

## Compliance Forum 2025

Brisbane | Thursday, 8 May 2025

AICD Members Lounge, Level 9, 123 Eagle Street, Brisbane

9:30am Registration & morning coffee

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10:00am **Welcome and introduction**

**Understanding and Supporting Vulnerable Customers – An Update**  
**Phil Haultain, General Counsel, GRC Solutions**

Understanding vulnerable customers is crucial in the banking sector. These individuals may face circumstances that significantly impact their ability to manage their finances, requiring specific consideration and support.

Banking code subscribers bear obligations to these customers, encompassing general banking obligations and adherence to good practice guidance. This includes recognising vulnerabilities, providing accessible services, and ensuring fair treatment.

It's essential to stay abreast of evolving regulatory landscapes, as signposts indicate future regulations will likely reinforce and expand protections for vulnerable customers, demanding proactive adaptation from financial institutions.

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11:00am Morning Tea

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11:15am **Scam Prevention Framework**  
**Patrick Dwyer, Legal Director, Dwyer Harris**

This session will cover the newly enacted Scams Prevention Framework Act 2025 (Cth), (SPF Act) which aims to enhance consumer protection against scams. The presentation will cover:

- Overview of the SPF Act including key concepts.
  - The 6 SPF principles.
  - Practical issues with the SPF.
  - Preparing for the SPF.
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12:15pm **Third Party Risk Management**  
Neil Browne, Director, Interlock R&C

In business, third parties enhance our operations. Our choices now depend on politics, geography, economics, and demography, rather than just costs and service. This session covers three key aspects of third-party management: risk assessments, due diligence, and monitoring. We will also review practical approaches and examples in governance, risk management, and compliance (GRC).

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1:15pm Lunch

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2:00pm **AML/CTF Tranche 2 Law Amendments**  
**Richard Lee, Executive Director, Financial Crime, KordaMentha**

The very long-awaited modernisation reforms to AML/CTF are finally on their way. KordaMentha have played an active role in the consultation process which continues as AUSTRAC develop new Rules and Guidance that are to impact both existing and new reporting entities. KordaMentha will discuss these key changes, what it means for your business and what to expect in the coming year.

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3:00pm **AI Innovation and Regulation**  
**Adrian Phoon, Head of Content, GRC Solutions**

AI is inescapable. Its rapid development creates opportunities and also ethical and legislative challenges for financial institutions and society at large. This session reviews some key contexts and considerations for the responsible use of AI, including AI washing, privacy, data protection, bias and human accountability, with case studies cited as cautionary tales for Compliance - and explores the relevance of these debates to customer-centric smaller banks.

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4:00pm Event concludes

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