing the challenge and opportunity of embedding data analytics into your audit program
- > Making the most of organisational data available – Reporting on the right data sets that will achieve granularity in analysis, greater levels of assurance and assist in strategic decision making
- > Engaging the business in using data analytics beyond the internal audit function to drive a culture of providing real-time information across the business
- > Delivering audit findings with substance – Using numbers to tell the story

Pauline Sandow, Manager Agent Performance & Relationships, WorkSafe Victoria
Louisa Pollino, Business Support Specialist, Agent Performance & Relationships, WorkSafe Victoria

2.50pm – 3.20pm Afternoon networking break and exhibition viewing

3.20pm – 4.30pm Concurrent sessions 5

5A Fatigue risk – Why it matters and how to manage it

- > Risk implications of fatigue on the workplace and the control environment
- > Why worker fatigue is an increasing risk – Impacts of longer hours, doing more with less, skill shortages, secondary employment and new technology
- > Strategies and solutions to identify, mitigate and manage fatigue risk
- > Real-life examples of auditing fatigue risk management

Darani Brown AMIIA, Head of Internal Audit, Sydney Trains

5B The best laid plans – Setting your internal audit strategy

- > Defining, delivering and measuring your internal audit strategy
- > Exploring approaches to determine the internal audit strategy – Risked based vs cyclical, why is it done that way?
- > The importance of getting your engagement model right
- > Articulating your internal audit philosophy and developing measures of success

Tracy Piscopo PMIIA GradCertIA, Principal Risk and Audit Officer, NSW Department of Premier and Cabinet

5C Is your security under control?

- > Understanding the breadth and cost of organisational security
 - Assets and infrastructure
 - Staff and personal
- > Understanding the organisational responsibilities and obligations in relation to security arrangements
- > Overview of legislation in relation to security audits
- > Assessing your organisations operational security plan – Key benchmarks for success
- > Getting into the field - The practicalities of undertaking a security audit

Paul Curwell, Director – Forensic (Risk Advisory), Deloitte

5D Customer experience – A new lens for internal audit

- > How to align the customer experience to the organisation's strategic objective
- > Using a customer journey map to help plan an audit and identify risks points
- > Making the link between poor customer experience and risk exposures
- > Developing and applying effective KPIs to measure customer satisfaction
- > Developing audit recommendations to improve customer satisfaction and reduce risk

Ghislaine Entwisle AMIIA, Director, Protiviti

4.35pm – 5.35pm Keynote 2

Business evolution - Delivering the strategy of new possibilities

Business is changing so rapidly that organisations need to embrace innovation to meet both challenges and opportunities in front of them. So what then will be the expectations on Boards, Management and the assurance function in positioning themselves to not only respond to change, but help drive it to improve organisations in multiple ways? Key themes to be explored include:

- > Emerging risks, disruptors and technologies changing businesses today
- > Strategies to embed the right culture to effectively drive change and innovation
- > How internal audit and effective risk management fits into the innovation picture of change management
- > Leadership challenges and opportunities in making the most of new possibilities

Dr Catriona Wallace, Founder and CEO, Flamingo AI

5.35pm – 7.00pm Cocktail Party
(please see page 13 for further details)

Day 2 Tuesday, 26 March 2019

7.30am Registration desk open

7.30am – 8.30am Networking breakfast and exhibition viewing

8.30am – 9.30am Keynote 3

Emphasize the basics – Elevate the Standards

A successful career in internal audit is built on a solid foundation. This insightful keynote session will explore how knowing and effectively applying the International Standards for the Professional Practice of Internal Auditing (Standards) will help you achieve success in your internal audit career.

Based on a career spanning more than 20 years, 2018-19 IIA Global Chairman Naohiro Mouri shares his philosophy that conformance to the Standards is essential and not only elevates the Standards but raises the entire profession as well. Among other things, Mouri-san will offer key insights on:

- > How going back to the very basics is an essential step in building a solid foundation
- > How important the Standards are to becoming the trusted advisors we aspire to be
- > How best to prepare future generations of internal auditors

Naohiro Mouri CIA, 2018-19 IIA Global Chairman & Executive Vice President and Chief Auditor of American International Group (AIG)

9.35am – 10.25am Concurrent sessions 6

6A Governance breakdowns – Insights from ICAC

- > Overview of the scale and breadth of corruption that has been exposed in various ICAC investigations of public sector and NGO organisations
- > Examination of the critical systemic failures that contribute to corruption
- > Learnings on how to build better organisational processes and controls
- > Getting governance structures and mechanisms right
- > Tips and strategies to assist your organisation to prevent corruption

Adam Shapiro, Senior Corruption Prevention Officer, NSW ICAC

6B Personalities at work

- > Defining personality and diversity in the workplace
- > Explore how diversity and different personalities enhance productivity and effectiveness
- > Understand how personality and diversity affects people in taking in information and making decisions
- > Reading body language
- > Gain insights in how to deal with differences, develop empathy and adapt your approach to make the most of every connection
- > Opportunities to create better working relationships and maximise productivity

Anna Croce, Psychologist, Gryphon Psychology – Workplace Health Specialists

6C Do you know where your data is? Auditing your Big Data strategy

- > Managing data risk in the age of Big Data
- > Understanding what data your organisation holds and its value
- > Knowing where data is being held
- > Methodologies to rate your data and map the usage of data
- > Approaches to auditing your organisation's data strategy - Including the impacts of CPS234

Stewart Mantell AMIIA, General Manager & Chief Internal Auditor, TAL

6D Same but different - Risk and audit working together to deliver winning audits

- > The importance of building strong relationships between the risk and internal audit function
- > Making a difference – How the difference in the roles of the risk and audit functions meet the requirements and expectations of management and the Board
- > Same but different – How much to align risk and audit frameworks to deliver strategic assurance and how audit can use risk to focus on the right areas
- > How to leverage the work of the two teams
- > Practicalities of working together to support critical business decisions

Simon Granville AMIIA, Head of Audit & Assurance, Sydney Water
Patrick Gallagher, Head of Risk, Sydney Water

10.25am – 10.55am Morning networking break and exhibition viewing

10.55am – 11.45am Concurrent sessions 7

7A Blowing the whistle – Making the right call

- > Overview of the new national whistle blowing legislation, "Treasury Laws Amendment (Enhancing Whistleblower Protections) Bill 2017" currently before Senate
- > Rights and protection arrangements for whistle blowers and responsibilities and obligations of organisations under the new regime
- > Establishing a Whistle-blower Compliance Program
- > Role and requirements of internal audit in the establishment and monitoring of the Whistle-blower Compliance Program
- > The role of the regulator

Michael Mahabeer PFIIA, Director Audit & Risk, Prosperity Advisers

7B Auditor of the future – Gaining the edge

- > Explore how the expectations of key internal audit stakeholders have evolved over the past decade and what the future may hold
- > Understand how changing expectations and operating environments have driven change in internal audit functions
- > Insights on the pillars of success of the internal audit function of the future
- > Insights on what leading internal audit functions are doing to gain the edge to stay ahead of the curve

Richard Chambers CIA QIAL CGAP CCSA CRMA, President and Chief Executive Officer, Institute of Internal Auditors (Global)

7C Auditing your control framework – Ensuring your risk bases are covered

- > Understanding your operational risk environment – Using Bow Tie Analysis
- > Defining the right types of controls to use – Preventative, Detective, Reactive
- > Understanding the effect of controls on risk
- > Testing controls and reviewing control effectiveness
- > Providing assurance that your bases are covered through effective reporting

David Tattam, Director Research and Training, The Protecht Group

7D Auditing your reports – Getting the message across

- > Meeting client needs – Write faster, shorter audit reports in time-poor and legally sensitive business environments
- > Highlighting your core message – Draw readers into your reports with sound structure and persuasive reasoning
- > Being concise and clear – Avoid the common traps that create ambiguity and make your text succinct
- > Achieving the best outcomes – Apply techniques that prompt the right actions in response to your reports

Dr Neil James, Executive Director, Plain English Foundation

11.50am – 12.50pm Keynote 4

Governance 2.0 – Post Royal Commission

Led by Australian Financial Review journalist, Tony Boyd, this session will explore the new governance landscape after the dust has settled following the hard questions asked of corporate Australia's governance culture in 2018. Tony will seek insights from our panel of business leaders on what changes and actions organisations are putting in place in the new governance era. Key points to be discussed include:

- > Royal Commission outcomes, guidelines and lessons learned
- > What was broken in corporate Australia and what needs to change
- > Impacts on various industry sectors, regulators and political directions to drive positive change
- > Good things that organisations are putting in place to step up to the new benchmarks

Facilitator: Tony Boyd, Journalist, Australian Financial Review
Panellists include:

Anna Bligh AC, Chief Executive Officer, Australian Bankers Association
Elizabeth Johnstone, Chair, ASX Corporate Governance Council

12.50pm – 2.00pm Lunch

2.00pm – 2.50pm Concurrent sessions 8**8A Mitigating fraud**

- > Facing the challenge of outsmarting the modern-day fraudsters
- > Identifying the potential breakdowns of hard and soft controls within your organisation
- > Working with initial responses from regulatory bodies and internally when a fraud occurs
- > How to deal with collection of data and preservation of evidence in a fraud investigation
- > Internal audit's role in fraud control and practicalities in dealing with a fraud case

Roger Darvall-Stevens, Partner - National Head of Fraud & Forensic Services, RSM Australia

8B Voicing concerns without compromising yourself – Communication skills for internal auditors

- > Communicating with the right mindset to deliver a persuasive argument
- > How to stay focused on what you really want to say about a difficult situation
- > Practical approaches to stop defensiveness when speaking to superiors
- > Assertive and influencing skills for difficult conversations
- > Having smart conversations to ensure your message sticks

Dominic Siow, Director, EQ Strategist

8C Auditing conduct risk

- > Developing a structured approach to systematically assess conduct and behaviours towards customers and clients through internal audit reviews
- > Determining the factors that drive conduct and behaviours
- > Internal audit's involvement in defining and measuring conduct and behaviour within an organisation
- > Developing mechanisms to effectively interpret and communicate the results
- > Looking beyond compliance and putting the customer first

Anders Land, Group Head of Internal Audit, QBE Insurance Group

8D Dynamic auditing – Keeping pace in the now environment

- > Adapting your audit approach for today's faced paced business environment
- > Dynamic auditing at work – The practicalities of delivering a short cycle audit plan
- > Engaging with stakeholders in the adapted audit planning process
- > Practical tips and techniques to build a sustainable platform for maintaining dynamic audit practices to ensure you keep pace with changing business requirements and circumstances

Guy Herbert, Head of IT Risk and Compliance, Atlassian

2.55pm – 3.45pm Concurrent sessions 9**9A Culture – How to put a measure on it**

- > Determining the factors that influence the risk culture and behaviours within an organisation
- > Developing a structured approach to systematically assess risk culture and behaviours
- > Measuring and reporting on culture – How to really understand where your organisation is currently at
- > Role of internal audit in providing an opinion on organisational culture

Nicola Rimmer-Hollyman PFIIA CFIIA CIA QIAL, Chapter Author, Managing Culture - A good practice guide, IIA-Australia and General Manager - Audit, ANZ

9B You Inc – Why your brand matters?

- > Personality counts – Understanding the power of your personal brand and how it comes across in the work that you do
- > Exploring how your traits and psychology reflect your brand positively and negatively
- > Reflecting on what you want to be known for
- > Tips and techniques to raise your personal brand to better perceive your role as an internal auditor

Julissa Shrewsbury, Director, New Work Consulting

9C Auditing organisational marketing activities

- > Defining the importance and value of organisational marketing activities
- > Understanding the impacts, risks and opportunities of the digital marketing environment
- > Ensuring return on investment - Why organisational marketing and branding should be on your audit plan
- > Strategies to measure the effectiveness of organisational marketing and brand awareness
- > Reporting on marketing performance and how internal audit can add value in this domain

Speaker to be advised

9D Follow-ups – Just as important as the audit

- > Getting over the finish line – Moving audit recommendations from actionable to actioned
- > Tools and techniques to track the progress of recommended actions – Following up with strength
- > Understanding the appetite of management to fix things and developing strategies to “influence” and “encourage” management to get things done
- > Determining the ownership of outstanding items and the role of the Audit Committee
- > Enhancing and protecting organisational value by ensuring risks and opportunities reported by audit are appropriately dealt with

David Aiton PMIIA, General Manager, Internal Audit, WA Department of Mines, Industry, Regulation and Safety

3.45pm – 4.15pm**Afternoon networking break and exhibition viewing****4.15pm – 5.15pm****Keynote 5****Gaining the edge – The alchemy of performance**

Many of us have personal or professional goals that require us to step into a higher level of performance and productivity. To achieve these results, we must learn how to assess and transform our current habits and actions so that we can develop the mindset and behaviours that turn our goals into a reality. This presentation will explore the importance of mental and emotional fitness, as well as, provide insights into the physiology of high performance. Katrina will also share actionable and practical tools to facilitate the necessary change required to perform at a 'gold level' standard to enable you to gain the edge in your personal and professional lives. Key areas of focus will include:

- > Understand the 3 key areas to transforming personal performance – mind, energy and priority management
- > Tools to implement change and power performance

Katrina Webb OAM, Australian Paralympian Triple Gold Medallist

5.20pm – 5.50pm**Concurrent sessions 10****10A IIA-Australia and the profession**

Take the opportunity to meet Board members and the CEO of IIA-Australia to gain an update of the various initiatives being driven by IIA-Australia and discuss the future directions of the Profession.

10B Internal audit career pathways

This session is designed for young internal auditors and aspiring CAEs and will focus on the opportunities of building a career in internal audit. The session will feature presentations from CAEs on their internal audit journey followed by an open forum discussion.

10C Take the internal audit quality quiz

How much do you really know about internal audit quality? In this interactive session you will be faced with a number of scenarios and asked to anonymously respond using technology. Apart from having a bit of fun, you are likely to learn why the internal audit quality standards are the least well understood standards.

7.15pm – 11.30pm**Gala Dinner**

(please see page 13 for further details)

Day 3 Wednesday, 27 March 2019

7.45am Registration desk open

7.45am – 8.45am Networking breakfast and exhibition viewing

8.45am – 9.45am Keynote 6

Cracking the code of change

Stop managing change, drive it! In today's environment of exponential change, successful organisations and individuals are getting ahead of the curve and taking the approach to drive and shape change rather than just managing to keep up with it. This session will explore the change drivers that will reshape our business and personal environment and highlight emerging risks and opportunities facing us all. Key points of discussion will include:

- > Impacts of technology - Moving from the digital world to the AI domain
- > Connected economics – Unravelling the complexities of the now small global market place
- > The power of the people – Understanding the importance of the community in the change equation
- > Risks and opportunities in today's change domain – What should internal auditors be on the lookout for?
- > Cracking the code of change – Insights from organisations that are driving change

Dominic Thurbon, Founder and Chief Creative Officer, Karrikins Group

9.50am – 10.40am Concurrent sessions 11

11A Keeping promises - Managing CSR and protecting your reputation

- > Understanding why Corporate Social Responsibility (CSR) is an elevated business risk in today's environment
- > Supporting your organisation to identify and serve stakeholders' true needs – Who defines the societal norms and what are the expectations
- > Is your organisation walking the talk – Assessing and reviewing CSR commitments and actions
- > How is your function charting a course through increasing assurance requirements over social and environmental footprints of your organisation
- > Ethical dilemmas for auditors - Auditing organisational positions which may be contrary to your beliefs

Stephen Tiley PMIIA CIA, Chief Risk and Assurance Officer, Mercy Health

11B Stress management – Applying Mindfulness

- > Applying mindfulness as a tool for coping with stressful, chaotic or painful situations
- > Explore simple tools for coping with stressful and difficult situations
- > Discover the simple things you can do to halt stress when it starts
- > Unlock the power of changing your mindset that can have an enormous impact upon how you feel in challenging circumstances
- > Putting into practice the tools to help you remain calm, focused and effective in even the most challenging of situations

Dr Rosemary McCallum

11C Safety first - Auditing HSE (including Process and Personal Health Safety and Environment)

- > Why health, safety and environment should be a key priority for your internal audit program
- > Developing a framework to undertake an HSE audit, including approach, tools techniques and resourcing
- > Understanding the risk (and compliance) landscape through your organisational HSE management systems
- > Approaches in working with the specific functions (Group HSE, Engineering, HR) to ensure HSE risks are mitigated (including, where applicable, compliance obligations)
- > Exploring non-traditional HSE issues, such as workplace stress and employee well-being

David Aurelius PMIIA CIA, Head of Internal Audit, Origin Energy

11D Lights out! Is your organisation ready

- > Overview of contemporary methodologies in business continuity – Practical tools and approaches
- > Getting your BCP plan off the shelf and practically testing it in a simulated or 'live' environment
- > Assessing roles and responsibilities in a crisis situation
- > Identifying Single Points of Failure (SPFs) in relation to emergency or crisis situations
- > Giving management comfort your organisation is ready for action if a disaster strikes

Rinske Geerlings, Managing Director, Business as Usual

10.40am – 11.00am Morning networking break and exhibition viewing

11.10am – 11.40am Concurrent sessions 12

12A 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.

12B The big things that small audit shops do (Double session)

This session will explore the capability of small audit shops in delivering quality internal audits through different case studies which will be followed by an open forum discussion:

Talk 1: Picking the right audits

Alyssa Yoong PMIIA CIA CRMA, Head of Business Improvements and Assurance, Blackmores

Talk 2: Maximising audit coverage with smart co-sourcing

Fred Taweel PFIIA CIA, Chief Internal Auditor, Teachers Mutual Bank

Talk 3: Data Analytics on budget

Shane Andrews PMIIA GradCertIA, Internal Audit Specialist – Data, Sydney Water

12C Modern Slavery Legislation – Ensuring you don't get caught out

- > Overview of the Modern Slavery Act – What is it and what it means for organisations
- > Understanding how the legislation applies to all organisations through interconnected supply chains
- > Outline of the penalty regime and potential enforceable actions
- > Understanding offshoring risks
- > Case studies of the Act in action

Kate Eastman SC, Barrister

12D Privacy and GDPR compliance update

- > Update of The European Union General Data Protection Regulation (the GDPR) and the Australian Privacy Act and how it applies to Australian organisations
- > Similarities and differences between the two regimes
- > Overview of the reporting and compliance requirements
- > How Australian businesses should determine whether they need to comply with the GDPR and the steps to take to ensure their personal data handling practices comply with the regulations

Melanie Marks, Principal, elevenM

11.45am – 12.35pm Concurrent sessions 13

13A Artificial Intelligence at work – Setting the ground rules

- > Artificial Intelligence (AI) – What is it and why now?
- > Identifying the valuable problems to solve within your business - How to assess these for their value, viability and business support
- > The difference between ethics and governance for artificial intelligence
- > Identifying the value step in delivering AI projects
- > Advanced Analytics plus Robotic Process Automation at work – The next wave

David Bloch, GM Advanced Analytics, Fonterra

13B The big things that small audit shops do (12B continued)

13C Auditing supply chain risk

- > Understanding the strategic importance of supply chain management
- > Understanding the value drivers of the supply chain and procurement processes of the organisation
- > Mapping the supply chain processes - Identifying supply chain risks and compliance requirements
- > Identifying and rectifying common areas of value leakage from the supply chain
- > Effective audit of supply chain

Gordon Song, Head, Group Risk and Internal Audit, Lazada Group

13D Privacy impact assessments – What can good look like

- > The importance of privacy impact assessments – Understanding the risks we are managing
- > Identifying and assessing your organisation's privacy control points for compliance
- > Developing a saleable risk-based framework amidst the growing number of new regulations

Marta Ganko, Executive Manager, Privacy, Westpac

12.35pm – 2.15pm Closing Lunch with guest speaker

Be ready!

Steven Bradbury is one of Australia's most well-known Olympic Champions, his victorious Olympic gold win in speed skating has been described by some as lucky. However, it took a lot more than just luck, Steven was ready to win!

Years of training, strategy, planning, focus and personal resilience were also key ingredients in his success. His journey of four Olympic campaigns and 12 years of hard slog resulted in an Olympic Bronze in 1994, 111 stitches in his leg and in 2000, a broken neck. Eighteen months later that same neck was supporting Australia's first Winter Olympic Gold Medal.

Complete your SOPAC® experience on a motivational high as you hear Steven Bradbury's memorable and unique story. It is a prime example to all that if you 'stick it out', you too can be ready to tackle what life throws at you and to take your winning opportunity when it arises.

Steven Bradbury OAM, Winter Olympic Gold Medallist



Day 3 Wednesday, 27 March 2019

2.30pm – 5.30pm Optional Workshops

WORKSHOP 1

Detecting thunder before the storm - What the great internal audit departments do well

The role and stature of internal auditing has evolved significantly over the past decade. High performing internal audit functions today often bear little resemblance to those of the past. Based on the results of scores of quality assessment benchmarking results, the presenter has compiled a profile of a high performing internal audit function and the characteristics these organisations share in common.

Key areas to be covered

- > Insights from internal audit benchmarking reports from around the globe
- > Overview of the changing nature of the profession and expectations in the future
- > Reflection on current internal auditing functions and identification of capability gaps
- > Strategies to move your internal audit from good to great

Learning outcomes

- > Understand how the expectations of key internal audit stakeholders have evolved over the past decade
- > Understand how changing expectations and operating environments have driven change in leading internal audit functions
- > Be able to articulate ten characteristics of high performing internal audit functions and leading practices that embody these characteristics
- > Comprehend some of the challenges in keeping a high performing internal audit function at the “front of the curve.”

Presenter: Richard Chambers CIA QIAL CGAP CCSA CRMA, President and Chief Executive Officer, Institute of Internal Auditors (Global)

WORKSHOP 2

Auditing projects

Increasingly, those who have risk-related roles are being asked to give assurance that project risks are being assessed, governed and minimised. At the end of this course participants will be highly project-risk aware and be able to add value to the project process.

Key areas to be covered

- > The internal audit role in projects and programs
- > Project lifecycle and methodologies
- > Project 3 lines of defence
- > Project audit approaches
- > Probity auditing
- > Project governance
- > Project assurance
- > Case study

Learning outcomes

- > Understand why project reporting is flawed
- > Understand approaches to auditing projects and programs
- > Identify how risk materialises within live projects causing them to fail
- > Understand project governance
- > Learn approaches to project assurance
- > Learn approaches to project and program auditing

Presenter: Andrew Cox PFIIA CIA CGAP, Manager Quality, IIA-Australia

WORKSHOP 3

Assessing the risk culture of your organisation

A clear, data-driven evaluation of the organisation's risk culture adds critical insight for Internal Auditors on emerging risks, effectiveness of controls and materiality of known risk management challenges. Robust methodologies for assessing culture have been evolving in recent years. This workshop will help shed light on how to approach this topic in the same systematic manner as other internal audit activities.

Key areas to be covered

- > Key definitions and theory
- > Regulatory, operational and market trends influencing risk culture
- > Roles and responsibilities associated with risk culture (three lines of defence)
- > Determining minimum standards
- > Models and tools to assist assessment
- > Approaches to reporting and follow-up
- > Actions to support improvement where required

Learning outcomes

- > Understand practical aspects of risk culture – Root causes and outcomes
- > Identify the role of risk appetite on risk culture
- > Evaluate a range of models for auditing risk culture
- > Formulate a plan to assess risk culture in your organisation
- > Develop a method for reporting on and monitoring risk culture improvement initiatives

Presenter: Elizabeth Arzadon, Managing Director, Kiel Advisory

Social Program

Sunday, 24 March 2019

Welcome Dinner (optional)

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 iconic Nicks Seafood Restaurant, located on The Promenade at Cockle Bay Wharf, which is just a short walk from the International Convention Centre, Sydney.

This is great opportunity to experience the relaxed harbourside atmosphere before three days of busy conferencing. An additional charge of \$110.00 per person applies, which includes 3 courses and beverages.

Dress: Smart Casual



Monday, 25 March 2019

Cocktail Party

Experience the taste of Australiana, sampling both traditional and modern food, which will be accompanied by a selection of wines, beers and soft drinks whilst participating in the interactive entertainment.

It will be held in the exhibition area, giving you a chance to learn about new products and services from the exhibitors.

Delegates registered for the full conference receive one Cocktail Party ticket, extra tickets are available for accompanying persons at \$90.00 per person, subject to availability.

Dress: Business casual



Tuesday, 26 March 2019

Gala Dinner

It is back to the 80s! This is your chance to re-live your favourite 80's moments at this year's themed Gala Dinner. Bring out the hair dos and get creative with your 80's outfits as we party the night away to the hits of the decade.

Don't come late - you won't want to miss out on all the fun during the pre-dinner drinks!

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.

Entry to the Gala Dinner is by ticket only, please bring your ticket on the night.

IMPORTANT: Please note that a stand-up entrée will be served from 7.15pm during the pre-dinner networking drinks before moving into the ballroom for the formal proceedings, main course and dessert and lots of dancing.

Dress: Evening / 80s theme



How to Register

Online Registration

You can register online at 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

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

Enquiries

email: conferences@iia.org.au **phone:** +61 2 9267 9155

Conference website

Visit 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® 2019. 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
Overseas rate*	\$2,250
One Day Registration [†] (Mon or Tue) Member	\$1,200
One Day Registration [†] (Mon or Tue) Non-Member	\$1,300
One Day Registration [†] (Wed) Member	\$650
One Day Registration [†] (Wed) Non-Member	\$700

* 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
Optional Welcome Dinner	\$110	\$110
Conference Lunch (per day)	Included in conference registration fee	\$80
Cocktail Party	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, tea breaks and lunch daily during the conference
- > Attendance to keynote sessions
- > Attendance to trade exhibition
- > Attendance to your selected concurrent sessions
- > Access to Barista Lounge
- > Access to conference papers online after the conference
- > Access to the conference app
- > Conference pocket program
- > One delegate bag
- > One ticket to the Cocktail Party on Monday 25 March 2019
- > One ticket to the Gala Dinner on Tuesday 26 March 2019
- > Attendance at the Closing Lunch on Wednesday 27 March 2019

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 _____

2. CONFIRM REGISTRATION TYPE AND FEES

IIA members must be financial for 2018/2019 at the time of registration to be eligible for the member rate. Please tick appropriate box.

	Overseas rate (AUD)
Overseas*	<input type="checkbox"/> \$2,250
One Day Registration ¹ (Mon or Tue) Member	<input type="checkbox"/> \$1,200
One Day Registration ¹ (Mon or Tue) Non-Member	<input type="checkbox"/> \$1,300
One Day Registration ¹ (Wed) Member	<input type="checkbox"/> \$650
One Day Registration ¹ (Wed) Non-Member	<input type="checkbox"/> \$700

TOTAL REGISTRATION FEES \$

* Valid for overseas registrations only, no further discounts apply

3. CONFIRM ATTENDANCE AT SOCIAL EVENTS

Note: One ticket to the Cocktail Party 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 24 MARCH – Welcome Dinner (optional) (additional fees apply)

Yes, I will attend
 Purchase Ticket(s) \$110 per person
 No. Persons _____ TOTAL \$ _____

Additional ticket holder name(s) _____

MONDAY 25 MARCH – Cocktail Party (one ticket included in registration fee)

Yes, I will attend
 No, I will not attend
 Purchase additional Ticket(s) \$90 per person
 No. Persons _____ TOTAL \$ _____

Additional ticket holder name(s) _____

TUESDAY 26 MARCH – Gala Dinner (one ticket included in registration fee)

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 25 March
 Tuesday 26 March
 Wednesday 27 March

Additional ticket holder name(s) _____

TOTAL FOR SOCIAL EVENTS \$

REGISTRATION CONDITIONS

¹ Valid for overseas registrations only, no further discounts apply

¹One 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.

Please complete one form for each registrant.

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

4. SELECT YOUR CONCURRENT SESSIONS

MONDAY 25 MARCH

10.30am – 11.20am	<input type="checkbox"/> 1A	<input type="checkbox"/> 1B	<input type="checkbox"/> 1C	<input type="checkbox"/> 1D
11.25am – 12.15pm	<input type="checkbox"/> 2A	<input type="checkbox"/> 2B	<input type="checkbox"/> 2C	<input type="checkbox"/> 2D
1.25pm – 1.55pm	<input type="checkbox"/> 3A	<input type="checkbox"/> 3B	<input type="checkbox"/> 3C	<input type="checkbox"/> 3D
2.00pm – 2.50pm	<input type="checkbox"/> 4A	<input type="checkbox"/> 4B	<input type="checkbox"/> 4C	<input type="checkbox"/> 4D
3.20pm – 4.30pm	<input type="checkbox"/> 5A	<input type="checkbox"/> 5B	<input type="checkbox"/> 5C	<input type="checkbox"/> 5D

TUESDAY 26 MARCH

9.35am – 10.25am	<input type="checkbox"/> 6A	<input type="checkbox"/> 6B	<input type="checkbox"/> 6C	<input type="checkbox"/> 6D
10.55am – 11.45am	<input type="checkbox"/> 7A	<input type="checkbox"/> 7B	<input type="checkbox"/> 7C	<input type="checkbox"/> 7D
2.00pm – 2.50pm	<input type="checkbox"/> 8A	<input type="checkbox"/> 8B	<input type="checkbox"/> 8C	<input type="checkbox"/> 8D
2.55pm – 3.45pm	<input type="checkbox"/> 9A	<input type="checkbox"/> 9B	<input type="checkbox"/> 9C	<input type="checkbox"/> 9D
5.20pm – 5.50pm	<input type="checkbox"/> 10A	<input type="checkbox"/> 10B	<input type="checkbox"/> 10C	

WEDNESDAY 27 MARCH

9.50am – 10.40am	<input type="checkbox"/> 11A	<input type="checkbox"/> 11B	<input type="checkbox"/> 11C	<input type="checkbox"/> 11D
11.10am – 11.40am	<input type="checkbox"/> 12A	<input type="checkbox"/> 12B*	<input type="checkbox"/> 12C	<input type="checkbox"/> 12D
11.45am – 12.35pm	<input type="checkbox"/> 13A	<input type="checkbox"/> 13B*	<input type="checkbox"/> 13C	<input type="checkbox"/> 13D

*12B and 13B is a double session

5. REGISTER FOR WORKSHOPS

WEDNESDAY 27 MARCH 2.30pm - 5.30pm

- WS1 Detecting thunder before the Storm - What the great internal audit departments do well
- WS2 Auditing projects
- WS3 Assessing the risk culture of your organisation
- \$465 Member \$595 Non-Member

TOTAL REGISTRATION FEES \$

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® 2019 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\$25.00 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® 2019 appear on the transfer. Please email a record to 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

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

P: +61 2 9267 9155

Toll free (within Australia) 1800 236 366

Cancellation Policy

For SOPAC® 2019 cancellations must be advised in writing. Cancellations received 35 days or more before the event: No fee applies (full refund given); Cancellations received between 34 days to 22 days before the event: 15% fee applies; Cancellations received less than 21 days before the event: 100% fee applies. No refunds will be given for non-attendance. Transfer of monies to any other IIA-Australia product or service is not permitted. If you are unable to attend, you can send someone else in your place provided that person meets the entry requirements of the conference. Please notify us in advance so that we can update our delegate list. If the replacement delegate is not entitled to attend at the same price (for example if an IIA-Australia member sends a non-IIA-Australia member in his or her place) then the difference in fees must be paid.

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.

I acknowledge that details will be used to confirm my membership status at IIA-Australia. If you do not indicate your preference it will be assumed that we may use your details as described.

Consent Do not consent IIA-Australia will handle any personal information collected on this form in accordance with its Privacy Policy.

Liability/Disclaimer

We reserve the right to alter published programmes, speakers and venues without prior notice. However, events are intended to be provided as advertised. Especially training courses are subject to sufficient participant numbers. If the event has to be cancelled altogether, we will notify you at least 1 week in advance of the event. Our liability is limited to a full refund of the event fee only. No compensation will be paid for any other costs incurred by the delegate, such as travel or accommodation. The IIA-Australia accepts no liability if an event is cancelled or postponed for reasons beyond our reasonable control.

The IIA-Australia does not accept responsibility for anyone acting as a result of information or views expressed by speakers. Delegates should take specific advice when dealing with specific situations. Opinions expressed are those of individual speakers and not necessarily those of the IIA.