

Professional Standards Forum

Thursday, 15 April 2021

9am – 1pm AEDT

Online event using Zoom

Register by 8 April 2021



Online via [Eventbrite](#)

Panel session

9am – 10.40am AEDT

Trust and confidence:
responding to community
expectations

Refreshment break

Workshop session

11am – 1pm AEDT

Real life case studies:
engaging the community
and consumers



Panel Session

Trust and confidence: responding to community expectations

A panel of distinguished speakers will lead a conversation on the role of community engagement in professional standards regulation.



Andrew Lumsden

The Councils' Deputy Chair will examine how the social licence to operate rests on high standards that are responsive to community expectations over time, as well as the place of the community in each association's regulation of their members' competence and conduct.

Andrew specialises in mergers and acquisitions, securities transactions and corporate governance. He is listed as a leading lawyer by legal directories and publications including Chambers and Partners and Best Lawyers. Andrew was the Chief of Staff for the Hon. Joe Hockey MP, then the Minister for Financial Services and Regulation, and he was a founding member of the Australian Reinsurance Pool Corporation. Andrew is a Member of the Corporate Committee of the Law Council of Australia and Fellow and Member of the Subject Advisory Committee for the Governance Institute of Australia. He is also an Adjunct Faculty Member for the Faculty of Law, University of Sydney.

Lauren Solomon

The CEO of the Consumer Policy Research Centre will present research on 'The five preconditions of effective consumer engagement' and 'Building customer trust', sharing insights to inform regulatory interventions that can respond to community expectations.

Lauren was appointed Chief Executive Officer to establish the Consumer Policy Research Centre in May 2017. She has worked in a range of policy roles across the corporate, government and not-for-profit sectors for over a decade, including senior policy roles in the New South Wales Government. Lauren holds a Bachelor of Resource Economics (Hons) from the University of Sydney. Graduate Diploma in Psychology at Monash University and has undertaken further study in behavioural economics at the London School of Economics, the Executive Program for Non-profit Leaders at the Stanford Graduate School of Business, and Cranlana Centre for Ethical Leadership.

Kristen Wydell FCA

General Manager Professional Standards at Chartered Accountants Australia and New Zealand (CA ANZ) will introduce two reports commissioned by CA ANZ – 'The future of trust' and 'The 21st Century Profession' – and their findings on ethical behaviour as fundamental to maintaining, or rebuilding, public trust and confidence.

Kristen is responsible for forming policy positions on proposed ethical and professional standards and liaising with Australian regulators on issues relevant to the Accounting profession. She represents CA ANZ at the Australian Accounting Professional and Ethical Standards Board. Kristen's prior work experience was with two international network firms predominantly in the audit area of practice, and has been a member of CA ANZ for 25 years.



Workshop Session

Trust and confidence: engaging the community and consumers

Real-life case studies on how regulators and professions have incorporated community expectations and voices into their professional standards systems, including presentations by:

Peter Gartlan

Independent chair of the Australian Financial Complaints Authority's Consumer Advisory Panel



Jane Eldridge

NSW State Manager of the Australian Health Practitioner Regulation Agency



The workshop provides participants with an opportunity to join a presenter in a breakout room for an in depth discussion of the challenges and benefits involved when engaging the community and consumers in regulating professional standards.

