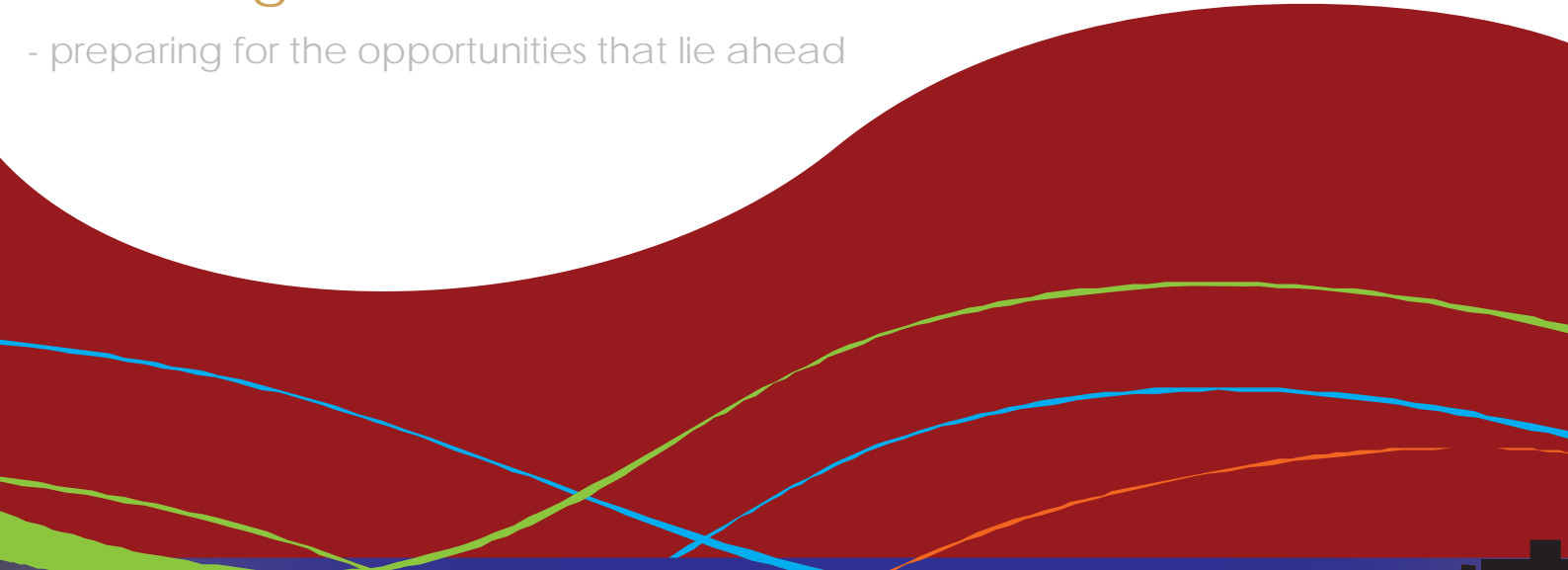


NATIONAL CONFERENCE & TRADE EXPOSITION



Investing In The Future

- preparing for the opportunities that lie ahead



An invitation is extended to all AMInstitute members to attend our 2010 National Conference & Exposition. Those credit union & mutual building society directors & staff who are not AMInstitute members, along with interested persons from associated industries and organisations, are also welcome to attend.

Calling all Mutual ADI Young Achievers



AMInstitute is pleased to continue its support of the Awards Program proudly sponsored by **CGU** and **AMInstitute**. This national program includes the Young Achievers' Award which will provide four young credit union employees with the opportunity to attend the 2010 AMInstitute National Conference & Exposition, where each winner will be offered numerous networking and educational opportunities.

Nominations for this award closed on 27th November 2009 and judging took place during December 2009. The 2009 winners comprise successful entries from each of the following regions – NSW/ACT, Queensland, Victoria/Tasmania, South Australia/NT and Western Australia. The program also includes a special Scholarship Award which allows one nominee the opportunity to complete a Graduate Certificate of Management (or the first four units) of the University of South Australian MBA degree or alternatively; use the scholarship as funding towards their existing study.

The four Young Achievers' Award winners were announced during the third week of December 2009 and will be presented with their awards during the Official Opening of the Conference on Monday, 22 March 2010. The winner of the Scholarship Award will also be announced at this time.

Past and present award nominees and winners will then be invited to attend a special networking function in recognition of their efforts and achievements – to be held on Monday, 22 March at 5.30pm.

AMInstitute would like to thank the Major Sponsors of the 2010 National Conference and Exposition

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Welcome from the Chairman & CEO

We are delighted to announce the AMInstitute National Conference & Exposition - the Institute's premier event for 2010 and the first major industry event on the 2010 calendar.

The format for the 2010 Conference follows some changes introduced in the previous year and maintains its focus on key note presentations on a range of topics including economics, leadership, corporate strategy, governance, management, motivation, business development and marketing.

Most importantly, it continues to provide a fantastic professional development, educational and networking experience for all participants.

Over the three days you will enjoy and gain considerable value from a carefully developed conference program that ensures you will get the edge with the latest trends in corporate strategy, business, governance, management practice and leadership initiatives.

This year we have included a number of new faces including thinker, social commentator and communicator, **Dr Keith Suter**, digital marketing specialist **Tim Martin**, Future trends analyst **Mike Walsh**, strategist and corporate facilitator **Oliver Freeman**, and back by popular request, *National Australia Bank Chief Economist* **Rob Henderson**. We also welcome back after many years, internationally acclaimed communications and performance expert, **Amanda Gore**.

As we have done since 2006, so as to better reflect and meet the needs of the AMInstitute membership, a part of the program will have a Mutual ADI director focus which will include a full day director development module on Sunday 21st March as part of our *Director Focus Package*.

For the second consecutive year and in conjunction with Abacus- Australian Mutuals we extend a welcome to the Industry's *Emerging Leaders*. A one-day professional development program on Sunday 21st March will again be offered as part of this year's conference program.

The structure of this conference and exposition is designed to facilitate learning, enjoyment and the opportunity to meet your fellow credit union and building society colleagues from around Australia and New Zealand in a stimulating environment.

We look forward to welcoming you in March 2010

Graham Olrich
Chairman

Mark Kotorac
Chief Executive

Theme

The post - GFC world has seen a range of changes impacting on the Australian Financial Services market. Whilst it poses numerous challenges for the mutuals sector, it also provides a range of opportunities.

Our 2010 Conference theme, **Investing In The Future - Preparing for the opportunities that lie ahead**, will examine the role played by boards and management to identify and exploit these opportunities - to build competitive, innovative and sustainable businesses, for the future.

The aim of the conference program is to sharpen our thinking as directors and managers, and learn key skills for innovating to meet the numerous challenges of an uncertain business environment. We have assembled some outstanding presenters to inspire thought, reflection, optimism, inspiration and humour over the three day program.

Conference Format

All Conference sessions will be held in the Royal Theatre, National Convention Centre Canberra. The official opening will take place at 8.45am on Monday 22 March (delegates are asked to be seated by 8.45am). The formal sessions will conclude at 4.30pm on Tuesday 23 March, followed by the official close.

Expo 2010

The Exposition will be a major highlight of the Conference and will commence at 5.30pm Sunday. It will open during lunch (12 noon to 2pm) Monday and Tuesday, from 4.30pm to 5.30pm Monday, and during all morning and afternoon tea breaks.

The Expo will close at 2.00pm Tuesday.

Director Development -

Mutual ADI Market Overview & Analysis (Sunday Sessions)

The Sunday sessions will focus on providing directors with an environmental scan of the marketplace as input for their credit union and building society strategic planning processes. These sessions form the first part of the **Director Focus Package** being delivered Sunday 21st March and will focus on:

- key strategic challenges for mutual ADIs in the post GFC environment in areas such as access to funding at a reasonable cost and ideas around how to realign the business model in a marketplace dominated more than ever before by the four major banks.
- key business opportunities arising through rejuvenated forms of co-operation and collaboration.
- key insights into new developments in the competitive landscape.
- a briefing on the major regulatory issues that will be impacting upon the business in the short to medium term.

Emerging Leaders Stream

(Sunday Session)

The Five Capitals of Leadership

In conjunction with Abacus – Australian Mutuals, AMI Institute is pleased to announce that it will again offer a one-day Emerging Leader program as part of the 2010 Conference & Exposition.

The Emerging Leader stream at the 2010 Conference aims to build on the successful program delivered at last year's Conference and at the Abacus 09 Convention, but will take a slightly different approach. This will involve one day which focuses on leadership training for delegates, and then incorporate the remaining days of the program training with the main conference. The aim is to give Emerging Leader delegates better exposure to a broad range of presentations in the main conference program.



We live in a profoundly interconnected, interdependent and interactive world, and the most basic ideas and assumptions about what it means to be a leader are being challenged. For organisations to succeed and endure in this new socio-economic order, they need to adopt next practice organisational leadership.

In an exciting new initiative, AMI Institute – in partnership with DeakinPrime - will introduce a five module leadership program in 2010.

These 5 modules will focus on the five areas of leadership capital - those supported by research and grounded in 'next practice' as most vital to leadership success today. DeakinPrime has created a program to develop these five capitals of leadership:

1. Relational capital - contemporary leaders need to work with and through others;
2. Resilience capital - contemporary leaders need to have the resilience to keep doing the work;
3. Creative capital - contemporary leaders need to respond adaptively to change;
4. Ethical capital - contemporary leaders need to do what is morally right;
5. Social capital - contemporary leaders need to connect outside the familiar.

The program will be challenging, and is intended to help participants explore their boundaries by challenging assumptions and comfort zones, while still maintaining a supportive environment for learning.

With investment in these five areas, contemporary leaders will give themselves the best possible opportunity to succeed. The first of these 1-day modules, **Resilience Capital**, will be delivered as part of the Emerging Leader stream within the 2010 Conference Program.

Resilience Capital. The focus of the resilience capital module is to explore the capacity to recover from adversity or change or even just continually rise to the physical, mental and emotional challenges of the work underpins individual success across all aspects of leadership.

Continuing Professional Development

Each single day of the Conference equates to 6 Hrs CPD
Full Conference registration equates to 18 Hrs CPD

JOHN WALKER

Master of Ceremonies



John Walker is now in his 8th Year of being our conference Master of Ceremonies. A former television and theatre actor, John has had over 15 years in the corporate entertainment sphere. This past year his work has included the National Forestry Growers Conference, Mental Health Seminars and the National Flood Management conferences and Savings and Loans Credit Union staff recognition event. John has served one year on the Artistic Directorate of the nationally acclaimed

HotHouse Theatre and has worked for numerous charity organisations throughout the region. His biggest change in the past 2 years is his move into the field of disability support, where John works as a consultant to people with barriers to employment. A big fan of the AMInstitute crew he says, "Its great to be back for yet another year; the organisers have got together a super line-up. It's hard to deliver year after year but this conference will feature some extraordinary talent....and I'll continue tagging along, too !!!"



Welcome Cocktail Party / Expo 2010



Sunday 21 March - 5.30 - 7.30pm
The Welcome Cocktail Party will coincide with the opening of *Expo 2010*.

Join us for an evening of fabulous entertainment and a supply of exotic cocktails.....featuring James Morrison

A NIGHT ON BROADWAY

Celebrating the last 30 years of Stage Shows & Musicals

Featuring The Leading Men (From the co-creator of the world renowned, award winning act The Three Waiters)



'The Leading Men' are made up of some of the biggest names in Australian Music Theatre and are famous for incorporating the great Broadway Show-stoppers with a touch of 'Il Diva'.



The Leading Men, without doubt, provides one of the most charming collections of charismatic stage personalities presented in a long time. This is the show that truly delivers the 'wow' factor and promises an evening of unprecedented enjoyment, sophistication and pure class.

Join us for an evening music, song & dance and fancy dress ! Join in the celebration and come along as your favourite character from the Broadway stage. Prizes are on offer for the best fancy dress.



Program

SUNDAY 21 MARCH 2010

10.00 - 4.30pm	Director Focus Stream	10.00 - 4.30pm	Emerging Leader Program
Morning & Afternoon Tea & Lunch breaks will be taken at appropriate times during the days program			
8.30 - 5.00pm			Conference Registraton
9.30 - 9.55am			Arrival Tea / Coffee & Networking
9.55 - 10.00am			Chairman's Introduction
10.00 - 11.30am	<p>Business Model Sustainability Post GFC - Opportunites & Risks for Mutual ADIs - Part 1</p> <ul style="list-style-type: none"> • Danny Fischer - Director, Financial Institutions Group, Bank of America Merrill Lynch • Phillip Hardy - Partner, Risk Services, Deloitte <p>A broad ranging analysis of the financial services marketplace in the aftermath of the global financial crisis with a particular emphasis on identification of the opportunities arising for mutuals and how best to pursue them along with the risks to be faced and how best to manage them. <i>Topics to be covered will include:</i> -</p> <ul style="list-style-type: none"> - Central Banking, Industry Liquidity, Payment & Settlement Services - Access to Scale & Efficiency. Aggregation & Alliance Models - Access to Retail & Wholesale Deposits / Funds - Balance Sheet Management, Capital & Treasury Management - Margin Management, Operating Cost Management - Sources of Interest and Non Interest Income <p>Open Forum Discussion</p>	10.00 - 11.30am	<p>Stuart Taylor Emerging Leader Program Building Leadership Capital – Resilience <i>Introduction to Building Leadership Capital Program</i></p> <ul style="list-style-type: none"> • Program Overview and Outcomes • Timelines and Delivery Options • Next Steps <p><i>Introduction to Resilience</i></p> <ul style="list-style-type: none"> • Overview / expectations • Resilience Model and Death Spiral • Impact of work / life conflict & resilience on personal performance • Physiology of stress & performance impact <p><i>Stress Mastery</i></p> <ul style="list-style-type: none"> • Getting into Flow? Characteristics, benefits • Biology in Flow
		11.30 - 1.00pm	
11.30 - 12.30pm	Lunch & Networking	1.00 - 2.00pm	Lunch & Networking

<p>12.30 - 2.30pm</p>	<p>Business Model Sustainability Post GFC - Opportunities & Risks for Mutual ADIs - Part 2 - A Panel Discussion</p> <ul style="list-style-type: none"> • David Heine - General Manager, Products & Services, Cuscal • Chris Whitehead - Chief Executive Officer, Credit Union Australia • John Tancesovski - Chief Executive Officer, Community First Credit Union • Mark Genovese - Chairman, Credit Union Mutual Fund Project <p><i>Open Forum Discussion</i></p>	<p>2.00 - 3.00pm</p>	<p>Emerging Leader Program (cont)</p> <p><i>Physical Vitality</i></p> <ul style="list-style-type: none"> • Overview of health risk factors • Principles for nutrition & exercise • Exercise – stretching • Sleep architecture and principles
<p>2.30 - 3.00pm</p>	<p>Afternoon Tea & Networking</p>	<p>3.00 - 3.30pm</p>	<p>Afternoon Tea & Networking</p>
<p>3.00 - 4.30pm</p>	<p>Industry Association Briefing Part 1 - Strategies for an Election Year</p> <ul style="list-style-type: none"> • Mark Degotardi - Head of Public Affairs, Abacus Australian Mutuals <p>Industry Association Briefing Part 2 - Strategic Issues for 2010 - A Panel Discussion</p> <ul style="list-style-type: none"> • Dominic Dunn - Head of Business Services, Abacus Australian Mutuals along with a couple of experts from the team. <p><i>Open Panel Discussion</i></p>	<p>3.30 - 4.30pm</p>	<p><i>Mind and Emotion</i></p> <ul style="list-style-type: none"> • Emotional self-awareness • Social awareness – empathy • Emotional regulation • Emotional self-control – Amygdala Hijacks • Exercise – identifying your hijack triggers • Cognitive Discipline – optimism, thinking traps • Exercise – identifying my chit-chat and emotions <p><i>Spirit in Action</i></p> <ul style="list-style-type: none"> • Integral Daily Practice • Exercise – identify priorities in life • Exercise – develop integral daily practice

4.30pm
5.00 - 5.30pm
5.30 - 7.30pm

Close

AMInstitute Annual General Meeting

Welcome Cocktail Party - Featuring James Morrison Expo Hall, National Convention Centre

Program

MONDAY 22 MARCH 2010

8.30am	Conference Doors Open <i>(Please be seated by 8.45)</i>
8.45am	2010 Official Opening
9.00 - 10.00am	Keith Suter Focusing on the Opportunities and the Challenges Key Challenges for the World and their impact on Australian business and society in years ahead <ul style="list-style-type: none">▪ How to adapt, survive and thrive in a dynamic global environment
10.00 - 11.00am	EXPOSITION Open - Morning Tea <i>Proudly Sponsored by Sureplan</i>
11.00 - 12.00pm	Rob Henderson The Post-Financial Crisis World: Outlook for Australian Business, the Economy and Markets <i>Challenges and opportunities for the year ahead</i>
12.00 - 2.00pm	EXPOSITION Open - Lunch
2.00 - 3.00pm	Oliver Freeman Investing In Future But the future is uncertain. <ul style="list-style-type: none">▪ There must be more than one possible future we might engage with.▪ Imagining what our world might be like 5, 10 or 15 years into the future. <p><i>In order to thrive in the alternative futures we may encounter in 2025, what will you need to do and to have done to develop and market your brand successfully? What are the key influences changing the operating environment for mutual ADIs in Australia and which will create the alternative futures we may have to face? ie. Ideas; Nature; Society; Politics; Economics; Culture; and Technology ('INSPECT')</i></p> <ul style="list-style-type: none">▪ Exploring some of the radically different futures that these influences might create.▪ The strategic implications for your organisation in terms of what you would be doing in 2025. What should we be doing today to prepare for it?
3.00 - 3.30pm	EXPOSITION Open - Afternoon Tea <i>Proudly Sponsored by Sureplan</i>
3.30- 4.30pm	Paul Caputo Market Insights Across the Mortgage Lending Business - reviewing the GFC experience and contemplating the post GFC opportunities <ul style="list-style-type: none">▪ Portfolio Analysis & Trends - Market Segmentation▪ Risk Management - macroeconomic factors, high risk segments, performance trends, regional trends, risk mitigants, valuation risk▪ How CUBS customers vary from customers of Other Lenders▪ Rudd Government Scorecard - Policy Issues relating to mortgage stress and access to credit.
4.30 - 5.30pm	EXPOSITION Open

TUESDAY 23 MARCH 2010

9.00 - 10.00am

Tim Martin

Investing in the Future – opportunities & risks in the realm of digital marketing

Protecting Your Brands from Online Attack

Google has unparalleled power to make or break the reputation of brands - it achieves this based on the page 1 results it presents when people run brand related searches. But search engine results can and should be actively managed by all organisations. Learn some simple but very effective techniques to strengthen the positive online perception of your brands – and by doing so build up their defenses against any reputation damaging attack.

10.00 - 11.00am

EXPOSITION Open - Morning Tea *Proudly Sponsored by Computershare*

11.00 - 12.00pm

Des Tubridy

Position and Protect Your Organisation Beyond 2010

As organisations gear up for a return to growth, they need to position and protect their businesses from financial, competitive, talent shortage and reputatio challenges. How do world class organisations lead and manage in a volatile time and how to address war on talent using Employer Branding techniques?

- Our position in the economic cycle 2010 and beyond
- New leadership strategies for current times
- The new organisational psychology
- Employer Branding, developing a framework for managing the war on talent

12.00 - 2.00pm

EXPOSITION Open - Lunch *Proudly Sponsored by Computershare*

2.00 - 3.00pm

Mike Walsh

Tomorrowland - Tales from the near - future

Everything is changing. All the traditional industries we grew up with – media, communication, finance, professional services and retail – are all in the process of being turned upside down and re-invented. The force behind this revolution is not technology but rather consumer behaviour. After all, as interesting as it is when things change, the real magic happens when people do.

3.00 - 3.30pm

Afternoon Tea

3.30 - 4.30pm

Amanda Gore

Investing in your Future-Ignite The Spirit of Success

How to change attitudes, behaviours and outcomes - in a heartbeat.

- Changing our perceptions which transforms how we behave and feel.

4.30pm

Conference Close

7.00 - Midnight

Gala Dinner Royal Theatre, National Convention Centre

A Night on Broadway – Celebrating the last 30 years of Stage Shows & Musicals

Featuring The Leading Men (From the co-creator of the world renowned, award winning act The Three Waiters)

(pre - dinner drinks from 7.00pm)

Speakers

Danny Fischer



Danny is a Director in the Financial Institutions Group of Bank of America Merrill Lynch focusing on debt, equity, hybrid and structured capital markets transactions for banking and insurance clients. He is responsible for the development, origination and execution of innovative capital markets transactions for clients in Australia and Asia. Danny joined Merrill Lynch in 2004 and has worked in their London and Sydney offices. Prior to joining Merrill Lynch, he practised as a taxation lawyer and adviser.

Since joining Merrill Lynch, Danny has worked on a number of significant cross border debt and equity capital markets, hybrid capital and structured investment and funding transactions for clients in Australia, Asia and Europe. In addition, he has acted for clients in relation to complex cross border M&A transactions.

Danny is admitted as a solicitor of the Supreme Court of NSW and is a Fellow of the Taxation Institute of Australia.

Professional Qualifications:

- Master of Laws (Taxation) degree with Distinction from the London School of Economics
- Bachelor of Business and Laws degrees

Phillip Hardy



Phillip Hardy has worked with Deloitte for almost 11 years, providing assurance services to the banking and financial services industry. During this time Phillip has led significant audits for the Australian firm, including Axa Australia, Members Equity Banking Group, Cuscal, ABN AMRO, the Royal Bank of Scotland and Bank of Tokyo Mitsubishi.

He is a specialist in the banking and securities market with significant clients. He is the Lead Client Service Partner for Cuscal Limited (an Australian wholesale bank and white label retail mortgage provider), Bank of Tokyo Mitsubishi UFJ (Australia and New Zealand), Aussie Home Loans, AIMS Financial Group and the engagement partner for ABN AMRO Australia and Royal Bank of Scotland (Australia). He has recently been appointed the auditor of the OzCar trust, the Australian Government's support vehicle for funding motor vehicle dealers in Australia.

During the past year, Phillip has acted as independent controls auditor for an ASX/SFE participant subject to an Enforceable Undertaking, reporting on the effectiveness of internal controls in place at the securities firm in relation to compliance with certain exchange operating rules. In addition, Phillip has recently assisted a Deloitte Japan client to understand the various regulatory reporting requirements for securities firms as part of a new business case analysis.

During his time in Melbourne from 1999-2007, Phillip was the leader of the Melbourne office's securitisation services team, providing consulting and due diligence services to the National Australia Bank, ANZ Banking Group, Liberty Financial and Members Equity Bank for their mortgage securitisation programs.

David Heine



David Heine
GM - Product and Operations
BEcon, MAppFin

David Heine has been with Cuscal since 1999. As General Manager of Product and Operations, David is responsible for all product management, operations, and supplier management functions. These activities support a full range of transactional and balance sheet products including securitisation, financial markets and treasury.

David has more than 17 years' experience in the financial services industry and has also worked for Deutsche Funds Management and Deutsche Life. David is a Director of the Credit Union Financial Support System (CUFSS) Board, Deputy Chairman of the Australian Payments Clearing Association (APCA) Board and is a member of the Australian Institute of Company Directors.

Chris Whitehead



Chris joined CUA in August 2009 bringing the benefit of over 20 years experience in a broad range of organisations and roles. He commenced his career in the UK IT industry working in a large number of banks and building societies and gained an in-depth understanding of process design and management. Chris led a number of significant innovations including the development of a new core banking system eventually used to process over one third of UK mortgages. Since moving to Australia in 1990, he has had roles in a number of regional banks including Chief Executive – Retail Bank for BankWest between 2001 and 2006.

Chris is passionate about customer service and is committed to CUA continuing to lead positive changes for members, the financial services industry and the community in general.

Some of Chris's key achievements include:

- Improved sales productivity in Bank of Scotland by over 25% in 2 years and established consistent national leadership in customer service performance
- Grew BankWest Retail profitability by 100% in 3 years and led a national growth program which established BankWest as the fastest growing national brand in retail banking..
- Benefits delivery in the merger of Advance Bank and Bank of South Australia and establishment of IT strategy for Advance Bank and St George Bank merger.
- Initiated and led the development of the first Internet Banking system in Australia
- Started a new IT outsourcing company and achieved profitability within 3 years and built a team of over 40 people
- Led the development of the UK market-leading mortgage system

Speakers

John Tancevski



John TANCEVSKI B.Comm (Accy), FCPA, MBA
Chief Executive Officer, Company Secretary and Member
Corporate Governance Committee of Community First
Credit Union.

Director Transactions Solutions

John joined Community First in May 2005 as Chief Executive Officer. He has spent over half his career working in senior and general management positions with medium and large credit unions and previously had a diverse background in the steel, manufacturing, oil and health industries.

He has extensive experience in strategic planning, corporate governance and company secretarial duties, finance and treasury, risk management, compliance and information technology. John has chaired various technology user-groups and is a Director of Transactions Solutions Pty Ltd (TAS), a facilities management company.

John holds a Masters of Business Administration and is a Fellow of the Australian Society of Certified Practising Accountants (CPA). He is also Chair of the Board Audit and Risk Committee of TAS.

John enjoys challenging stereotypes through innovation and is focused on providing a "customer experience" in retail financial services as a banking alternative.

Mark Genovese



Mark has over 25 years experience within the Australian Credit Union Movement, including periods as General Manager, first of ESSO Employees and then the public service based Comtax Credit Unions. He also worked within the Building Society industry for 2 years at both the State Building Society and their successor the St George Building Society.

He is currently the CEO of Maritime Mining & Power Credit Union and has held this position for over 6 years. During the previous 8 years he worked at Credit Union Services Corporation Australia, where his specific responsibilities included managing the retail banking products provided to credit unions, maintaining the relationship with strategic partners, overseeing the Groups project development activities and managing the Regional Commercial Managers

In addition, in his role as the Executive Manager of the Credit Union Foundation he was responsible for the Australian Credit Union Movements development activities which are primarily focused within the South Pacific and South East Asian regions. His duties also included creating and managing the CreditCare Project which was a joint venture initiative between the Federal Government and Cuscal. This Project which operated for 5 years successfully extended existing credit union services within rural and regional Australia, including indigenous communities

Over recent years he played a role in the development of the first cooperative raising of capital where credit unions effectively pooled their balance sheets to secure "mutual friendly" affordable capital.

The son of a self-confessed "Credit Union Junkie" - his father Alex managed one of Sydney's most successful Credit Unions for over 30 years.

Mark Degotardi



Mark Degotardi is the Head of Public Affairs for Abacus – Australian Mutuals, the industry body for credit unions, mutual building societies and friendly societies in Australia. Abacus aims to support and promote mutual ADIs and friendly societies as relevant, competitive and successful providers of financial services

Mark has worked in the Public Affairs team at Abacus since 2003. Public Affairs are responsible for providing a range of services to its members, including advocacy and representation to Government and regulators and media services.

The Public Affairs team works to ensure that mutual ADIs are allowed to operate under a fair and equitable regulatory environment that promotes competition and choice for consumers.

Prior to taking a role with the CUSCAL Industry Association (the predecessor to Abacus) in February 2003, Mark held senior roles in the NSW Cabinet Office, the development and construction industry and as a senior taxation consultant at Arthur Andersen & Co.

Mark's qualifications are in political science. In addition to his role at Abacus, he is a member of the Mutuals Advisory Committee to the Financial Ombudsman Scheme, an external dispute resolution scheme for many Abacus members.

Dominic Dunn



Dominic is Head of Business Services, Abacus – Australian Mutuals where he is part of the senior management team. He has been with Abacus and the Cuscal group for more than 14 years.

Dominic previously held positions of Head of Compliance Services, Senior Manager, Business Advisory Services and Senior Economist with the Credit Union Industry Association. Before joining the mutual sector, Dominic's career included roles in general banking, consumer and corporate

finance, strategic planning, institutional credit risk management and economic research at a major Australian bank.

Dominic lives in Sydney and has Bachelor of Economics and Master of Business degrees.

Speakers

James Morrison



James Morrison is, by anybody's standard, a virtuoso in the true sense of the word.

Besides the trumpet, this multi-instrumentalist also plays trombone, euphonium, flugel horn, tuba, saxophones, and piano.

At the age of seven, he was given his first instrument, at nine he formed his first band and at thirteen he was playing professionally in nightclubs. His international career developed just as quickly. At only age 16 James debuted in the USA with a breathtaking concert at the Monterey Jazz Festival.

Following this were performances at the big festivals in Europe including Montreaux, Pori, North Sea, Nice and Bern - playing with many of the legends of jazz. Dizzy Gillespie, Cab Calloway, Woody Shaw, Red Rodney, George Benson, Ray Charles, B.B. King, Ray Brown and Wynton Marsalis to name a few. There were also gigs in the world's most famous jazz clubs - The Blue Note and Village Vanguard in New York, the New Morning in Paris and Ronnie Scotts in London.

Now 46, James Morrison's career thus far has been diverse and perhaps not typical of most jazz musicians. He recorded "Jazz Meets the Symphony" with The London Symphony Orchestra conducted by Lalo Schifrin, performed concerts at the Royal Albert hall with the London Philharmonic Orchestra and at the Royal Opera House, Covent Garden for Princess Anne, plus Royal command performances on two occasions for Her Majesty Queen Elizabeth II and for US Presidents Bush & Clinton at Parliament House in Australia. In 1997, James was recognised for his service to the arts in Australia and awarded a medal of The Order of Australia.

James is also the artistic advisor to the Sydney Symphony's "Kaleidoscope" series, which has included performances by Chick Corea, Dianne Reeves, Gary Burton and Kristjan Jarvi.

Keith Suter



Dr Keith Suter is an economic and social commentator, strategic planner, conference speaker, author and broadcaster

As a broadcaster, he appears on Australian radio an average of once per day. He is the TV Channel 7 "Sunrise" foreign affairs editor. He is also a foreign policy analyst for Sky TV Australia and Radio 4BC Brisbane.

He also holds the following offices:

- Director of Studies, International Law Association (Australian Branch)
- Chairperson, International Commission of Jurists (NSW)
- Chairperson, International Humanitarian Law Committee, Australian Red Cross (NSW)
- Board member, Wesley Mission, Sydney

His first degree is from the University of Sussex (international relations/ international law). His first doctorate (University of Sydney) was on the international law of guerrilla warfare (a study of the two 1977 Additional Protocols to the four 1949 Geneva Conventions) and his second (Deakin University) was on the economic and social consequences of the arms race.

He teaches politics at Macquarie University and the Sydney international campus of Boston University

He has been a member of the international think tank The Club of Rome since 1993.

He was the coordinator for the Australian Business Foundation 2009 Report "Engaging China: The Realities for Australian Business"

In 1986, the International Year of Peace, he was awarded the Australian Government's Peace Medal. In 1994, he was voted "Australian Communicator of the Year". In 2007 he was awarded the Australian Red Cross Distinguished Service Medal.

Rob Henderson



Rob Henderson is the Chief Economist, Markets at National Australia Bank where he advises the Bank's dealing rooms and business clients on the economy and financial developments. Rob also makes regular comments on TV, radio and the print media on financial and economic issues, representing NAB.

Rob has a B.Com (Hons, Economics) from Newcastle University and a Masters Degree in Economics from the ANU and has 34 years experience as a professional economist with the Australian Government and the private sector.

Towards the end of his time working with the Australian Government, Rob worked for the Prime Minister's Department, providing policy advice to the then Prime Minister, Bob Hawke.

He is the immediate past Chairman and an Honorary Life Member of the Australian Business Economists professional association.

Oliver Freeman



Oliver Freeman is managing director of the Neville Freeman Agency which he co-founded with Richard Neville in 2002. He was also the co-founder of GBN Australia 1992. Neville Freeman has absorbed the GBN Australia business.

In 2003 he was appointed Adjunct Professor in the Faculty of Business at the University of Technology in Sydney and re-appointed in 2007.

In 2009 he was appointed a business partner of the Creative Industries Innovation Centre and, for the second year running, facilitated the State of Design Speakers' Series at Federation Square.

Oliver is acknowledged as having done more for the uptake of scenario planning in Australia than any other practitioner by guiding hundreds of people and organisations through his scenario planning training programs.

Speakers

Paul Caputo



Chief Risk Officer, Genworth Financial Mortgage Insurance Australia & New Zealand

Paul joined Genworth in September 2006 as Chief Risk Officer. In this role Paul is responsible for leadership of Genworth's established Australian based risk management function, the evolution of Genworth's risk philosophy and the company's overall credit management.

Paul brings with him to the role over 18 years experience in insurance and financial services. He joined Genworth from Krungthai AXA Life Limited in Thailand, where he was Chief Financial Officer and Director. Paul moved to AXA from MLC where he had worked for over 15 years in a number of roles spanning a variety of business portfolios including Distribution, Insurance and Retail Financial Services.

Paul has a Bachelor of Economics from Macquarie University in Sydney and is a Fellowship Member of the Institute of Actuaries of Australia.

Tim Martin



Tim Martin has worked in online marketing since 1999, and is the founding Director of 2 Sticks Digital Marketing, a Melbourne based consultancy. In addition to consulting work he regularly conducts in-house training workshops for C-level executives across Australia and New Zealand.

Since 2006 Tim has been an international circuit speaker for The Executive Connection (TEC) at CEO level on the topics of Online PR; Web 2.0 for Business; and Online Business Intelligence Tools. He is also a guest lecturer at the University of Deakin's School of Management MBA program.

Tim holds a Master of International Business from the University of Melbourne, and a Bachelor of Arts in International Relations from the University of Adelaide. He is an accredited Google search engine marketing professional (GAP), and a member of the International Association of Business Communicators (IABC).

Des Tubridy



Dr Tubridy is a director of Quantum Management Indicators, an organisational behavioural practice that specialises in designing customised organisational effectiveness employee engagement, culture (values), brand alignment and customer satisfaction surveys.

He commenced his career as a Human Resources Analyst with Bass Plc, the UK's largest brewery group. Nationally he has worked for AMCOR as an Industrial Relations Manager and has subsequently

held roles as General Manager, Human Resources with Bonlac Foods and TAC Insurance. He is an accredited MBTI trainer and has published and presented seventy seven articles and conference papers. Des has a doctorate in international business administration (France), an MBA (UK) and a Graduate Diploma in OB (Australia). Des's MBA thesis at Henley Business School focused on Organisational Change theories and their application in Australian Business. His doctoral thesis related to Employee Engagement theories and their application in Municipal Government.

Mike Walsh



Author of Futuretainment and CEO of innovation research agency Tomorrow, Mike Walsh helps to prepare business leaders for what's next.

A leading authority on new media and the digital future, Mike's unique approach is to scan the near horizon for what's happening right now, then translate these movements into usable trends. Constantly travelling the world for the best ideas, consumer innovations and disruptive technologies – Mike distils the most relevant insights into tailored keynotes that allow any audience (including tech-

nophobes) to not only understand, but also start to influence the future direction of their industry.

Mike has devoted his career to being digital. He ran the market leading consumer insights house Jupiter Research in the Asia Pacific region, and held senior strategy roles at News Corporation in both the Australian and Asian markets.

Over the last few years, Mike has advised some of the world's leading brands and corporations. He has facilitated insight workshops and coached senior executives at companies such as Star TV, the ABC, Fujifilm, DMG Radio, Foxtel and Ninemsn.

Speakers

Amanda Gore



Amanda Gore has been called a 'people whisperer'.

A communications and performance expert, she uses the science of the heart, and the principles of emotional intelligence and neuroscience, to help business leaders achieve the results they need by getting people engaged in, enthusiastic about and aligned with corporate goals and vision.

Amanda believes success in business is always about feelings - the way we feel about something or someone determines how we behave - and whether we do business with them or not.

More than 20 years ago, Amanda launched her speaking career by talking about connections that count, leading with the heart, motivating with laughter, and bringing out the best in people. With today's mergers and cross-cultural workplaces, Amanda stresses the importance of creating joyful corporate communities that bring people together productively and profitably.

Her thoughtful and intelligent assessment of what it takes to lead, coach, and inspire corporate teams to outstanding results in a range of businesses from healthcare to technology, finance to real estate, energy to hospitality, and insurance to retail has distinguished her as one of the world's most sought-after experts in her field.

Author of four books and numerous videos, Amanda has a degree in Physical Therapy, a major in Psychology, and expertise in physical therapy, group dynamics, neurolinguistics, and occupational health. She has worked in corporations, colleges, hospitals, and private practice and has often been interviewed on radio and TV on her areas of expertise.

Stuart Taylor



Stuart Taylor is a Director of The Resilience Institute in Australia. In 2002, while climbing the ladder to corporate executive, Stuart was diagnosed with Brain Cancer; prognosis 2.5 years. Far from accept the prognosis; Stuart embarked on a journey back to physical, emotional, cognitive and spiritual health. Part of this journey included creating The Resilience Institute in Australia to share his experience and philosophy with Australian organisations.

He is an experienced management consultant with a focus on resilience, cognition, stress and work/life integration.

Stuart is an engaging and entertaining facilitator who has a passion for helping people to awaken to the path to their full potential.

Prior to joining The Resilience Institute, Stuart was an Associate Director with KPMG Management Consulting and a senior manager in a global corporation. Stuart has successfully led Resilience interventions with a variety of clients across many industries including:

- Banking - National Australia Bank – across 5 divisions
- Finance – Equity Trustees
- Manufacturing/Food - Heinz Wattie's Australasia
- Manufacturing/Automotive - Venture Industries (Automotive supplier)
- Consulting - AT Kearney
- Supply Chain – Australia Post
- Research/Military - Defence Science & Technologies Organisation

Registration Details

Full Registration Fee (Sunday 21 - Tuesday 23 March)

All categories of AMInstitute Members register before 18th February & pay \$990, register after 18th February \$1100.

All other Conference attendees register before 18th February & pay \$1098, register after 18th February \$1220.

Included in full registration fee are

- Conference kit and notes
- Lunches, morning and afternoon teas - Sun, Mon and Tue
- Welcome Cocktail Party
- Admission to Expo 2010

Full Registration Group Discount

Receive \$100 off the 4th and subsequent full conference registrations from the same organisation

Director Focus Package

(Sunday 21 - Monday 22 March)

All categories of AMInstitute Members register before 18th February & pay \$792, register after 18th February \$880.

All other Conference attendees register before 18th February & pay \$891, register after 18th February \$990.

Included in Director Focus Package registration fee are

- Conference kit and notes
- Lunches, morning and afternoon teas - Sun, Mon
- Welcome Cocktail Party
- Admission to Expo 2010

Single Day(s) Registration Fee

All categories who register before 18th February pay \$495.00 per day, register after 18th February \$550.00 per day.

Included in single day(s) registration fee

- Conference kit and notes
- Lunch, morning and afternoon teas for 1 day
- Admission to Expo 2010 for 1 day.

Please note that the following are NOT included in registration fees

- Accommodation
- Breakfasts and meals not mentioned
- Travel to and from Canberra
- Any personal expenditure
- Gala Dinner
- Accompanying Persons

Cancellations and Transfers

Registration fees will not be refunded after 5th March 2010. Alternate persons will be accepted. Conference attendees are responsible for cancelling their own accommodation.

REGISTRATIONS CLOSE 5th March 2010

Membership Application

Membership application forms can be obtained by visiting the AMInstitute website at www.aminstitute.org.au or by phoning the AMInstitute office on 02 9744 5717. If you wish to register for the conference as a new member (all categories), please include your completed application and cheque with your registration.

FOR FURTHER INFORMATION

Conference and Accommodation

Sonya Maloney (02) 9744 5717

Expo and Sponsorship

Fay Morritt (02) 9744 5717

Continuing Professional Development

Each single day of the Conference equates to 6 Hrs CPD

Full Conference registration equates to 18 Hrs CPD

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