



Appendix A – Hearing and witnesses

Public hearing

Wednesday, 27 November 2019 – Canberra

Australian Small Business and Family Enterprise Ombudsman

Dr Craig Latham, Deputy Ombudsman

Ms Alexandra Hordern, Director, Advocacy

Australian Financial Complaints Authority

Mr Geoff Browne, Lead Ombudsman

Rural Policy & Farm Performance Division, Department of Agriculture

Ms Kerren Crosthwaite, Assistant Secretary - Financial Policy and Farm Business Support Branch

Ms Sally Standen, First Assistant Secretary – Rural Policy and Farm Performance Division

Australian Banking Association

Mr Jerome Davidson, Director, Policy

Ms Fiona Landis, Director, Government relations