

Agenda

Tuesday, July 22

9:00am - 9:10am

Welcome remarks



Colin Tate AM

Founder and
managing director,
Conexus Financial

CHAIR

9:10am - 9:50am

In conversation: Reflections on health, happiness and public life

Drawing on his unique experience as the uber-popular former Premier of Western Australia during the COVID-19 pandemic, Mark McGowan AC will reflect on the intersection of health, politics and the economy to draw out the lessons for business and community leaders and the superannuation sector.



**Mark McGowan
AC**

Premier of Western
Australia, 2017-23



Colin Tate AM

Founder and
managing director,
Conexus Financial

CHAIR

9:50am - 11:10am

Panel: State of play in Australia's mental health crisis

This opening panel session will delve into the national landscape for mental health and wellbeing to assess the policy, funding, prevention and care settings. It will examine the role for insurers and superannuation funds responding and helping to solve what the medical profession has described as a crisis.

Includes table discussion



Damian Hill

Chief executive,
Commonwealth



Sharon Kolkka

Wellness and stress
resilience adviser



Alison McLean

General manager,
Vitality and shared



Professor Steve Moylan
Chair, Lifeline
Australia



Reverend Jon Owen
Pastor and chief
executive, Wayside
Chapel



CHAIR

Colin Tate AM
Founder and
managing director,
Conexus Financial

11:10am - 11:35am Morning tea

11:35am - 12:20pm Panel: Regulatory oversight of insurance in super

This panel of regulators and public policy stakeholders will assess the key issues in regulation of superannuation funds, with a key focus on group insurance and death benefit claims handling processes.



Heather Gray
Lead ombudsman,
superannuation,
AFCA



Peter Kohlhagen
General manager,
superannuation,
APRA



Pippa Lane
Senior executive
leader,
superannuation and
life insurance, ASIC



Xavier O'Halloran
Chief executive,
Super Consumers
Australia



CHAIR

Aleks Vickovich
Editor-in-chief,
Conexus Financial

12:20pm - 12:55pm Keynote: Leveraging data and behavioural science to deepen member engagement

This session will explore how super funds' insurance offerings can assist their broader strategies to deepen engagement with members and improve user experience. It will explore how funds can utilise behavioural science, data and automation to deliver personalised communications and wellness services that help members make better financial and health decisions.



Lina Saliba
Chief customer and
marketing officer,
MetLife



CHAIR

Simon Hoyle
Editor, Investment
Magazine

12:55pm - 1:45pm Lunch

1:45pm - 2:55pm Workshop: Improving the claims and customer experience

This interactive session will respond to regulator and consumer group concerns and workshop solutions to improve death benefit and insurance claims handling processes and member experience more broadly, while reducing complaints and harmful reputation damage.

Includes table discussion



John Berrill
Principal, Berrill & Watson



Craig Harrison
Director of insurance and investments, Colonial First State



Olivia Sarah-Le Lacheur
Chief operating officer, MetLife Australia



Penny Pare
Senior manager, Insurance, Australian Retirement Trust



CHAIR

Simon Hoyle
Editor, Investment Magazine

2:55pm - 3:45pm Panel: Leadership and purpose in super and insurance

This closing panel will bring together industry leaders to conclude on the key issues effecting the group insurance market, including commercial and public policy threats and opportunities, system design and its overall contribution to national life.



Justin Delaney
Chief executive, Zurich



Melinda Howes
Group executive superannuation and investments, AMP



Fiona Macgregor
Group chief executive and managing director, TAL



DIGITAL

Kristian Fok
Chief executive, Cbus Super



CHAIR

Aleks Vickovich
Editor-in-chief, Conexus Financial

3:45pm - 4:10pm

Afternoon tea

4:10pm - 5:05pm

In conversation: Health, hope and humanity

In this inspirational closing session, delegates will hear from renowned neurosurgeon and philanthropist Charlie Teo about his controversial mantra that there is “no such thing as false hope”. In a wide-ranging and candid discussion, he will discuss the highs and lows of a very public and purpose-led career.



**Dr Charles Teo
AM**

Global neurosurgeon



Colin Tate AM

Founder and
managing director,
Conexus Financial

CHAIR

5:10pm - 5:15pm

Closing remarks



Colin Tate AM

Founder and
managing director,
Conexus Financial

CHAIR

5:15pm - 7:00pm

Drinks