



JOINT COMMITTEES

PARLIAMENTARY JOINT COMMITTEE ON CORPORATIONS AND FINANCIAL SERVICES

Financial Services Regulatory Framework in Relation to Financial Abuse

PUBLIC HEARING
Monday 8 July 2024

Parkroyal Melbourne Airport
Melbourne Airport, Arrival Dr, Tullamarine, Melbourne

Time	Witness
9.00 am	Customer Owned Banked Association (<i>Submission 115</i>) Mr Michael Lawrence, COBA CEO Mrs Darlene Mattiske-Wood, Board Director
9.45 am	Financial Counselling Australia (<i>Submission 109</i>) Dr Domenique Meyrick, co-CEO Mr Peter Gartlan, co-CEO
10.30 am	Economic Abuse Reference Group (<i>Submission 108</i>) Ms Laura Bianchi, Managing Solicitor, Financial Abuse Service NSW, Redfern Legal Centre (<i>Submission 116</i>) Ms Jasmine Opdam, Senior Policy and Advocacy Officer, Financial Abuse Service NSW, Redfern Legal Centre (<i>Submission 116</i>) Ms Julia Davis, Senior Policy and Communications Officer, Financial Rights Legal Centre (<i>Submission 112</i>) Ms Dacia Abela, Program Manager, Economic Justice Program, Westjustice (<i>Submission 113</i>)
11.15 am	Break (15 mins)
11.30 am	Women's Legal Services Victoria Ms Jess De Vries, Director, Legal Services Ms Bronwyn Davis, Family Violence Financial Counsellor
12.15 pm	AustralAsian Centre for Human Rights and Health (<i>Submission 18</i>) Dr Manjula O'Connor, Executive Director
1.00 pm	Lunch (60 mins)
2.00 pm	Australian Banking Association (<i>Submission 99</i>) The Hon Anna Bligh, Chief Executive Officer Ms Amanda Pullinger, Head of Customer Policy
2.45 pm	Bendigo and Adelaide Bank Mr Richard Fennell, Chief Customer Officer Consumer Banking Ms Hayley Bransgrove, Customer Advocate Mr Will Conlan, Chief of Staff
3.30 pm	NAB (<i>Submission 70</i>) Ms Jocelyn Turner, Executive, Resolution and Remediation Mr Edward Grieve, Head of NAB Assist

4.15 pm	Commonwealth Bank (<i>Submission 69</i>) Ms Kylie Rixon, Chief Risk Officer, Retail Banking Services Ms Angela Macmillan, Group Customer Advocate
5.00 pm	<i>Adjournment</i>