

SOPAC[®]

EXPANDING THE POSSIBILITIES

SOPAC[®] Conference | 20 – 23 May 2018
Melbourne Convention & Exhibition Centre

REGISTRATION BROCHURE

Welcome Message

IIA-Australia is pleased to host the South Pacific and Asia Conference (SOPAC®) for 2018 in Melbourne. SOPAC® has built a reputation of delivering a unique conference experience for the internal audit profession and has established itself as the premier audit, risk and governance event in the South Pacific and Asia region.

SOPAC® 2018 will offer delegates a program that will focus on the profession at an exciting time in its history, as technology and new thinking shifts our practitioners away from traditional practices.

With an overarching theme '*Expanding the Possibilities*', our keynote presenters will deliver lively and thought-provoking messages. The program will be underpinned by the key sub-themes of thinking outside the box, enhancing capability, connecting with technology and delivering great audits. There will be sessions on innovation, emerging issues, audit management and team development, soft skills and a practical look at how internal audit can be agile to address current trends and concerns.

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Mark Harrison
PMIIA CIA CRMA
President, IIA-Australia



Sally-Anne Pitt
PMIIA CIA CGAP
Co-Chair, SOPAC® 2018



Tania Stegemann
PFIIA CIA CCSA CRMA
Co-Chair, SOPAC® 2018



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

Our supporter:

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Program Information

CONTINUING PROFESSIONAL EDUCATION

Take charge of your professional growth with the right blend of content and topics delivered by industry practitioners and subject matter experts with four streams of 44 technical topics, eight keynote addresses and three post-conference workshops. The sub-themes that will shape the program are:

- **Stream A** – Thinking outside the box. Sessions will cover innovation and emerging issues.
- **Stream B** – Enhancing capability. Sessions will cover audit management, team development and soft skills.
- **Stream C** – Connecting with technology. Sessions will cover using technology in audit and the auditing of technology.
- **Stream D** – Delivering great audits. Sessions will provide practical 'how to' insights on internal audit methodologies, undertaking audits and leading edge thinking on current audit trends.

These categories should be treated as a guide only – the program is yours to tailor.

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

NETWORKING

An integral part of SOPAC® is the opportunity to network with many internal audit, risk and governance professionals in one place at one time.

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

THANK YOU TO OUR PRINCIPAL SPONSOR

TeamMate, a Wolters Kluwer business within the Tax and Accounting Division, helps leading audit and compliance professionals across various industries, at organisations around the world manage audit, risk and compliance departments.

TeamMate solutions are built on more than 20 years of market leading experience and encompasses leading best practices learned over that period. Solutions include: TeamMate+ Audit, TeamMate+ Controls, TeamMate AM (Audit Management), and TeamMate Analytics.



Key Speakers



ANDREW MACLEOD Global Leader, Negotiator and Communicator

Andrew MacLeod is a recognised global leader, negotiator and communicator in the business, diplomatic and humanitarian fields. He speaks on the return of the Asian Economy, particularly China's re-emergence

and major global issues. A former United Nations Operations Manager, Andrew MacLeod holds a Bachelor of Arts and Bachelor of Laws from University of Tasmania, a Master of Law from Southampton University and a Graduate Diploma in International Law from Melbourne University. Andrew MacLeod is based in London.



ANNE TEMPLEMAN-JONES Independent Non-Executive Director

Anne is an experienced listed company non-executive director, currently serving on the boards of GUD Holdings Limited, Citadel Group Limited, WorleyParsons Limited, Cuscal Limited and the Chairman of the

Commonwealth Bank's financial advice companies. She is a former director of Pioneer Credit Limited, TAL Superannuation Fund, Notre Dame University and HBF's private health and general insurance companies.

Anne had a 30-year executive career developing deep operational, risk, governance and strategy experience. Early in her career she held audit and accounting roles with Price Waterhouse working in Australia and overseas. She gained experience in corporate banking with Bank of Singapore (OCBC Bank) and Westpac Banking Corporation, and in private banking with ANZ Group. Anne returned to Westpac in 2007 and went on to hold various senior management positions in private banking, risk and strategy until 2013.



MIKE PEPPERS CIA QIAL CRMA Global Chairman of the Board of IIA (2017-18)

J. Michael 'Mike' Peppers is Chief Audit Executive for The University of Texas System, one of the largest public university systems in the United States. In his role, he oversees the internal audit function for a

university system that has an annual operating budget of \$17.9 billion and serves more than 228,000 students at eight universities and six health science centres.

Over a 30-year career that began in public accounting, Mike has led progressive internal audit activities at major not-for-profit organisations in higher education and health care. Previously, he was Vice President and Chief Audit Officer at The University of Texas MD Anderson Cancer Center, Director of Audit Services at The University of Texas Medical Branch, Inspector General at the University of South Florida and a Senior Auditor for Price Waterhouse.



JENNY MORISON Independent Audit Committee Chair

Mrs Morison FCA, has 35 years of broad experience in the profession, commerce and government. Jenny was the CFO of a public company and has held senior positions in the major accounting firms, including a founding

member of Ernst and Young's Government Accounting practice in the early 90's.

For the last 15 years, Mrs Morison has become one of the most experienced independent members and/or Chair of Commonwealth audit and risk committees. Her current portfolio of agencies covers 52% of the total spend of the Commonwealth Government. Her experience ranges from large departments, such as Human Services, Health, Social Services and Agriculture and Water Resources to smaller entities such as the IP Australia and the Australian Electoral Commission.



RUSSEL HOWCROFT Chief Creative Officer, PwC Australia

Russel Howcroft is one of Australia's leading commentators on branding and marketing and is currently Chief Creative Office for PwC Australia. Prior to PwC Russel was Executive General Manager of Australian

free-to-air television broadcaster Network TEN, responsible for Network TEN's operations in Melbourne, Brisbane, Adelaide & Perth. In this capacity, he was also a founding board member and inaugural Chairman of ThinkTV Australia. Before joining Network TEN, Russel had a stellar career in advertising, rising to become CEO of Young & Rubicam (Y&R) Brands Australia & New Zealand and a member of the Y&R Global Executive Committee. A recognised leader in the advertising industry, Russel has held a number of important advisory and leadership roles, including a successful tenure as Chairman of the Advertising Federation of Australia. Recently the Government appointed him Chair of the Australian Film Television and Radio School (AFTRS).



ANDREW GREAVES Auditor-General of Victoria, Victorian Auditor-General's Office

Andrew Greaves commenced his role as Victorian Auditor-General on 19 September 2016.

He has over 30 years' experience in public sector external and internal audit at the

federal, state and local government levels. He was the Auditor-General of Queensland from 2011 to 2016.

Prior to that, from 2003 to 2011, Andrew held various roles at the Victorian Auditor-General's Office, including Assistant Auditor-General, Performance Audit; and Assistant Auditor-General, Financial Audit.

Andrew is an Executive Fellow of the Australia and New Zealand School of Government, a Fellow of CPA Australia and a Fellow of Chartered Accountants Australia and New Zealand. He holds a Bachelor of Economics from the Australian National University.



MICHAEL MCQUEEN
Speaker, Author, Trends Expert,
Business Strategist

Michael McQueen is a multi-award winning speaker, trend forecaster and five-time bestselling author. With clients including KPMG, Pepsi and Cisco, he has helped some of the world's most successful brands

navigate disruption and maintain momentum.

In addition to featuring regularly as a commentator on TV and radio, Michael is a familiar face on the international conference circuit having shared the stage with the likes of Bill Gates, Dr. John Maxwell and Apple co-founder Steve Wozniak.

Michael has spoken to over 300,000 people across 5 continents since 2004, and is known for his engaging, entertaining and practical conference presentations.

Having been recently named Australia's Keynote Speaker of the Year, Michael was inducted into the Professional Speakers Halls of Fame.



GEOFF KNIGHT
Motivational Speaker

Geoff Knight is a unique speaker. Geoff is considered as an expert in life transformation. His life journey took him from an adopted, overweight child and bullied choirboy in small-town New Zealand, to become one of the youngest members of the

notorious 'Highway 61' bikie gang. A near-death motorcycle accident inspired Geoff to turn his life around, which saw him working as a stunt man with Lucy Lawless in Xena, gaining a Performing Arts degree and rediscover his voice as an international tenor.

The lessons from his compelling true story are applicable to leaders and individuals alike. His clients including Harcourts International, Commonwealth Bank, Goldwell, Fuji-Xerox and more. Geoff provides takeaway insights on how to push doubt aside, find an attitude of gratitude, and to look inward to navigate the perilous dichotomy of ego vs self. He provides an outstanding story delivered in an outstanding way that leaves conference delegates invigorated, uplifted and inspired.



LEA WATERS, PHD
Psychologist, Researcher, Speaker,
Author

Lea is one of the world's leading experts on Positive Education, Positive Organisations and Strength-Based Parenting and Teaching. As a University researcher, Lea turns her science into strength-based strategies to

help organisations, educators and parents around the world build resilience in their employees and children, helping them to thrive.

Lea is the President of the International Positive Psychology Association and Founding Director of the Centre for Positive Psychology at the University of Melbourne. She is the author of 'The Strength Switch'. Lea's work has been featured in the Wall Street Journal, The Guardian and more.



ELIZABETH JOHNSTONE
Chair, ASX Corporate Governance
Council

Elizabeth is a non-executive director with experience gained as a director, a senior corporate legal advisor and as an executive in the energy, resources, professional services, health and financial services

sectors. Whilst a corporate partner in legal firm Blake Dawson (now Ashurst) Elizabeth led the Company Law and Governance Practice nationally and was well known for advising large listed entities and others on company law and governance issues including directors' and officers' duties in the context of transactions, continuous disclosure, change of control, reputational issues, off shore anti-bribery and regulatory compliance. She has advised federal and various state government organisations on governance, process and probity for large scale procurement, contracting out, PPPs and privatisations.

Since 2013 she has been a non-executive director and chair of listed, private and not for profit companies. She is the current Chair of the ASX Corporate Governance Council. She is a prior BPW/Qantas Business Woman of the Year and is a Fellow of the AICD.

PRE-CONFERENCE Sunday, 20 May 2018

2.00pm – 5.00pm Registration desk open

3.00pm – 6.00pm Chief Audit Executive Forum

The Chief Audit Executive (CAE) Forum is a complimentary invitation-only event limited to Chief Audit Executives attending SOPAC that 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 to hear from key industry speakers and engage with, question and discuss various strategic issues with your peers as well as provide insight into senior executives' and directors' expectations of internal audit.

Sponsored by  **Wolters Kluwer**
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6.00pm – 9.00pm Welcome Dinner

Please see page 11 for further details

Day 1 Monday, 21 May 2018

7.30am Registration desk open

7.30am – 8.45am Networking breakfast and exhibition viewing

8.45am – 9.00am Opening remarks and welcome

9.00am – 9.55am Keynote 1

The global economy, geopolitics and risk

International trends and news play out daily, but what can we draw from these events that will affect us in the medium to long-term? Andrew will cover key happenings from the areas of business, politics and risk, defining their interrelationships and highlighting specifics that will affect how your organisations will respond to these.

- International external disruptors – North Korea, the US and regional tensions
- Terrorism and refugee crises
- Economic trends – including free trade versus protectionism, impacts of the Chinese economy, Brexit
- Risks and opportunities for Australia

Andrew MacLeod, Global Leader, Negotiator and Communicator

9.55am – 10.25am Morning tea and exhibition viewing

10.25am – 11.15am Concurrent sessions 1

1A Audit reporting without audit reports (Panel discussion)

- Different ways of communicating results instead of traditional audit reporting
- Methods such as verbal opinions, informal or abbreviated content, paragraph or visual reporting
- Practical uses, benefits and examples
- How to apply the IPPF standards in non-traditional reporting formats

Simon Granville AMIIA, Head of Audit & Assurance, Sydney Water Corporation

Daniel Moore, General Manager Corporate Banking (Audit), Commonwealth Bank

Coenraad Robberts, Group Director: Risk & Assurance Services, SA Health

1B Disrupt yourself and thrive through change

- Have increased awareness of how change impacts people and how to build change readiness
- Understand how the brain reacts during change and strategies you can apply to self-regulate and to support others through change
- Identify the key steps to take before, during and after a change to help ensure successful outcomes
- Know the actions to take to build new habits that help to reinforce the change

Michelle Gibbings, Founder and Managing Director, Change Meridian

1C Robotics governance

- Understanding the risks associated with Robotic Process Automation and designing a robust governance framework for your robotic processes
- Setting up a strong governance framework that limits automation failures
- Tracking and monitoring ongoing Robotic Process Automation strategies for continuous improvements
- The role of internal audit in the robotics governance process

Jonathan Tanner, Program Director, National Australia Bank

1D Married or divorced? Risk management and internal audit

- Evolving and adapting risk and audit frameworks to align with your organisational culture
- The differing roles of the risk and audit functions – delivering against management and Board expectations
- How does internal audit use risk management to focus on the 'right' areas?
- Supporting critical business decisions through practical risk management and internal audit

Mark Hamill AMIIA, Group Manager Risk & Assurance, Fortescue Metals Group Limited

11.20am – 12.10pm Concurrent sessions 2

2A Using scrums and sprints – Adopting agile for internal audit

- Practical insights into using scrums and sprints in audits – setting it up and making it work
- Addressing challenges of introducing agile into audit planning, execution and reporting
- Ensuring quality outcomes in an agile environment
- Realising the internal audit efficiencies of using agile

Lorraine Hogan CIA MIIA(Aust), APAC Regional Internal Audit Director, Citigroup

2B Policeman or partner – What is your organisation looking for?

- Understanding stakeholder expectations
- Finding the balance between assurance and advice and positioning internal audit to deliver what the organisation needs
- Strategic Auditing – where are you on the journey?
- The importance of applying business acumen in the audit process

Elisabeth Burn, Director, Internal Audit, UNSW Sydney

2C TeamMate product demonstration

This TeamMate session will provide you with the opportunity to review the world's leading Audit Management System. Based on 20 years of audit technology industry knowledge, and built by auditors for auditors, we will show how you may realise efficiencies and effectiveness in your audit department.

We are proud to showcase the latest version of TeamMate, the award winning TeamMate+, so you can see the Future of Audit Management software, first hand.

Vance Hatariki, Business Development Manager, Wolters Kluwer TeamMate

2D Being smart on intellectual property (IP)

- The ins and outs of IP
- Trademarks, patents, knowledge management, contracts, costs, licensing and copyrights
- Protecting your work, ideas, brand and reputation through the effective auditing of intangible assets
- Helping sustain the human intellect your organisation has created

Mike Peppers CIA QIAL CRMA, Global Chairman of the Board of IIA (2017-18) and, Chief Audit Executive, The University of Texas System

12.10pm – 1.25pm Lunch

1.25pm – 2.25pm **Keynote 2**

Delighting the customer (Panel session)

This session will explore the expectations of key stakeholders and what they want from internal audit. It will delve into some of the challenges that stakeholders are experiencing with internal audit deliverables as well as highlight the unique value that internal audit delivers. Key questions to be discussed include:

- Can you be a trusted advisor yet remain independent?
- Do internal auditors hide behind independence?
- What can internal audit do to delight the customer?
- Where can internal audit improve?
- Perspectives on the qualities of the internal auditor of the future

Panel members include:

Jenny Morison, Independent Audit Committee Chair

Anne Templeman-Jones, Independent Non-Executive Director

Andrew Greaves, Auditor-General of Victoria, Victorian Auditor-General's Office

Jason Agnoletto MIIA(Aust), National Leader, Internal Audit Services, PwC Australia

2.30pm – 3.20pm **Concurrent sessions 3**

3A Line 2.5 – Redefining the Three Lines of Defence (Panel session)

- Meeting the challenge of defining the Three Lines of Defence (3LOD) – are the lines blurring?
- How to Leverage the 3LOD to ensure role clarity and adherence to governance framework objectives
- How to work with the first and second line
- The role of internal audit in the blurred lines of 3LOD – where should internal audit be positioning itself?

Mark Hamill AMIIA, Group Manager Risk & Assurance, Fortescue Metals Group Limited

Tracey Lawrance PFIIA CRMA, Governance & Security Manager, Airservices Australia

Maree Patane PMIIA CIA CRMA, Chief Auditor, Tatts Group

3B Creating the internal audit strategic plan

- What is an internal audit strategic plan and how do you develop it?
- Documenting internal audit's point of difference and what it will deliver for the business
- The importance of tuning into business for input into internal audit's strategy
- Measuring internal audit success

James Jong, Chief Internal Auditor, Ministry of Education (NZ)

3C The dark side of cyber – Addressing the growth of cyber risk

- Why cyber risk has been elevated to board discussions and is no longer seen as "just an IT problem"
- The latest trends and threats, and the potential impacts
- Addressing information security issues around Cloud, BYOD and other new work environment platforms
- How to protect yourself – insights on effective control strategies and frameworks
- How to communicate effectively with senior stakeholders to ensure the right measures are in place

Professor Peter Nikolettatos, National Industry and Innovation Lead, Education & Local Government, Optus Business – Strategy and Innovation, Optus

3D Auditing risk culture

- Examine different definitions of risk / corporate culture
- Explore different methods of auditing risk culture – including top-down and bottom-up approaches
- Determine the skills needed by internal auditors to assess and review risk culture
- Measuring and reporting on culture – how to really understand where your organisation is at

Justin Greenstein, Audit Director, ANZ Bank, ANZ Banking Group

Emma Walch, Audit Director, Culture, ANZ Bank, ANZ Banking Group

3.20pm – 3.50pm **Afternoon tea and exhibition viewing**

3.50pm – 4.40pm **Concurrent sessions 4**

4A Innovation in audit – Moving from traditional to cutting edge

- Creating an insightful, agile and authentic culture through innovation
- Helping protect and grow the business by thinking outside the box
- Developing a world class internal audit team
- Changing the perception of internal audit

Kirsty Wallace AMIIA, Group Assurance Officer, BHP

4B Secrets to successful co-sourcing arrangements (Panel session)

- The key success factors that make the relationship work with your service provider
- Leveraging the resource model – maximising the value derived from your co-sourced partner
- Service level agreements and key performance indicators
- Strategies, methodologies and action plans to ensure internal audit quality

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

Leigh Flanigan PMIIA CIA, Executive Manager – Audit, CSIRO

Mark Harrison PMIIA CIA CRMA, Managing Director, Protiviti and President, IIA-Australia

4C Auditing social media

- Risk categories for social media, including reputation risk
- Audit approach encompassing the company's strategic objectives, Code of Conduct, employee behaviour, data privacy, IP, and IT-related controls;
- Understanding the related challenges for stakeholders such as HR/ Business Managers and potential solutions
- Monitoring and reporting on social media risk

Shannon Buckley PMIIA CIA, Senior Audit Partner, Deakin University

4D Reporting the Root Cause – Embedding Root Cause Analysis (RCA) into audit findings

- Root cause analysis – the how to, best practices and pitfalls
- Delivering insights that benefit your executive teams and boards
- Root cause analysis on projects or processes
- How internal audit can highlight the root causes of organisational success and how this adds value at the most senior level

Rebecca Lee, Head of Audit, BNZ

4.45pm – 5.35pm **Keynote 3**

When it's right to be wrong

Russel has over 25 years' experience in marketing and media. He is a well-known media commentator from ABC1's 'Gruen' and has held leadership roles across industry and agencies. He has brought his vast experience to his current role as PwC's Chief Creative Officer. Russel has worked with many of Australia's iconic brands and is the champion of big and brave ideas that transform business and brand. Russel, who published a book titled *When It's Right To Be Wrong* will explore the art of applying creative strategies and ideas to improve your profile and output in the workplace. He'll certainly challenge your thinking with his thoughts on:

- Changing your mind is a good thing
- Privacy is overrated, give everyone your phone number
- Don't wait to be right – do it anyway
- Creating success may not be based on reality

Russel Howcroft, Chief Creative Officer, PwC Australia

5.35pm – 7.00pm **Cocktail Party**

Please see page 11 for further details

Day 2 Tuesday, 22 May 2018

7.30am – 8.30am Networking breakfast and exhibition viewing

8.30am – 9.20am Keynote 4

Why organisational culture matters

Elizabeth Johnstone, Chair of ASX Corporate Governance Council, will provide timely insights into organisational culture, especially in light of the ongoing negative articles in the press about corporate culture within organisations. Key themes to be addressed include:

- Why organisational culture really matters
- Addressing the challenges of embedding effective governance structures
- Responsibilities and expectations of organisations to build and manage the right organisational culture

Elizabeth Johnstone, Chair, ASX Corporate Governance Council

9.25am – 10.15am Concurrent sessions 5

5A Combined Assurance in today's world of internal audit

- Examine the concept of Combined Assurance in detail to understand its applicability to the internal audit function
- Identify opportunities to apply the concept of Combined Assurance within your own organisation
- Take the opportunity to benchmark your audit shop against the results of the 2017 practitioner survey (using live polling)

Michael Gowell, General Manager and Senior Vice President, TeamMate Global Audit Solutions, Wolters Kluwer

5B The secrets to becoming an effective leader

- The personal mindset - moving from technical skills to those of leadership
- Specific skills in leading, not just managing
- Strategies for leading and growing your team
- How to deal with conflict and tension in the right way

Simon Brown-Greaves, Chief Executive Officer, FBG Group

5C Preparing your IT risk audit plan – The next frontier

- Defining an auditable IT universe
- Defining critical IT risks today
- Determining IT auditing and sourcing capabilities
- Working with the IT organisation to ensure resolution of IT issues

Stephen Tiley PMIIA CIA, Head of Internal Audit and Risk Assurance, Mercy Health

5D On the frontline – Using Control Self Assessments to go beyond traditional assurance thinking

- The journey - developing the broader strategic imperative and where Using Control Self Assessments (CSAs) fit in this 'evolving world'
- A different way of thinking – using and leveraging CSAs for audit planning, validation of controls and assurance insights
- No 'one size fits all' – using different CSA methodologies to achieve a more holistic view and insight on assurance
- Making it work in practice - the challenges, solutions and lessons learnt

Verena Preston AMIIA, Chief Audit Executive, WorleyParsons

Leo de Lange MIIA(Aust), Director, Internal Audit, WorleyParsons

Concurrent sessions - Game of Threats™ (GT1 – GT4)

Game of Threats™ is a digital game designed to simulate the speed and complexity of an actual cyber breach. The solution integrates elements of gamification and game theory to provide an interactive experience where a team tries to defend itself from the threat. The game environment creates a realistic experience where both sides are required to make quick, high impact decisions with minimal information. At its core, Game of Threats™ is a critical decision making game that has been designed to reward good decisions by the players, and to penalise teams for making poor decisions. Players walk away with a better understanding of the steps they need to take to better secure their organisations. The moderators have a direct dialogue with players about their choices during the game and provide on the spot feedback about strategy and decision-making.

Key takeaways for players:

- Learn lessons about your company's ability to respond to a cyber attack
- Understand the potential ramifications and remediation options after an attack
- Understand what your company can do to prevent an attack
- Gain insight into the mindset of Threat Actors
- Learn key cyber security trends and terminology
- Spark a leadership discussion about your cybersecurity readiness

Andrew Gordon, Partner, Cyber, PwC Australia

PLEASE NOTE: Each session is strictly limited to 20 delegates. Four repeat sessions will be conducted alongside the concurrent sessions on Day 2 of the program. Delegates who are registered and confirmed for the Game of Threats™ will only be permitted access to these sessions. Please indicate your time preference on the registration form.

10.15am – 10.45am Morning tea and exhibition viewing

10.45am – 11.35am Concurrent sessions 6

6A 6 + 6 (auditing planning) = success

- Adapting your audit approach for today's rapidly changing environment
- Agile auditing at work – the practicalities of delivering a six-month audit plan
- Engaging with stakeholders in the adapted audit planning process
- Quick wins and lessons learned

Judith Charlton MIIA(Aust), Director, Internal Audit, AMP Services

6B Managing people risk – When people behave badly

- What is bullying, what is not bullying?
- What are the impacts of bullying in the workplace?
- Dealing with bullying – internal audit's role
- Understanding the investigation process and how to maintain the integrity of an investigation

Lisa Klug, Associate Director, Worklogic

6C Stop making excuses – How any audit shop can use data analytics

- How to get started in using data mining as an auditing technique
- Getting the most out of data mining when working with limited resources
- Easy and useful data mining tests
- Using data mining to deliver quality results and insights for management

Hayley Elson PMIIA, Head of Internal Audit and Risk, St George Community Housing

6D Auditing Privacy

- What's new in privacy legislation
- The value of privacy impact assessments
- What happens after privacy is breached
- What risk are we really managing - re-imagining privacy audits

Toni Casey PMIIA CIA, Group Director, Risk and Audit Mater Misericordiae Ltd



11.40am – 12.30pm Concurrent sessions 7

7A Unlocking the secrets of Blockchain

- Understanding Blockchain – what is it, how does it work and where would you use it?
- Overview of regulatory, compliance and governance challenges
- Trust and controls in the Blockchain environment
- Blockchain within the internal audit context – does it provide the perfect audit trail?

Rob Hanson AMIIA CRMA, Senior Research Consultant, DATA61, CSIRO

7B Transforming the internal audit shop

- Disrupting the status quo and starting with a clean slate in rebuilding your audit shop
- Engaging with stakeholders to determine the real, value add touch points for IA
- Addressing quality issues and building a positive profile of internal audit in your organisation
- Effectively resourcing the function through an in house team and true co-source partner
- Planning, execution and establishing success measures to realise the results of the transformation

Simon Granville AMIIA, Head of Audit & Assurance, Sydney Water Corporation

7C Putting analytics to work – Embedding data analytics throughout the audit process

- The benefits of data analytics
- The application of data analytics by the BHP internal audit team
- Lessons learnt – critical elements for successful data analytics, including people, methodology, skills and systems

Sebastian de Koning, MIIA(Aust), Head of Governance & Reporting, BHP
May Chin MIIA(Aust), Data Analytics Specialist, BHP

7D Performance and operational auditing showcase (Short talks)

- Exploring case studies of operational and performance audits that have added real value
- Reasons for undertaking the audit
- Building the audit scope
- Methodologies in undertaking the audit – challenges and solutions, audit outcomes, benefits and value derived from the audit

Talk 1 – Records management and SharePoint implementation
Tommy Smith AMIIA, Chief Internal Auditor, APRA

Talk 2 – Assurance over ERP implementation
Andrea Cummings AMIIA, General Manager Internal Audit, Medibank Private

Talk 3 – Auditing IT security
Adrian Gore AMIIA, Director Group Internal Audit, Telstra

12.30pm – 1.45pm Lunch

1.45pm – 2.35pm Keynote 5

A spirit of service – The calling for Internal Auditors

A spirit of service is the purpose for internal auditors that drives our actions to deliver true value to our organisations. Mike will delve into our core principles, and how we can create a lasting impact – one that engenders trust, and reinforces our relevance well into the future. Mike will explore the key themes of:

- Purpose – the why of what we do, our mission and objectives, knowing we are in the right place at the right time
- Service – putting our purpose into action, fulfilling both our own and our employer's purpose
- Impact – transformational impact, being willing to continually learn and improve for the benefit of those around us

Mike Peppers CIA QIAL CRMA, Global Chairman of the Board of IIA (2017-18) and, Chief Audit Executive, The University of Texas System

2.40pm – 3.30pm Concurrent sessions 8

8A Taking an internal audit lens to culture – Why soft controls matter?

- Culture, culture, culture – what should internal auditors do?
- What are soft controls and why internal audit needs to consider them?
- How can internal audit uncover the hidden behavioural drivers of key issues?
- Strategies for embedding a structured soft controls approach throughout each internal audit
- Benefits, roadblocks and key lessons learned

Ross Tilly AMIIA CIA, Partner, KPMG

8B The sceptical internal auditor – Do you ask the right questions?

- Why you should not accept the first answer – understanding when you have a satisfactory answer
- Asking better questions to be more inquisitive and probing
- Knowing when to stay quiet and the importance of listening during the questioning process
- Reading body language to determine if you have the right answer

Robert Cockerell, Partner, KordaMentha

8C The magic of visualisation tools (Short talks)

- Why effective visual reporting matters
- Ensuring you are reporting information and not just pictures
- Effectivity analysing data to communicate to management
- Lessons learned of what works and what doesn't

Talk 1 presented by: Ben Jiang, Director Technical Audit, Victorian Auditor-General's Office

Talk 2 presented by: Vincent Verlinde, Internal Audit Manager, Daikin Australia

Talk 3 presented by: Andrew Cooke PMIIA CIA CFSA, General Manager Risk & Assurance, Uniting Care Queensland

8D Sanctions risk – Don't get caught out

- Overview of sanctions laws – who is on the list and why does it matter for Australian organisations?
- Understanding what constitutes a breach and the penalties regime
- How can organisations conduct risk assessments to determine their exposure to sanctions-related issues?
- What are the best methods for developing protocols on alert responses to ensure escalation and investigation of sanctions risks?
- What are the best ways to create objective metrics to mitigate sanctions risks (client profile, geography and business activity)?

Nathan Lynch, Regional Bureau Chief, Asia-Pacific, Financial Crime and Risk, Regulatory Intelligence, Thomson Reuters

3.30pm – 4.00pm Afternoon tea and exhibition viewing

4.00pm – 4.50pm Keynote 6

Building your personal resilience through strengths

Internal audit work can be emotionally draining – especially when delivering bad news or being perceived as disruptive to normal business processes. There are ways, however, to counter negative perceptions or emotions to ensure you build positive business relationships internally by working with your team's strengths. This session will cover:

- Using positive psychology at work
- The benefits of taking a strength-based approach
- How to identify and amplify strengths
- What blocks us from seeing strengths and how to overcome this

Professor Lea Waters (PhD), Psychologist, Researcher, Speaker, Author

5.00pm – 5.45pm IIA-Australia AGM

7.15pm – 11.30pm Gala Dinner

Please see page 11 for further details

Day 3 Wednesday, 23 May 2018

8.00am Registration desk open

8.00am- 8.55am Networking breakfast and exhibition viewing

9.00am – 9.50am Keynote 7

Business evolution and disruption – Embracing change in a positive way

Business is changing so rapidly that internal audit needs to shape itself to meet both challenges and opportunities. So what then, will be the expectations on internal audit and how can it position itself to not only respond to change, but help drive it to improve organisations in multiple ways? Key discussion points include:

- Emerging risks, disruptors and technologies changing businesses today
- Leadership strategies to embed the right culture
- How internal audit fits into the big picture
- Competitive pressures that are likely to change processes, products and services into the future

Michael McQueen, Speaker, Author, Trends Expert, Business Strategist

9.50am – 10.20am Morning tea and exhibition viewing

10.20am – 11.10am Concurrent sessions 9

9A Understanding the power of diversity

- Defining diversity in the modern day work environment
- Reasons why a diverse workforce lowers risk and the resulting benefit to internal audit
- Developing a framework to build a high performing diverse workforce
- Practicalities of applying workforce diversity

Carmel Mortell, Partner, KPMG

9B Small audit shops Catch 22 – Innovating with scarce resources

- Getting your audit priorities right in a limited resources environment
- Addressing potential conflicts between maintaining independence and partnering with the business
- Exploring alternative internal audit sourcing structures to best suit your organisation's requirements
- Case studies – the do's and don'ts

Chris Bennecke PMIIA CIA CRMA, Risk & Governance Consultant, CB Advisory Services

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

9C Auditing agile IT projects – Is it mission impossible?

- Meeting the challenge of keeping up with the speed of IT project deployment today
- Methodologies to identifying the critical risks and red flags in agile IT projects
- Creating a dynamic audit plan to keep pace with agile IT projects
- Tools and techniques to maintain adequate governance controls around agile IT projects

Gordon Scott MIIA(Aust), Head of Technology Audit, Westpac

9D Survivor – The first 72 hours

- Testing your resilience – what to look for to ensure your organisations can survive the first 72 hours of a crisis situation
- Essential elements of a robust business continuity planning
- Testing for preparedness and finding the gaps
- Understanding your individual role and needs in a crisis situation

Justin Morghem, Operational Delivery Risk Manager, Network Operations & Control, Jemena

11.15am – 12.05pm Concurrent sessions 10

10A Applying the Artificial Intelligence (AI) revolution to processes and controls

- Using AI – what is it and how does it work?
- How can organisations benefit from using AI – efficiency and accuracy
- Building trust – what are the impacts on governance and controls when using AI?
- AI's link with internal audit – friend or foe?

Kellie King, Head of Operational Excellence, Bupa

10B Why ethics matters

- What are ethics?
- What constitutes being ethical for an internal auditor?
- How do we know when we've breached the IIA's Code of Ethics?
- How can you consider ethics in your audits?

Sally-Anne Pitt PMIIA CIA CGAP, Chair, IIA-Global, Professional Responsibilities and Ethics Committee

10C Technology enabled forensic auditing – Sorting the wheat from chaff

- Recognising red flags of fraud and corruption
- Establishing a process of identifying high risk transactions to identify fraud
- Using technology as a practical forensic auditing tool in the age of data overload
- Making the most of technology to conduct an investigation to secure the crucial evidence

**Katherine Shama PMIIA CIA CRMA, Director, Grant Thornton Consulting
Christopher McNaughton, Director, Secmon1**

10D Auditing Customer Experience (CX) – Ensuring you don't lose your customers

- Determining the drivers of a good customer experience
- Developing a customer journey map to identify customer pain points, bottlenecks, interdependencies and opportunities for process design improvement
- Identifying effective KPIs to measure customer satisfaction
- How to frame your audit recommendations to include benefits to both the customer (improved services, satisfaction, less effort) and the organisation (customer engagement, lower cost to serve, less risk)

Ghislaine Entwisle AMIIA, Director, Protiviti

12.10pm – 2.15pm Closing Lunch with guest speaker

From underbelly to overture – Realising the possibilities

Geoff Knight is an expert at personal transformation; an adopted child, overweight, bullied choirboy in small-town New Zealand, driven to become one of the youngest members of the notorious 'Highway 61' bikie gang, which culminated in a near-death motorcycle accident. Geoff dared to dream a new life for himself – which has seen him work as a stunt man with Lucy Lawless in Xena, to taking the stage as an internationally respected tenor. Full of humour, pain, intrigue, delight, love and dedication, his key takeaway messages are:

- We all possess the capacity to change our patterns of behaviour
- Achieving excellence is a way of life – it requires self-awareness and commitment
- Surround yourself with people who expect more of you than you do of yourself
- Being authentic takes courage – make sure you are heard and contribute

Geoff Knight, Motivational Speaker

Social Program

Sunday, 20 May 2018 Welcome Dinner (optional)

This is a casual dinner for those wishing to meet colleagues and make new friends in an informal atmosphere prior to the conference.

The dinner will be held at The General Assembly, 29 South Wharf Promenade, just a short walk from the Melbourne Convention and Exhibition Centre.

It is a buzzy waterside pub delivering contemporary pub food, cocktails and craft beer. An additional charge of \$95 per person applies, please refer to the registration page for more details.

Dress: Smart Casual



Monday, 21 May 2018 Cocktail Party

The cocktail party is the first official social event of the conference and a wonderful opportunity to meet up with old and new colleagues and friends.

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

You'll enjoy delicious canapés accompanied by a selection of wines, beers and soft drinks whilst enjoying the interactive entertainment.

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, 22 May 2018 Gala Dinner

This is your chance to re-live the Great Gatsby era of the roaring 20s in our Speakeasy themed Gala Dinner.

Ladies, kick up your Charleston heels and Gents, don your flashiest mob boss outfits.

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 to the fabulous *Big City Beat Band*.

Don't come late - you won't want to miss out on all the fun during cocktail hour!

Delegates registered for the full conference receive one Gala Dinner ticket, extra tickets are available for accompanying persons at \$170 per person, subject to availability.

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

Dress: Evening / 20s theme



Day 3 Wednesday, 23 May

2.30pm – 5.30pm Optional Workshops

WORKSHOP 1



Report writing essentials

Ever written an Internal Audit report that hasn't quite hit the mark? Do your readers misinterpret the messages you are trying to convey? Wouldn't it be nice if communicating those messages became a whole lot easier?

This workshop gives you hands-on experience in developing effective audit reports with a minimum of fuss.

Learning outcomes

- Develop skills in the four stages of the writing process - analysis, organisation, writing and revision
- Analyse the uses and readers of the audit report and other types of engagement reports
- Organise the information in the audit report and other reporting documents
- Write reports that are accurate, objective, clear, concise, constructive, complete and timely
- Develop a Plan of Action for future learning

Key areas to be covered

- Objectives, readers and structure
- Making observations
- Developing a paragraph
- Getting the right tone
- Being clear and concise

Presenter: Shannon Buckley PMIIA CIA, Senior Audit Partner, Deakin University

Shannon Buckley is an expert in Writing Internal Audit Reports, communications and problem solving. He has over 20 years' experience in auditing, risk management and commercial experience. He has written numerous articles on internal auditing and has prepared papers and reports for Audit Committees and Victorian Parliament.

He is a regular speaker on Internal Audit conferences and forums and is a tutor for the Graduate Certificate of Internal Audit. He also written the IT audit module for the Graduate Certificate. He has run many courses for the Institute and has coached and taught staff from across many multi-nationals, Public (both State and Commonwealth) Sector organisations.

WORKSHOP 2



Towards Trusted Advisor – Changing the internal audit skill set

The Towards Trusted Advisor workshop will deliver hands-on insights into the key capabilities internal auditors need to move toward trusted advisor status in their organisations. This includes the importance of emotional intelligence, polarity management and the impact of cognitive bias.

Learning outcomes

- Improve your understanding of why soft-skill capabilities are the foundation to internal audit success
- Clarify which soft skills are essential to delivering greater internal audit value
- Increase awareness of the impact of your personal leadership and communication style
- Increase your capability to build trust with customers and teammates
- Design effective relationship building strategies to better influence customers and teammates

Key areas to be covered

- Self-awareness and authenticity
- Communication and relationships
- Building and maintaining trust
- Power and influence

Presenter: David Mallard, Principal, David Mallard Consulting

David is a uniquely experienced management consultant, adviser, trainer and executive coach with more than 25 years' experience at the intersection of organisational strategy, corporate governance, risk management, compliance & assurance, culture & ethics, business process effectiveness and people capability development. His journey includes being the Chief Audit Executive of Australia Post where he managed the Board's Audit, Risk & Compliance program and transformed the Internal Audit service into a strategically relevant value adding team of trusted advisers and leaders for the business. He was also a member of the company Ethics Committee and Risk Management Committee. Prior to Australia Post, David worked in the financial services sector being responsible for the Internal Audit of ANZ Bank's Personal Banking and Credit Cards business globally and in the Victorian Public Service.

David also has extensive experience in facilitating personal growth programs as President of not for profit organisation, Melbourne Men's Group Incorporated.

WORKSHOP 3



Using risk management and control frameworks as part of your audit process

When an organisation manages its risks well it has a competitive advantage. Controls are a response to risk and well-designed controls – like good risk management – helps an organisation achieve its objectives.

This workshop will explore several risk management and control frameworks that can be used as a basis for assessing the way your organisation manages its risk and audit function.

Learning outcomes

- Understand the relationship between governance, risk management, control and assurance frameworks
- Understand the role of the internal auditor in reviewing risk management
- Have a model for the review of risk management in your organisation
- Understand the role of control frameworks in the audit process
- Have a number of options for reporting the outcomes

Key areas to be covered

- Governance, risk management, control and assurance – how the frameworks interrelate
- The importance of language – the differing approaches and the words they use
- The major frameworks – ISO and COSO – are they compatible?
- A model for review – what evidence do we need?
- Reporting the results

Presenter: Michael Parkinson CIA CRMA, Principal, Michael Parkinson Consulting

Michael Parkinson has had a career of over 40-years in internal audit, information technology and finance, primarily in the public sector. He has worked for significant Australian Government, ACT Government, and Northern Territory Government organisations as an employee and a consultant.

He held three Chief Audit Executive roles in Australian Government agencies over a period of 15 years. Over 19 years as a Director at a 'Big 4' firm, he provided internal audit services to a range of organisations. His career included five months advising the Royal Thai Government on establishment of modern internal audit capability.

Until recently he served on the IIA–Global International Internal Auditing Standards Board and was a member of the two most recent Task Forces examining the structure of the IPPF. He served on the IIA–Global International Board for three years, with two years as a member of the IIA–Global International Executive.

How to Register

Register online at www.SOPAC.org.au

Each delegate must complete a separate online registration form. Please note this is a secure website.

REGISTRATION ENQUIRIES

E: conferences@iia.org.au

P: +61 2 9267 9155

OFFLINE REGISTRATION

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

E: conferences@iia.org.au

F: +61 2 9264 9240

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

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® 2018. 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

	Early Bird (Before 1 May 2018)	Standard (After 1 May 2018)
Member	\$2,450	\$2,650
Non-member	\$2,700	\$2,900
Corporate Ticket**	\$4,000	\$4,000
Monday registration	\$1,100	\$1,200
Tuesday registration	\$1,100	\$1,200
Wednesday registration	\$600	\$650

* Groups - Three or more delegates from the same organisation booking and paying at the same time receive at 10% discount on the relevant member or non-member rate. Each delegate must complete a separate registration form.

** Corporate ticket is one registration shared between five people from the same organisation with one delegate attending at any given time. Includes entitlements as per one delegate only. Please download the corporate ticket registration form at www.SOPAC.org.au

† 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 10% GST.

ADDITIONAL SESSIONS

	Registered Delegate	Guest
Welcome Dinner (optional)	\$95	\$95
Conference lunches	Included in conference registration fee	\$80
Cocktail Party	Included in conference registration fee	\$90
Gala Dinner	Included in conference registration fee	\$170

OPTIONAL WORKSHOPS

	Member	Non-Member
SOPAC® attendee	\$365	\$495
Workshop only attendee	\$465	\$595

WHAT YOUR SOPAC® REGISTRATION INCLUDES

- Networking breakfast, refreshments and lunch daily during the conference
- Attendance to keynote sessions sponsored by  **pwc**
- Attendance to trade exhibition
- Attendance to your selected concurrent sessions
- Access to Massage Centre sponsored by  Wolters Kluwer TeamMate®
- Access to conference papers online after the conference
- Access to the conference app sponsored by  **protiviti**
Face the Future with Confidence
- Conference pocket program
- One delegate bag
- One ticket to the Cocktail Party on Monday 21 May 2018
- One ticket to the Gala Dinner on Tuesday 22 May 2018 sponsored by  Wolters Kluwer TeamMate®
- Attendance at the Closing Lunch on Wednesday 23 May 2018

Registration Form – SOPAC® 2018

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

2. CONFIRM REGISTRATION TYPE AND FEES

IIA members must be financial for 2017/2018 at the time of registration to be eligible for the member rate. Please tick appropriate box.

	Early Bird	Standard
Member	<input type="checkbox"/> \$2,450	<input type="checkbox"/> \$2,650
Non-Member	<input type="checkbox"/> \$2,700	<input type="checkbox"/> \$2,900
Corporate Ticket**	<input type="checkbox"/> \$4,000	<input type="checkbox"/> \$4,000
Monday registration	<input type="checkbox"/> \$1,100	<input type="checkbox"/> \$1,200
Tuesday registration	<input type="checkbox"/> \$1,100	<input type="checkbox"/> \$1,200
Wednesday registration	<input type="checkbox"/> \$600	<input type="checkbox"/> \$650

TOTAL REGISTRATION FEES \$

* Groups - 3 or more people from the same organisation booking at the same time receive a 10% discount

Promotional Code

Promotional code / voucher number _____

Discount applied \$

Only one promotional code / voucher number can be used at any one time.

Early Bird Registration before 1 May 2018

Standard Registration after 1 May 2018

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

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 expectation of one day tickets. Lunch is included in the conference registration fee.

SUNDAY 20 MAY – Welcome Dinner (optional) (additional fees apply)

Yes, I will attend

No, I will not attend

Purchase Ticket(s) \$95 per person
 No. Persons _____ Total \$ _____

Additional ticket holder name(s) _____

MONDAY 21 MAY – Cocktail Party (included in registration fee)

Yes, I will attend

No, I will not attend

Purchase Ticket(s) \$90 per person
 No. Persons _____ Total \$ _____

Additional ticket holder name(s) _____

TUESDAY 22 MAY – Gala Dinner (included in registration fee)

Yes, I will attend

No, I will not attend

Purchase Ticket(s) \$170 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 21 May

Tuesday 22 May

Wednesday 23 May

Additional ticket holder name(s) _____

TOTAL FOR SOCIAL EVENTS \$

REGISTRATION CONDITIONS

* Three or more delegates from the same organisation booking and paying at the same time. Each delegate must complete a separate registration form.

** Corporate ticket is one registration shared between five people from the same organisation with one delegate attending at any given time. Includes entitlements as per one delegate only. Please download the corporate ticket registration form at www.sopac.org.au

† 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.

Please complete one form for each registrant.

4. REGISTER FOR WORKSHOPS

WEDNESDAY 23 MAY, 2.30PM–5.30PM

- WS1 Report writing essentials
- WS2 Towards the Trusted Advisor – Changing the internal audit skill set
- WS3 Using risk management and control frameworks as part of your audit process
- \$365 Member SOPAC® attendee
- \$465 Member workshop only attendee
- \$495 Non-member SOPAC® attendee
- \$595 Non-member workshop only attendee

TOTAL FOR WORKSHOPS \$

5. SELECT YOUR CONCURRENT SESSIONS

MONDAY 21 MAY

- | | | | | |
|-------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 10.25am – 11.15am | <input type="checkbox"/> 1A | <input type="checkbox"/> 1B | <input type="checkbox"/> 1C | <input type="checkbox"/> 1D |
| 11.20am – 12.10pm | <input type="checkbox"/> 2A | <input type="checkbox"/> 2B | <input type="checkbox"/> 2C | <input type="checkbox"/> 2D |
| 2.30pm – 3.20pm | <input type="checkbox"/> 3A | <input type="checkbox"/> 3B | <input type="checkbox"/> 3C | <input type="checkbox"/> 3D |
| 3.50pm – 4.40pm | <input type="checkbox"/> 4A | <input type="checkbox"/> 4B | <input type="checkbox"/> 4C | <input type="checkbox"/> 4D |

TUESDAY 22 MAY

- | | | | | | |
|-------------------|--|-----------------------------|-----------------------------|-----------------------------|------------------------------|
| 9.25am – 10.15am | <input type="checkbox"/> 5A | <input type="checkbox"/> 5B | <input type="checkbox"/> 5C | <input type="checkbox"/> 5D | <input type="checkbox"/> GT1 |
| 10.45pm – 11.35pm | <input type="checkbox"/> 6A | <input type="checkbox"/> 6B | <input type="checkbox"/> 6C | <input type="checkbox"/> 6D | <input type="checkbox"/> GT2 |
| 11.40am – 12.30pm | <input type="checkbox"/> 7A | <input type="checkbox"/> 7B | <input type="checkbox"/> 7C | <input type="checkbox"/> 7D | <input type="checkbox"/> GT3 |
| 2.40pm – 3.30pm | <input type="checkbox"/> 8A | <input type="checkbox"/> 8B | <input type="checkbox"/> 8C | <input type="checkbox"/> 8D | <input type="checkbox"/> GT4 |
| 5.00pm – 5.45pm | <input type="checkbox"/> IIA–Australia AGM | | | | |

WEDNESDAY 23 MAY

- | | | | | |
|-------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| 10.20am – 11.10am | <input type="checkbox"/> 9A | <input type="checkbox"/> 9B | <input type="checkbox"/> 9C | <input type="checkbox"/> 9D |
| 11.15am – 12.05pm | <input type="checkbox"/> 10A | <input type="checkbox"/> 10B | <input type="checkbox"/> 10C | <input type="checkbox"/> 10D |

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® 2018 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® 2018** 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

Tel +61 2 9267 9155

Tel Toll free (within Australia) 1800 236 366

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.

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 On completing this registration form, I accept that to the extent permitted by law IIA–Australia is not responsible for the actions, advice or representations of delegates and speakers of the SOPAC® 2018. In completing the registration form I indemnify the IIA–Australia for any direct, indirect or consequential loss or damage in connections with any personal accidents, losses or damage to personal property of myself and any later substitutes.

Office Use Only

Cheque \$ _____ Credit card \$ _____ Entered _____ Date _____

Comments _____