



AMInstitute Leadership Development Conference
GOVERNANCE & LEADERSHIP ROLES
IN A
HIGH PERFORMANCE MUTUAL ADI



Hyatt Regency Sanctuary Cove
Manor Circle, Sanctuary Cove
Queensland
Sat 31st July & Sun 1st August 2010



GOVERNANCE & LEADERSHIP ROLES IN A HIGH PERFORMANCE MUTUAL ADI

Program Synopsis

The GFC has changed the world and whilst Australia has so far navigated its way through the turbulent markets with high credibility there are significant long term impacts apparent for the retail financial services market.

The dominance of the major banks, the carnage among the regional banks and the non bank sector has created a raft of opportunities and an array of challenges for the mutual ADI sector.

So whilst mutual ADIs are no doubt excited by the once in a generation opportunity to grow market share and seriously challenge the banks they must also learn to cope with the pressures on both their Interest Income and Non Interest Income lines.

This new world order demands strong leadership from both Boards and Management with a focus on developing high performance leadership traits throughout each mutual and in the movement wide governance and service provider roles.

This Conference will focus our minds on some important ingredients for developing high performing leaders and will provide invaluable insight into key aspects of the contemporary retail financial services market. The first session will be highly interactive seeking to engage audience participation in a discussion about how they see and experience the vagaries of good leadership and performance.

There will be a briefing from the Prudential Regulator linked to a session focusing on key employment and remuneration practices in mutual ADIs given the new governance standards applying in that area.

From there we will hear the story of Rock Building Society before launching headlong into a briefing on the Industry Promotion Campaign **where it all comes back to the members.**

This in turn will lead to three case studies of mutual ADIs that have successfully aligned their marketing strategies with the Industry Promotion Campaign (Note identification of the mutual ADIs for this session will be published early in July).

Having worked through such a solid program throughout the day delegates will no doubt look forward to the Conference dinner - a buffet with seafood to be served down by the tranquil Beach Lagoon with entertainment to be provided by *Geed Up*.

Sunday's program should be a compelling experience for all mutual ADI leaders commencing with a review of contemporary marketing strategies being pursued in the retail financial services market. This will be followed by an insightful journey through the opportunities and risks of social media using a live and very recent case study.

The final session will then be devoted to the rapidly changing payments area where mutual ADIs have a keen interest given the income and cost implications but where there are all sorts of new developments and strategies complicating the landscape.

The Board & Management of your Institute have drawn together a highly relevant and well targeted program for members and we trust that you will see this program as a **must do** within a commitment to ongoing professional development.

Graham Olrich

Acting Chief Executive Officer

Ken Campbell

Chairman



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Saturday 31st July

8.50 - 9.00 **Chairman's Welcome - Introduction of Guest Conference Chair**

9.00 - 10.30 **High Performance Leadership - A focus on the role of Board & Management.**

- **Tom Donaghy** - Principal, LXi Consulting

This will be a highly interactive and candid session to be led by Tom and his associates. The session will provide an opportunity for leaders within our sector to exchange real time views about what is working well and not so well, in the bid to produce sustainable high performance results for our sector.

10.30 - 11.00 *Networking & Morning Tea*

11.00 - 11.40 **A Briefing for Mutual ADI Leaders from the Prudential Supervisor**

- **Clayton Osborne** - Head of Northern Region, Specialised Institutions Division, APRA

11.40 - 12.30 **Implications of the APS 510 (Remuneration) changes for Board & Executives**

- **Rob Surman** - Partner, Langes + Lawyers

- Open Forum Discussion

12.30 - 1.30 *Lunch & Networking*

1.30 - 2.10 **The Rock Building Society - Insights into it's Story**

- **Derek Lightfoot** - Managing Director, The Rock Building Society

2.10 - 2.50 **It All Comes Back to Members - Industry Promotion Campaign Briefing**

Mark Degotardi - Head of Public Affairs, Abacus - Australian Mutuals

- Open Forum Discussion

3.00 - 3.30 *Networking & Afternoon Tea*

3.30 - 5.00 **Mutual ADIs Aligning with the Industry Promotion Campaign**

- **Mutual ADI Case study to be confirmed**

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- **Mutual ADI Case study to be confirmed**

- Open Forum Discussion

5.00 *Close*

6.30 *Pre Dinner Drinks*

7.00 - 11.00 *Buffet Dinner with Seafood - Beachside Lagoon - Proudly Sponsored by CGU*

*Entertainment provided by **Geed Up***

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Sunday 1st August

8.50 - 9.00 Guest Conference Chair Welcome

9.00 - 9.40 Contemporary Marketing Strategies in Financial Services

- **Charis Palmer** - Managing Editor, On Line Banking Review

9.40 - 10.30 Engaging Your Communities Through Social Media - *Opportunities & Risks - A Practical Case Study*

- **Jacki Johnson** - Chief Executive Officer, The Buzz

- Open Forum Discussion

10.30 - 11.00 Networking & Morning Tea

11.00 - 12.30 Revolution and Evolution in Payments

- **David Heine** - General Manager, Products & Services, Cuscal Ltd

- **Manuel Garcia** - Chief Executive Officer, Indue Ltd

- **David Jay** - Chief Executive Officer, Australian Settlements Ltd

- Open Forum Discussion

12.30 Chairman's Close & Lunch

AMInstitute Continuing Professional Development accreditation 9 hours.
AMInstitute members who attend the full Conference will earn 9 CPD points.



SPONSORS

The Australasian Mutuals Institute would like to take this opportunity to thank all sponsors of the 2010 Leadership Development Conference.

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Registration



Tax Invoice Date: 14th May 2010
Australasian Mutuals Institute Ltd
ABN: 50 023 683 196
Level 2, 36-38 Victoria Street, Burwood NSW 2134
(PO Box 525, Burwood NSW 1805)

Details

Title:	Name:	Surname:
Partner Title:	Name:	Surname:
Position:		
Organisation:		
Business Address:		
	State:	Postcode:
Phone:	Fax:	Email:

1. Registration Fees

	Non Member	Member	Member CU <\$100m assets	
Conference Registration prior to 9th July	<input type="checkbox"/> \$880	<input type="checkbox"/> \$770	<input type="checkbox"/> \$715	\$
Conference Registration after 9th July	<input type="checkbox"/> \$990	<input type="checkbox"/> \$880	<input type="checkbox"/> \$825	\$
			Subtotal 1	\$

Conference Registration fees cover attendance at the Conference plus lunches on Saturday and Sunday, morning and afternoon teas where served on each day. Registration Fees do not include dinner on Saturday evening.

Delegates please tick here if you will be staying for lunch on Sunday

2. Conference Dinner Saturday Evening \$99 per person

Delegate Partner

Subtotal 2 \$

3. Partner's Lunch @\$33 per person per day

Saturday Sunday

Subtotal 3 \$

Total 1, 2 & 3 \$

ACCOMMODATION

PLEASE COMPLETE THE SEPARATE ACCOMMODATION BOOKING FORM AND RETURN DIRECT TO HYATT REGENCY SANCTUARY COVE WITH ONE NIGHTS ACCOMMODATION DEPOSIT.

PAYMENT OPTION

Authorise AMInstitute Ltd to debit Cuscal Ltd S1 Account No: _____

Authorising Officer: _____ Signature: _____

Cheque enclosed in the amount of \$ _____

OR

Please charge my credit card facility in the amount of \$ _____

Visa

Mastercard

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(Credit Card Payments will attract a fee of 3%)

Credit Card Number: _____

Cardholder's Name: _____

Signature: _____

Expiry Date: _____

OR

Via EFT

Credit Union: Credit Union Australia Ltd

Branch: Burwood

BSB: 804050

Account No: 30686942

Account: AMInstitute Ltd

Quote Reference: LDC 2010

THE TOTAL PRICE INCLUDES 10% GST.
THIS DOCUMENT WILL BE A TAX INVOICE FOR
GST WHEN YOU MAKE PAYMENT

Please Use One Registration Form
Per Person, Photocopy If Additional
Forms Are Needed

PLEASE RETURN A COPY OF YOUR REGISTRATION WITH PAYMENT TO

Kelly Kelley, Australasian Mutuals Institute Ltd (AMInstitute Ltd), PO Box 525 Burwood NSW 1805
Ph: 02 9744 5717 Fax: 02 9744 5752 Email: info@aminstitute.org.au

cancellation policy cancellations received less than 2 weeks prior to an event will receive a 50% refund, cancellations received 7 days prior to the event will forfeit all monies, alternate persons will be accepted.



Accommodation Registration form for AMInstitute Leadership Development Conference

Accommodation dates: 30 July – 01 August 2010

Pricing	
Guestroom	\$ 200 single share (one adult), \$215 twin share (two adults)
Queenslander Suite	\$320 single share (one adult) , \$335 twin share (two adults)
Group Code	1AMI

Preparing for your stay!
*We are excited that you will be staying with us for the **AMInstitute Leadership Development Conference**. Please complete the details below so we are able to process your accommodation request.*

Guest Information	
Surname	
First Name	
Address	
E-mail or Fax	
Phone	
Sharer surname (if applicable)	
Sharer first name (if applicable)	

Credit card information	
Name on credit card	
Credit card number	
Credit card expiration date	
CCV / security code	

Please note that credit card details are used only to guarantee your reservation. You will be asked to present your credit card on check in for payment of your account at the end of your stay. Should you wish to prepay your accommodation, please note this in the special requests section of this form and a hotel staff member will contact you to make the arrangements.

Stay information	
Arrival date	
Departure date	
Number of rooms	
Number of adults	
Number of children (children are under 12)	
Expected arrival time	
Room type preference	<input checked="" type="checkbox"/> Please tick your room type preference
Please note that your preference is subject to availability	<input type="checkbox"/> Guestroom with a king bed
	<input type="checkbox"/> Guestroom with twin beds (two double beds)
	<input type="checkbox"/> Queenslander Suite

Please note that hotel check in time is 2pm and check out time is 11 am.

Requests for early check in or late check out will be noted and are subject to availability on the day of arrival/departure

Special Requests

Cancellation Policy
Bookings cancelled within 30 days of arrival are subject to a one night cancellation fee. Bookings cancelled within 7 days of arrival are subject to a full stay cancellation fee.

Please email the completed form to sales.hrsanctuarycove@hyatt.com or fax to 61 7 5501 9909 or alternatively call our reservations office on 1300 134 333. You will receive an email confirmation of your reservation upon receipt of your completed form. Please ensure all sections are completed to avoid delays in completing your reservation.

Please note: Should you require accommodation outside of the accommodation dates at the top of this form, please complete the form and email or fax through, so your additional date request can be processed by the hotel.