

COBA 2021 Program

Making Our Mark

Recent years have been tough for many in our sector.

The bushfires of our Black Summer, seemingly endless lockdowns and the pace of regulatory change have left many of us feeling as though our heads are only just above water.

But adversity, with all its trials, can also be a breeding ground for opportunity and innovation.

Making Our Mark explores how customer owned banks can leverage off the events of recent years and build foundations that will see us become even stronger in the future.

Disruption is the new norm, and we need to be agile enough to step forward and tackle it head on.

Join us as we explore how customer owned banks can demonstrate their unique proposition to the world and stand out to customers as a genuine alternative.

Together, **let's make our mark!**

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 embrace our values and strengths and change 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 virtual world? How can we capture attention and elicit emotion when communicating with our audience through 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

Unlocking agility and innovation

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 face of disruption

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 challenges of recent years.

What have we learnt about our customers, our teams, and ourselves as leaders? What worked well as we navigated change, and what didn't?

The panel will reflect on the leadership traits that supported us through this transition, and consider how we can all contribute to building the resilience of our people and operations going forward.

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

Climate and sustainability for the next generation

Speakers: Grace Tam, Director, Clean Energy Finance Corporation

Sharanjit Paddam, Principal – Climate and ESG risk, Finity Consulting

Climate and sustainability are becoming increasingly important in Australia, with growing political and regulatory focus on how the private sector is responding. This panel will discuss the future of climate and sustainability in Australia, and what this means for the banking sector.

Panellists from the Clean Energy Finance Corporation and Finity Consulting will share their insights into trends in green investment flows, global regulatory and market interventions, and the future of investor and consumer demand.

1220 – 1310

Business Session 3

The future of work

Speakers: *Panel members coming soon*

A workplace evolution that would ordinarily happen in decades happened overnight. As the circumstances that forced this change dissipate the big question remains – what does the new normal look like?

What does pandemic induced change mean for our people, our workplaces, our careers and the services and systems support us. Join us as we speak with thought leaders about the future of work.

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

Managing the evolving risk of financial crime

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

Globally and locally digitisation is shaping a constantly changing financial crimes risk landscape with increased regulator expectations and focus. Now more than ever boards and senior managers need to ensure they proactively manage the risks associated with increasing rates of financial crime.

Customer-owned banks are operating within a high-risk environment, so how can sector leaders keep abreast of change and ask the questions they need? Together with highly experienced professionals working with entities across the banking sector, this session will:

- Reflect on the questions boards need to ask themselves to understand evolving risks associated with financial crimes
- Examine the learnings from structural and systemic risk failings or lessons learned that have been made public
- Consider what a mature financial crimes risk management framework needs to look like in our sector given our scale and risks
- Consider director and senior executive accountability and governance as well as expectations at a community and corporate level
- Note that Financial Crimes compliance must be an enterprise-wide cultural approach, not a tick-box exercise, and
- Consider how Directors can challenge management assurances and satisfy themselves that adequate risk management is in place.

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 to learn from someone who overcame the odds to achieve her goal.

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

As the world opens up again we invite you to join us to hear insights from our global counterparts. This panel session with Q&A will ask questions such as:

- How have foreign institutions tackled the challenge of COVID-19? What worked well, what didn't, and what have we learnt from the experience?
- Which environmental, social, and governance considerations are having the biggest influence on corporate strategy?
- How can we maintain the fundamentals of trust and service when serving customers in the digital space?
- How can collaboration strategies be used to build the strength of the sector?
- What strategies have offshore credit unions used to ride the wave of regulatory reform?

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? ”