



CONVENTION PROGRAM

Sunday 22 September 2024

0800 – 1730	REGISTRATION	<i>Foyer H (outside Hall H), Adelaide Convention Centre</i>
0945 – 1015	EMERGING LEADERS SESSION <i>Emerging Leader delegates only</i>	<i>Riverbank Rooms 2 & 3</i>
	Welcome The official welcome and introduction to the COBA24 Emerging Leaders stream. Speaker: <i>Michael Lawrence, Chief Executive Officer, COBA</i> Facilitator: <i>Molly Du Rietz, Chair, Emerging Leaders Committee & Digital Communications Coordinator, COBA</i>	
		<i>COBA24 Emerging Leaders Stream is proudly sponsored by CGU Insurance</i>
1015 – 1100	EMERGING LEADERS SESSION <i>Emerging Leader delegates only</i>	<i>Riverbank Rooms 2 & 3</i>
	Mix & Mingle Kick off the day with a mix of fun networking activities to break the ice and get to know your fellow Emerging Leaders. Facilitators: <i>Clara Kiefel-Johnson, Senior Marketing Consultant, Bank Australia</i> <i>Jesse Stephens, Marketing Officer, BankWAW</i>	
1100 – 1130	EMERGING LEADERS MORNING TEA	<i>Riverbank Rooms Foyer</i>
1130 – 1245	EMERGING LEADERS SESSION <i>Emerging Leader delegates only</i>	<i>Riverbank Rooms 2 & 3</i>
	The Big Picture: Career and life lessons from our sector's leaders Join us for an inspiring and insightful panel discussion featuring some of our sectors accomplished leaders. Hear firsthand stories of their career journeys and gain valuable, practical advice on advancing your own leadership potential. Facilitators: <i>Alysia Smith, Government Relations Manager, COBA</i> <i>Claire Mahady, Employee Experience Partner, NGM Group</i>	
1200 – 1230	MUTUAL SUPPORT NETWORK LUNCH	<i>Foyer A (outside Hall A)</i>
1230 – 1430	MUTUAL SUPPORT NETWORK FORUM <i>(formerly SAM Network Forum)</i>	<i>Hall A</i>
1245 – 1330	EMERGING LEADERS LUNCH	<i>Riverbank Rooms Foyer</i>
1330 – 1500	EMERGING LEADERS SESSION <i>Emerging Leader delegates only</i>	<i>Riverbank Rooms 2 & 3</i>
	Influencing and Managing Up Designed for aspirational young professionals, "Influencing and Managing Up" challenges the negative perceptions and stereotypes on what it means to be assertive and confident in your professional relationships. In this interactive session, you will gain the tools to build powerful and trusting platforms for communication between you, your peers, and your leaders. Speaker: <i>BeChallenged</i> Facilitator: <i>Matthew Ciezki, Chief Finance Officer, Bank of us</i>	

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1430 – 1515	AFTERNOON TEA	Foyer A (outside Hall A)
1515 – 1700	GOVERNANCE SESSION <i>COBA member Chairs, Directors and CEOs only, pre-registration required</i>	Hall A
	Uncover the pressing governance issues facing the boards of customer-owned banks. Gain insights into strategies for maintaining trust and integrity while adapting to regulatory changes and evolving member expectations. Speaker: Mark Rigotti MAICD, Managing Director & CEO, AICD Facilitator: Elizabeth Crouch AM, Chair, COBA	
1500 – 1530	EMERGING LEADERS AFTERNOON TEA	Riverbank Rooms Foyer
1530 – 1700	EMERGING LEADERS SESSION <i>Emerging Leader delegates only</i>	Riverbank Rooms 2 & 3
	The Leadership Leap: What you need to un-learn and re-learn In today's rapidly evolving world, our attitudes towards work have shifted, meaning our expectations and understandings of leadership have changed. Join Kamal in exploring how modern effective leaders can optimise their time, energy and skills to inspire and drive performance. Embrace these transformative changes and lead with clarity and resilience to make a powerful difference in your life and the lives of those around you. Speaker: Kamal Sarma, Co-Founder and Managing Director, Rezilium Facilitator: Paige McParland, Strategic Partnerships Manager, Teachers Mutual Bank Limited	
1700 – 1900	WELCOME RECEPTION IN THE EXHIBITION	Hall H
	A Taste of South Australia The Welcome Reception is a chance to catch up with other delegates, visit the various exhibition stands, and enjoy a drink and some fabulous food. In 2024, you'll have a chance to enjoy <i>A Taste of South Australia</i> . From freshly shucked Coffin Bays oysters or fish and chips featuring King George Whiting, the Seafood Market is going to be popular. The Char Grill will be the place to visit for the flavours of the outback, while the Pie Cart has that must try late night Adelaide institution – the Pie Floater! And for those needing something sweet, there's a build your own ice cream cart featuring some unique SA flavours. A special feature is the Artisan Marketplace – with wineries, distillers, craft, and speciality food makers offering you a chance to try their products and order some to take home – a perfect way to share your visit to South Australia. <i>Dress code: Business casual</i>	
		 <i>COBA24 Welcome Reception is proudly sponsored by Newcastle Greater Mutual Group</i>
1900+	FREE EVENING FOR DELEGATES	

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Monday 23 September 2024

0700 – 1730	REGISTRATION	<i>Foyer H (outside Hall H), Adelaide Convention Centre</i>
0715 – 0900	REGULATORY AFFAIRS BREAKFAST <i>pre-registration required</i>	<i>Foyer E (outside Hall E)</i>
	<p>Advocacy at first light: the political trends shaping our future Kickstart your day with a forward-thinking discussion exploring the regulatory trends defining our sector's future. With a federal election looming, we'll dive into the political landscape and the forces shaping government decision-making, while unpacking the ways this will impact our sector.</p> <p>Speakers: <i>Stephanie Elliott, Chief Operating Officer, COBA</i> <i>Mark Nguyen, Chief of Policy, COBA</i></p> <p>Facilitator: <i>Shane Farley, Head of Corporate Affairs, Sustainability & Community, Beyond Bank</i></p>	
0915 – 1045	OPENING PLENARY SESSION	<i>Hall C</i>
	<p>COBA24 Master of Ceremonies: <i>Effie Zahos</i></p> <p>Welcome to Country</p> <p>COBA24 Opening Remarks: <i>Michael Lawrence, Chief Executive Officer, COBA</i></p> <p>Keynote Future Forward: Technologies to change your world: <i>Dr Bruce McCabe</i></p> <p>Believe it or not, the pace of today's innovation is the slowest it will be – the future will only get faster. In a world where digital transformation is radically disrupting the banking industry, keeping on top of emerging trends and technologies is crucial for staying ahead.</p> <p>Join us as global futurist Dr Bruce McCabe reveals how innovation, technology, and AI will reshape the financial services sector. With over 30 years of experience advising multinationals, governments, universities, and science labs, Bruce is uniquely equipped to guide us through this revolution.</p> <p>Offering visionary insights and the practical tools to embrace innovation and adapt to future trends, Bruce will ensure you're prepared to ignite your future. Don't miss this opportunity to learn from one of the leading voices in technology and innovation.</p>	
1030 – 1600	COBA24 EXHIBITION OPEN	<i>Hall H</i>
1045 – 1145	MORNING TEA IN THE EXHIBITION	<i>Hall H</i>
1115 – 1130	SPONSOR PRESENTATIONS IN THE EXHIBITION	<i>Presentation Hub, Hall H</i>

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1145 – 1300	BUSINESS SESSION 1 Decoding demographics: the future unveiled Understanding demographics is crucial to knowing the forces that impact customer owned banks. Join Simon Kuestenmacher, co-founder of The Demographics Group, as he decodes the demographic shifts transforming Australia. Uncover what these changes mean for housing, the economy, financial services, and our societal fabric in this enlightening and practical session. Speaker: <ul style="list-style-type: none"> Simon Kuestenmacher, Co-Founder, The Demographics Group Facilitator: <ul style="list-style-type: none"> Effie Zahos 	Hall C	BUSINESS SESSION 2 Real-world AI: a future beyond the hype Dive into the real-world applications of AI with AI strategist Dr Sandra Peter and digital innovation expert Dr Kai Riemer. Discover how you can set a clear strategy to cut through the noise and deliver AI processes that can drive more efficient and insightful banking. Discover practical strategies, navigate ethical dilemmas, and learn how to leverage AI for community-focused financial wellness. Speakers: <ul style="list-style-type: none"> Dr Sandra Peter, Co-Director, Sydney Executive Plus Dr Kai Riemer, Co-Director, Sydney Executive Plus Facilitator: <ul style="list-style-type: none"> Stephanie Elliott, Chief Operating Officer, COBA 	Hall A
1300 – 1400	LUNCH IN THE EXHIBITION		Hall C	
1315 – 1345	SPONSOR PRESENTATIONS IN THE EXHIBITION		Presentation Hub, Hall H	
1400 – 1515	BUSINESS SESSION 3 Crafting trust: the future of reputation management In this era of digital upheaval, maintaining trust is paramount. Join our expert panel as they unravel the complexities of reputation and trust in customer-owned banking. Explore the impact of media, social media, and fake news, and discover practical strategies to safeguard and strengthen trust amidst evolving challenges. Facilitator: <ul style="list-style-type: none"> Effie Zahos 	Hall C	BUSINESS SESSION 4 Thriving workplace cultures: building the future The past couple of years have seen a seismic shift in workplace reform, with legislative change impacting many aspects of the relationship between companies and employees, and employees with each other. Join a panel of people and culture leaders from across the sector to explore their experience and learnings from implementing the changes, and the risks and opportunities they present for organisational culture and employee relationships. Speakers: <ul style="list-style-type: none"> Tracey Lake, Chief People Officer, Great Southern Bank Michelle Coelho, Chief People and Culture Officer, Beyond Bank Australia Rebecca Campbell, Head of Human Resources, Queensland Country Bank Facilitator: <ul style="list-style-type: none"> Christine MacKenzie, Chief People Officer, P&N Group 	Hall A
1515 – 1600	AFTERNOON TEA IN THE EXHIBITION		Hall H	
1530 – 1545	SPONSOR PRESENTATIONS IN THE EXHIBITION		Presentation Hub, Hall H	

IGNITE THE FUTURE COBA24

22-24 SEPTEMBER 2024
ADELAIDE CONVENTION CENTRE




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1600 – 1730	PLENARY SESSION Emerging Leaders Presentation to Plenary 2024 Bridges COBA Emerging Leader Award Presentation Plenary Session <i>further details available soon</i>	<i>Hall C</i>
1730+	FREE EVENING FOR DELEGATES	
1830 – 2130	EMERGING LEADER NETWORKING EVENT <i>Emerging Leader delegates only, pre-registration required</i>	<i>Bank Street Social 48 Hindley St, Adelaide</i>

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Tuesday 24 September 2024

0700 – 1730	REGISTRATION	<i>Foyer H (outside Hall H), Adelaide Convention Centre</i>
0715 – 0900	RISE AND INSPIRE BREAKFAST <i>pre-registration required</i>	<i>Foyer E (outside Hall E)</i>
	<p>Resilience and Empowerment</p> <p>Rosie Batty AO is a vocal advocate for victims of domestic violence and tireless campaigner for systemic change. Following the tragic loss of her son to family violence, she bravely shared her story and became a powerful voice for change.</p> <p>Rosie’s story is one of turning unimaginable tragedy into a force for good, empowering others to overcome adversity and striving for a better future for all. Her resilience, courage, and unwavering dedication is a true inspiration to us all.</p> <p>Rosie’s numerous honours, including Australian of the Year and the Order of Australia, highlight her profound impact on the fight against domestic violence.</p> <p>Speaker: Rosie Batty AO Facilitator: Elizabeth Crouch AM, Chair, COBA</p>	
		 <i>Rise and Inspire Breakfast is proudly sponsored by Nimo Industries</i>
0915 – 1045	PLENARY SESSION	<i>Hall C</i>
	<p>COBA24 Master of Ceremonies: <i>Effie Zahos</i></p> <p>Keynote Future-fit leadership: Leading with your head and heart. <i>Dr Kirstin Ferguson AM</i></p> <p>True leadership is not just about intellect, but a careful balance with empathy and heart. Join Dr. Kirstin Ferguson AM, an award-winning and internationally acclaimed leadership expert, as she shares her latest insights on modern leadership.</p> <p>Ranked among the top 50 thinkers in the world by Thinkers50 and recognized as a Member of the Order of Australia, Kirstin brings unparalleled expertise. Drawing from her bestselling book <i>Head & Heart: The Art of Modern Leadership</i>, and decades of senior leadership experience, she will challenge you to evaluate whether your leadership approach is future-ready. Be inspired to become the most effective leader you can be in this compelling session.</p> <p>Platinum Partner Presentation Experion Technologies Australia</p>	
1030 – 1600	COBA24 EXHIBITION OPEN	<i>Hall H</i>
1045 – 1145	MORNING TEA IN THE EXHIBITION	<i>Hall H</i>
1045 – 1145	EMERGING LEADER & CEO MORNING TEA <i>For Emerging Leader delegates and their CEOs only</i>	<i>Gilbert Suite</i>
1115 – 1130	SPONSOR PRESENTATIONS IN THE EXHIBITION	<i>Presentation Hub, Hall H</i>

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1145 – 1300	<p>BUSINESS SESSION 5 <i>Hall C</i></p> <p>Towards a brighter future: taking action against financial abuse</p> <p>Financial abuse is a form of domestic violence that one in six Australian women experience during their lifetime. Our panel will shed light on the insidious nature of financial abuse and its devastating impact. They will discuss the role banks can play in identifying and preventing financial abuse, and explore practical solutions to empower victims/survivors for a brighter future for all.</p> <p>Speakers:</p> <ul style="list-style-type: none"> Rosie Batty AO Catherine Fitzpatrick, Founder & Director, Flequity Ventures 	<p>BUSINESS SESSION 6 <i>Hall A</i></p> <p>Our future path: Australia's economic journey ahead</p> <p>In 2024, banks are navigating a complex economic landscape. While high interest rates have boosted profits, they've also slowed lending and increased the risk of loan defaults. Looking ahead, economist Nicki Hutley will dive into the potential impacts of ongoing household financial pressures, interest rates and inflation, government policies and the slowing global economy.</p> <p>Speaker:</p> <ul style="list-style-type: none"> Nicki Hutley, Chief Economist, COBA <p>Facilitator:</p> <ul style="list-style-type: none"> Sean Lo Cascio, Senior Manager Marketing, Communications and Events, COBA
1300 – 1400	LUNCH IN THE EXHIBITION <i>Hall C</i>	
1315 – 1345	SPONSOR PRESENTATIONS IN THE EXHIBITION <i>Presentation Hub, Hall H</i>	
1400 – 1515	<p>BUSINESS SESSION 7 <i>Hall C</i></p> <p>Driving change: navigating a complex future through connection</p> <p>Master the art of human connection to navigate complex conversations, develop resilience, and transform cultures. Join speaker and author Kamal Sarma as he blends his unique background in Eastern and Western philosophies to share tools and strategies for fostering strong connections, improving communication and navigating change.</p> <p>Speaker:</p> <ul style="list-style-type: none"> Kamal Sarma, Co-Founder and Managing Director, Rezilium <p>Facilitator:</p> <ul style="list-style-type: none"> Effie Zahos 	<p>BUSINESS SESSION 8 <i>Hall A</i></p> <p>Future-ready finance: optimising the treasury function</p> <p>In a competitive banking environment, optimising treasury management can provide a significant edge. With APRA's incoming liquidity and interest rate risk management changes, treasury management has never been more important. Join our panel of treasury experts from within the sector as they discuss strategies to identify, assess, and mitigate financial risks effectively, ensuring a bank's financial stability and resilience.</p>
1515 – 1600	AFTERNOON TEA IN THE EXHIBITION & RAFFLE DRAWS <i>Hall H</i>	
1530 – 1545	SPONSOR PRESENTATIONS IN THE EXHIBITION <i>Presentation Hub, Hall H</i>	

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1600 – 1730 **CLOSING PLENARY SESSION** *Hall C*

COBA24 Master of Ceremonies: *Effie Zahos*

Keynote | Building a better future together *Craig Foster AM*

Craig Foster AM is one of Australia’s most powerful voices for community empowerment and social advocacy. As a former Socceroo captain, media personality, human rights leader and Member of the Order of Australia, Craig’s efforts span across critical areas including indigenous rights, homelessness, and climate action. His dedication to refugee advocacy and multiculturalism has sparked vital grassroots movements, underpinned by his belief that local communities are the cornerstone of our social fabric.

Craig’s presence promises to inspire and ignite discussion on creating sustainable, positive change in our societies.

COBA24 Closing Remarks: *Elizabeth Crouch AM, Chair, COBA*

1900 – 2330 **CONVENTION GALA DINNER** *Halls F & G*

Let’s Party!

From The Beatles to Beyonce, Queen to Daft Punk, The Lion King to Dirty Dancing and everything in between, the epic, ridiculous and energetic party band **Furnace & the Fundamentals** are set to turn this year’s COBA24 Gala Dinner into a party that will be talked about for years to come.

To top it off, the extraordinary Unusualist **Raymond Crowe** is returning to amaze and delight with his hilarious illusions and shadow play - that has seen him tour the world - performing everywhere from Broadway to Las Vegas, to the Royal Variety Performance.

Dress code: Your favourite party attire!

CGU

*COBA24 Convention Dinner is proudly sponsored by
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