



AUSTRALIA 2023

NOVEMBER 22-23, 2023

DAY 1: NOVEMBER 22 CONNECT, CREATE, BE CURIOUS



2:00 - 2:30PM

WORKSHOP REGISTRATION Foyer Area



2:30 - 3:30PM

WORKSHOP

SAVOY 1

THE FROG IN BOILING WATER! A WORKSHOP TO EXPLORE THE IMPACT ON HOW LIFE CHALLENGES IMPACT AUTHENTICITY & EFFECTIVENESS AS WE MATURE

In many ways bringing our authentic selves to work has become far easier as organisations have BRGs (Business Resource Groups) that help support a diverse and inclusive workplace but in many other ways, far more challenging as we deal with significant changes to our lives. Struggles with life changes as we age are real and influence our behaviour - dealing with teenage children, aging parents (sometimes and often both) as well as changes to our physical and mental being, (hot flushes, brain fog, physical injuries to name a few). How are senior leaders dealing with these challenges in the workplace both for themselves and their teams? Learn how our panel of senior leaders has navigated these issues, and how they guide and support their teams as these real issues arise.



LAUREN RYDER
CEO
Leading Edge Global



CLAIRE SHOEMAKE
Vice-President
Account Management, Merchant & Commerce & Head of Melbourne Mastercard



3:30 - 4:00PM

NETWORKING BREAK Foyer Area



4:00 - 5:00PM

WORKSHOP

SAVOY 1

FRAUD & SCAMS - STRATEGIES TO PROTECT YOUR BUSINESS & YOUR CLIENTS

Join our panel of experts from ANZ, and J.P. Morgan, and Mastercard, who will engage in a discussion on Fraud and Scams that are impacting our businesses every day. They will discuss strategies that they deploy in their own businesses, or their client businesses to protect against existing and new schemes that are emerging. Just when you thought you had it beat, a new one appears. This will be an interactive workshop to discuss mitigation strategies and generate ideas to progress the agenda in 2024.



EVELYN HALLS
Customer Fairness
Advisor
ANZ



KRYSTLE RITCHENS
Executive Director
Industry & Advocacy lead for EMEA Payments & Commerce Solutions J.P. Morgan



MALLIKA SATHI
Vice President
Cyber & Intelligence Australasia Mastercard

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 **5:00 - 6:00^{PM}** **REGISTRATION** **FOYER AREA**

 **5:00 - 6:00^{PM}** **AWARDS RECEPTION** **FOYER AREA**

 **6:00 - 6:05^{PM}**
WELCOME REMARKS
MAIN STAGE - MAYFAIR BALLROOM




JULIA STREETS
Founder & CEO
Streets Consulting
& Host of DiverCity Podcast

 **6:00 - 7:15^{PM}** **AWARDS DINNER** **MAYFAIR BALLROOM**

 **7:15 - 7:30^{PM}**
OPENING REMARKS & KEYNOTE INTRODUCTION
MAIN STAGE - MAYFAIR BALLROOM



KRISTY DUNCAN
Founder & CEO
Women in Payments

 **7:30 - 8:00^{PM}**
AWARDS KEYNOTE
MAIN STAGE - MAYFAIR BALLROOM



LYNN KRAUS
CEO
Australian Payments Plus

 **8:00 - 9:00^{PM}**
AWARDS PRESENTATION
MAIN STAGE - MAYFAIR BALLROOM



ANNE-MARIE KRUK
General Manager
Propositions
Australian Payments Plus



LAUREN JORDAN
Head of Commercial Business
Australian Payments Plus

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DAY 2: NOVEMBER 23 CONNECT, CREATE, BE CURIOUS



7:45 - 8:15^{AM}

REGISTRATION & NETWORKING BREAKFAST FOYER AREA



8:15 - 8:30^{AM}

OPENING REMARKS

MAIN STAGE - MAYFAIR BALLROOM



KRISTY DUNCAN
*Founder & CEO
Women in Payments*



JULIA STREETS
*Founder & CEO
Streets Consulting
& Host of DiverCity
Podcast*



8:30 - 9:00^{AM}

OPENING KEYNOTE

MAIN STAGE - MAYFAIR BALLROOM



TAMMY MEDARD
*Managing Director
Institutional
Australia & PNG
ANZ*



9:00 - 9:45^{AM}

EXECUTIVE PANEL

MAIN STAGE - MAYFAIR BALLROOM

STRATEGIC PLAN FOR AUSTRALIA - WHY PAYMENTS, WHY NOW

The release of Treasury's Strategic Plan for the Payments System clearly articulates the Government's priorities for payments. How is the Australian ecosystem getting ready for these changes? Why are payments important to the government? And why now? This discussion will bring together a group of diverse participants in the industry to discuss these priorities and the initiatives that aim to deliver them. We will delve into the detail and actions of those headline announcements like the end date for cheques, the review of the regulatory framework and an economy wide approach to scams, as well as more nuanced activities like the migration away from Direct Entry focus on resilience, the role of CDR, digital identity, and cross border interoperability.



MODERATOR
JACKIE KALLMAN
*Head of Payments
Industry
Banking Services
ANZ*



BIANCA BATES
*Managing Director
Head of Payments
Australia &
New Zealand
J.P. Morgan*



LYNNE CARDWELL
*Executive Director
Banking &
Financial Services
NSW Treasury*



KATE CROUS
*Executive General
Manager
Everyday Banking
Commonwealth Bank
of Australia*



LYNN KRAUS
*CEO
Australian Payments
Plus*



9:45 - 10:15^{PM}

NETWORKING BREAK FOYER AREA

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10:15 - 11:00AM
BREAK-OUT SESSION
DIGITAL PAYMENTS
SAVOY 1

DIGITAL PAYMENTS - A WAY OF LIFE

The High Demand for real time payment solutions is shaping up with growth in payments over the next 5 years in Australia. There is an inherent link with digital capabilities connecting the customer experience with this demand in real time. Many large financial institutions have significant investment in technology modernization to bring the best digital experience for consumers and businesses. The panel will share insights into the increasing popularity of digitally adoptive payment methods, scalability, integration, and how they are changing the B2C and B2B experience.



MODERATOR
NISH DHARMARATNE
Head of GTS Product Global Transaction Services Westpac



JULIE BOLAN
Head of Payments APAC Swift



HELEN FLAHERTY
Head of Product & Marketing - Payments Global Payments Inc.



SUSAN MCKAY
Senior Payments Development ANZ



ANUSHKA WEERATUNGA
Managing Director Pacific Ingenico



10:15 - 11:00AM
BREAK-OUT SESSION
PAYMENTS INNOVATION
SAVOY 2

DRIVING GROWTH THROUGH FINANCIAL ECOSYSTEMS (PARTNERSHIPS)

What's next for payments innovation? This session will focus on partnership and collaboration and the three waves of big tech, small tech, and banks. The panel will dive into how emerging ecosystems impact payment processing, operating oversight within bank partnerships, and the changing competitive landscape.



MODERATOR
CARMEN TAN
Merchant Services Product Manager Payments J.P. Morgan



BONNIE BRADY
Partnerships PayPal



VICTORIA RICHARDSON
COO Meeco



TARA TUBMAN
Head of Sales Merchant Services NAB



KATE WILSON
Global Product Director RFI Global

LEADERSHIP MASTER CLASS

An eight-part Leadership master class and group coaching series designed for professionals who aspire to lead with impact. Each session will focus on shifting participants' mind-sets and skill-sets with practical learnings that can be applied right away.



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10:15 - 11:00AM
BREAK-OUT SESSION
CAREER & TALENT DEVELOPMENT
SAVOY 3

FAILURE! CRITICAL LESSONS FROM STUFF-UPS

It is tempting to compare other peoples highly curated and fabulous life on social media with our own flawed attempts at success. We want to portray the glossy side, and yet have you ever noticed how much you learn from spectacular stuff ups and the pain of failure? When life gets messy that's the cue for us to connect, be curious, and get creative about the relationships we build, the stories we tell ourselves, and the meaning we make. Hear the best lessons learned from our panel on their road to success.



MODERATOR
CORRINNE ARMOUR
Speaker, Author & Trainer
Corrinne Armour Pty Ltd



MEGHAN CURTIS
Account Manager & Co-Chair of Women's Leadership Network
Mastercard



JAIME LUMSDEN
Partner
Hamilton Locke



CYNTHIA MEYERS
Head of Partnerships
Edstart



ALYSON WILSON
Commercial Director
Oceania
Swift



11:05 - 11:45AM
BREAK-OUT SESSION
DIGITAL PAYMENTS
SAVOY 1

UNLEASHING AI/CHATGPT POTENTIAL IN THE INDUSTRY

ChatGPT has quickly changed the AI landscape in technology, how can we take full advantage of it and what do we need to look out for? The panel will discuss ways you can leverage ChatGPT to automate business processes, such as integrating ticketing systems with it to create detailed tickets for you, helping write documentation in a presentable way, and sourcing and providing company information from a prompt. That said, we need to watch out for data leaks, inherent bias toward women (as the data it consumes is mainly focused toward men) and that we still need humans to oversee the work it helps us with.



MODERATOR
TAMARA ALLEN
IT Portfolio Manager
Victorian Government



NEHA GROVER
Vice President, Payment Technology
Aus/NZ
J.P. Morgan



RICHARD MILLER
CEO
emc.ventures



LOUISE YIU
Business Manager
Global Payments Solutions
HSBC Bank Australia Limited

MY CAREER IN SIX & POM CAFÉ

Listen in to our podcast series, released weekly on your favourite streaming app. Join us twice weekly for a POM Café, an exclusive virtual networking event with other women from the global payments industry.



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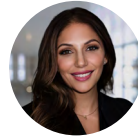
11:05 - 11:45AM
BREAK-OUT SESSION
PAYMENTS INNOVATION
SAVOY 2

PAYMENTS RE-IMAGINED - WHAT'S ON THE 5-YEAR HORIZON

In this session we will look through the crystal ball and predict where we expect payments to be in 5+ years. Will payments be seamless, on-demand and real-time? Will banks still be relevant and what great partnerships will have evolved between social media platforms, fintechs, and banks? How will digital assets be integrated into our lives, and will international payments be offering the same real-time experience that we have in our domestic markets? How will we have tackled fraud, scams, and cybersecurity? We will share predictions and challenges that innovation faces to transform our lives in 5-years.



MODERATOR
DANIELLE JOHNSON
Executive Director International Payments Global Transaction Services Westpac



YASMINE AMANI
Senior Business Development Manager BC Payments Australia



CAROLYN BREEZE
Strategic Advisor to Azupay & CEO Scalare Partners



DIANNE SHAY
Head of Payments Industry National Australia Bank Ltd



GULSHAN SINGH
Executive Manager Payments Policy Commonwealth Bank of Australia



11:05 - 11:45AM
BREAK-OUT SESSION
CAREER & TALENT DEVELOPMENT
SAVOY 3

THE ROAD TO SUCCESS

What soft skills did leaders in our industry cultivate throughout their careers? Did they work hard at developing EQ or did it come naturally? Did they leverage mentors, or other coaching resources, and what were some of the most valuable lessons learned? In this session you will hear the critical lessons in developing softer skills not found in a financial curriculum, but skills that are as critical to success as how to read a balance sheet.



MODERATOR
LEEANNE GRAY
Executive Director - Head of Core Payments & Pricing, GTS Westpac



JUDE BLANKFIELD
Chief of Staff & Head of Marketing Slyp



IVY BUENAVENTURA
Liquidity & Cash Product Manager Payments J.P. Morgan



LINDA NOY
Director Product Head of Liquidity Management Services Citi



JAC PHILLIPS
Executive Coach Jac Phillips Executive & Leadership Coaching



11:45 - 1:00PM

NETWORKING LUNCH

MAYFAIR BALLROOM

CORPORATE CHAPTER PROGRAM

Whether you're a manager of diversity and employee engagement or looking for tools to help you and your colleagues get to the top in your organization, the Corporate Chapter Program is for you. Women in Payments has the tools to help you and your colleagues build a robust and engaging career development program within your organization. It is designed as a self-managed program that is curated for your needs.



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1:00 - 1:45PM
MAIN STAGE -
MAYFAIR BALLROOM

THE GREAT DEBATE: DOES THE 'GOLDILOCKS ZONE' EXIST OR IS THE GAP TOO WIDE?

Each of the debate teams is made up of a mix of people from varying generations and career stages. Our intent in doing it this way is to ensure we facilitate a robust and positive discussion about multi-generation workplaces and whether employers can cater to all or not. The affirmative team will be arguing that it is possible to find a middle ground where all generations can thrive in the workforce. While the negative team will argue the gap is too wide and the demands of varying generations are so different that workplaces just can't cater for all.



CO-MODERATOR
EMILY CURLEWIS
Head of Marketing & Advocacy
Zepto



CO-MODERATOR
MONIQUE LANDES
Partner
Amrop Carmichael Fisher

TEAM 1



LIZZIE CONDON
Director
Account Management
Mastercard



DEBRA TAYLOR
CEO
OpenSparkz



FELICITY LACZINA
Chief of Corporate Services
The Mutual Bank

TEAM 2



KATHLEEN HARKER
Associate Director
Strategic Sales & Platforms
ANZ



KIRSTIN RENNER
Head of Treasury & Trade Solutions
Citibank



DEANNE BANNATYNE
Chief Growth Officer
Tyro Payments



1:50 - 2:30PM
BREAK-OUT SESSION
DIGITAL PAYMENTS
SAVOY 1

REDEFINING B2B LANDSCAPE - DIGITAL PAYMENTS EVOLUTION

Sustainable Stability - This panel will discuss the intersection of digital payments and stable coins in B2B transactions. Fintech innovators transform B2B payments through digital technology and stable coins. We will explore how these advancements foster speed, transparency and risk reduction, discuss practical integration strategies, and address regulatory and security challenges. Ideal for professionals seeking innovative payment solutions, those curious about stable coins, and those eager to network with leading women in payments.



MODERATOR
EFFIE DIMITROPOULOS
CEO - AUDD
Stablecoin
Novatti Group



INGA BAMBLAITĖ-SALIBA
Director
Digital Advisory
Transaction Banking
ANZ



NEENA BLACK
Vice President
Product Development
American Express



SHEN YIN
General Counsel & Company Secretary
Monoova

BECOME A MEMBER

Women in Payments can help you take your career further, faster through education, community, and mentorship. By becoming a member you are connected to over 200+ career opportunities!



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1:50 - 2:30PM
BREAK-OUT SESSION
PAYMENTS INNOVATION
SAVOY 2

EVOLUTION OF LOYALTY & REWARDS PROGRAMS - DO THEY STILL DRIVE RETENTION?

Never before has the future of payments and loyalty been so connected. As technology and customer needs digitize and evolve with an immediate need for relevance across multiple generations of end users, the loyalty of payments ecosystems will drive value, engagement and reimagine the customer experience.



MODERATOR
DANIELLE POWELL
Vice President Loyalty Product Management Mastercard



KAREN LAST
GM
Merchant Acceptance Solutions Commonwealth Bank of Australia



LAUREN MCCORMACK
Chief Product Officer Zip



CARLY NEUBAUER
Co-Founder & Director Elevate Loyalty & Pay2Elevate



NICOLA TAN
Director Charge Cards & Benefit Partnerships American Express



1:50 - 2:30PM
BREAK-OUT SESSION
CAREER & TALENT DEVELOPMENT
SAVOY 3

RISING STARS - WHAT DOES IT TAKE

Our industry is so fortunate to have some amazing Rising Stars. We have invited them to share their career journey with us. These individuals have been recognized by their leaders as the future of our business. How did they do it, they just got here. Hear directly from them what it takes to be a 'rising star'.



MODERATOR
LIZZIE CONDON
Director Account Management Mastercard



DESPINA KORMAS
Associate Director Change & Commercialisation ANZ



KIELY POTTER
Vice President SME Account Development & Client Onboarding, International Card Services American Express



DANIELLE RAYNER MALLOY
Founder Loyalty Fintech GSL Acquired by Next Payments



KIMBERLY YAN
Customer Relationship Manager Zepto



2:30 - 3:00PM **NETWORKING BREAK** **FOYER AREA**

FEEDBACK FORM

We request that you share your feedback with us so that we can continue to improve and bring the community of women in payments together for even better events in the future!



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3:00 - 3:45PM
MAIN STAGE -
MAYFAIR BALLROOM

PAYMENTS AROUND THE WORLD

There is a lot going on in the payments world in Australia, but there is even more going on outside Australia! Join this panel as they give an update on the state of payments from around the world. Hear what they have learned from their global counterparts and events across the globe.



MODERATOR
FELICITY BLAKE
Country Manager
FIS



JULIE BOLAN
Head of Payments
APAC
Swift



NISH DHARMARATNE
Head of GTS Product
Global Transaction
Services
Westpac



VICKY ELMS
Director
Enterprise
Partnerships &
Emerging Payments
American Express



ISOBEL THACKER
Senior
Vice-President
Mastercard
Australasia



3:45 - 4:15PM
MAIN STAGE -
MAYFAIR BALLROOM

METaverse: WHAT MATTERS?

Exclusive premiere of 'Metaverse: What Matters?' featuring Dr Catriona Wallace of Shark Tank Australia. Throughout 2023 our conference chair, Julia Streets, has been meeting Dr Wallace, founder of the Responsible Metaverse Alliance, tech entrepreneur and Shark Tank investor to record a unique series called 'Metaverse: What Matters?'. Filmed in the metaverse, and available on YouTube, they have explored all matters metaverse and why the metaverse matters. In this special episode recorded especially for Women in Payments, they meet once more to share thoughts about trends, concerns, and opportunities as we close out 2023 and look ahead at 2024.



MODERATOR
JULIA STREETS
Founder & CEO
Streets Consulting
& Host of
DiverCity Podcast



CATRIONA WALLACE
Founder
Responsible
Metaverse Alliance



4:15 - 5:00PM
CLOSING KEYNOTE
MAIN STAGE -
MAYFAIR BALLROOM



ELLIE COLE
Paralympian,
Speaker,
Commentator &
Disability Advocate



5:00 - 5:15PM
CLOSING REMARKS
MAIN STAGE -
MAYFAIR BALLROOM



KRISTY DUNCAN
Founder & CEO
Women in Payments

5:15 - 7:00PM **CLOSING COCKTAIL** **FOYER AREA**

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We offer unique mentorship, networking and educational opportunities to women from the payments and fintech industry who want to excel professionally and personally. Our goal is to connect, inspire and champion women in our community.



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ASEAN 2024

October, 2024
Singapore

EMEA 2024

April 29-30, 2024
London, UK

CANADA 2024

September, 2024
Toronto, Canada

AUSTRALIA 2024

November 19-20, 2024
Sydney, Australia

For details & to register visit womeninpayments.org

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