

## COBA 2021 Program

*Tuesday 30 November 2021*

**0745** **Portal Live**

**0800 – 0900** **Women in Mutual Session**

### **Walk tall, walk straight and look the world right in the eye**

Speaker: Dr Louise Mahler

This year's Convention theme "Making Our Mark" is an exciting opportunity for us to explore how we can continue to make our mark in the financial sector. By embracing our values and strengths as a sector and owning our history we are making our mark and changing the future of the industry.

How can we tailor our body language and vocal energy to embrace those values and strengths and make our mark in the challenges of the virtual world? How can we capture their attention and elicit an emotion with our audience from behind a screen?

Join us for this highly practical, useful and often hilarious session as we walk tall, walk straight and look the world right in the eye.

**0905 – 0910** **Welcome / Introduction**

**0910 – 1010** **Plenary 1**

Speaker: Gus Balbontin, Former Executive Director and CTO of Lonely Planet

The people who are crazy enough to think they can change the world are the ones who do. Gus Balbontin is one of them. He's an investor, entrepreneur, founder and explorer who has spent two decades helping businesses adjust strategies, products, services, culture and individuals to better deal with rapid and regular changing markets.

As the former executive director and CTO of Lonely Planet, Gus led one of the most loved brands in the world through significant disruption. Easier said than done, trust me. Gus remains heavily involved with the startup scene around the world as a founder, investor and advisor.

Gus will delve deep into the digital transformation of the past two decades, sharing stories of how so many companies mishandled this seismic shift and

how today's business leaders can capitalise on the disruption that's still occurring today.

Gus is an energetic and engaging speaker who has a preternatural ability to take your audience on a journey that is both entertaining, thought-provoking and inspiring.

**1010 – 1050**

**Break – Virtual Exhibition and Sponsor Sessions**

Sponsor Session 1: 1015 – 1030  
Salesforce

Sponsor Session 2: 1030 – 1045  
Western Union Business Solutions

**1050 – 1140**

**Business Session 1**

**Leadership in the post COVID world**

Speakers: Greg McKenna, CEO, Police Bank  
Paul Lewis, CEO, Great Southern Bank  
Bernie Lloyd, Chair, Bank First

Join our industry experts as they discuss key learnings and takeaways from our sector's response to the COVID-19 Pandemic. What does the new "normal" look like? The panel will discuss workforce and operational resilience in a post COVID world. They will explore issues such as branch closures, regulator action, remote working and labour market dynamics.

**1140 – 1220**

**Break – Virtual Exhibition and Sponsor Sessions**

Sponsor Session 3: 1145 – 1200  
Backbase

Sponsor Session 4: 1200 – 1215  
Australia Post

**1220 – 1310**

**Business Session 2**

**Sustainability and Mutuals – ESG, climate and sustainability for the next generation**

Speakers: Grace Tam, Director - Debt Markets, Clean Energy Finance Corporation

*Other panel members coming soon*

Our panel will share their thoughts on ESG, sustainability and climate and what it means for the future of mutuals and the broader banking sector. Panellists from the mutual sector will share their experience with ESG, climate and sustainability so far, and what this may look like for their organisations in the future. The Clean Energy Finance Corporation will also join the panel to provide an outside lens on how these key factors will impact the mutuals and the banking sector for years to come.

**1220 – 1310**

**Business Session 3**

*Details coming soon*

**1310 – 1430**

**Break – Virtual Exhibition and Sponsor Sessions**

Sponsor Session 5: 1330 – 1345  
Genworth

Sponsor Session 6: 1350 – 1405  
Clear Dynamics

Sponsor Session 7: 1410 – 1425  
Frollo  
Q2

**1430 – 1510**

**Business Session 4**

**Financial Crimes Managing Risk Profile and Director Liability**

Speakers: Ben Murphy, Director Forensic, Deloitte  
Chris Noble, Partner Risk Advisory, Deloitte

This session will address the questions every Board needs to understand and ask of its management, so they understand their organisations profile of financial crimes/AML/CTF risk. Together with highly experienced professionals working on regulatory remediation program within reporting entities across COB and wider banking sector, we will examine questions boards need to ask on operations of systems, tools and skilled resources that their organisation uses to address Financial Crimes risks. These include What risks do I bear as Director or Chair – and where is that risk controlled. What do I still not know and how understanding is not simply achieving a legal “tick” that your program complies, learn how to ascertain if your operational financial crimes risk management is adapting to AUSTRAC’s changing stance and the operating environment?

**1430 – 1510**

**Business Session 5**

**Leading through adversity**

*Hosted by Emerging Leaders*

**Rowena Meredith, Olympic Rower**

Rowena Meredith is a Tokyo Olympic bronze medallist in the Women’s rowing quadruple sculls.

Rowena will share her roller-coaster journey to the Olympic podium, highlighting the wide range of obstacles she faced along the way. She will share some hard-won lessons about resilience, what it means to not give up and how to be a leader in the modern world. This session will be a wonderful opportunity for young professionals and business leaders in a post-pandemic Australia.

1520 – 1620

## PLENARY 2

### "Think Global – Act Local"

Speakers: Bill Cheney, President & CEO, Schools First Federal Credit Union, USA  
Mark Sievwright, President, Sievwright & Associates, USA  
Martha Durdin, President & CEO, Canadian Credit Union Association, Canada

A panel discussion with Q&A covering the following topics:

- COVID 19 – the positives, the negatives, and new emerging strategies.
- Maintaining the fundamentals of trust and service in the digital space.
- Collaboration success stories – what's working, what isn't and why?
- The pace of regulatory reform, and strategies for "riding the wave"
- Environment, Social, and Corporate Governance strategies.

1635 – 1720

## Fun Session

### "Hughesy - Do We Have a Problem?"

Speakers: Dave Hughes and Dave O'Neil

As we continue to grapple with COVID, coming out of lockdowns, and heading back to the office, we thought there was only one person to answer the tough questions – Hughesy!

No topic will be off limits for Dave Hughes and his offsider Dave O'Neil as they answer questions like:

"All I've done during lockdown is attend Zoom meetings.... I'm not sure what my real job is...."

"I'm used to wearing my PJ bottoms all day with proper clothes only on the top half.... what am I supposed to wear to work these days?"

"During lockdown I've got used to having a glass of wine around 3 o'clock ... will that be ok when I go back to the office?"

"What if people from work want to come to my place and they discover I've been using a fake background of a beautiful apartment because my place is a dump?"