

FRAUD PREVENTION & DETECTION SUMMIT NSW

THE MOST ESTABLISHED COMMUNITY FOR FRAUD LEADERS ACROSS AUSTRALIA & NEW ZEALAND

FEBRUARY 15, 2024
DOLTONE HOUSE, DARLING ISLAND
SYDNEY



SPEAKERS



The Sydney Morning Herald

KATE MCCLYMONT

Chief Investigative Reporter,
9 Time Walkley Award Winner



ACCC
AUSTRALIAN COMPETITION & CONSUMER COMMISSION

HEIDI SNELL

Executive General Manager -
National Anti-Scam Centre



Commonwealth Bank

JAMES ROBERTS

General Manager Group
Fraud Management Services



OPTUS

TOM WILSON

Head of Internal Audit -
Australia



NSW
GOVERNMENT

JAMES BLAKELY

Director, IDSupport



THE STAR
ENTERTAINMENT GROUP

MICHAEL KRAWCZYK

Investigations Manager -
Group Risk

KEY TOPICS

- Examining the evolving scam landscape
- Enhancing Internal Capabilities to Strengthen Fraud & Financial Crime Management
- Conducting an Effective Fraud Investigation
- The Future of Fraud - What Will We Be Defending Against in 5 - 10 Years & How Will We Be Doing It?

WHO WILL ATTEND?

- Heads of Fraud
- Heads of Financial Crime
- Heads of Risk
- Heads of KYC
- Heads of AML
- Heads of Investigations

SUMMIT AGENDA

THURSDAY, FEBRUARY 15

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS FROM CHAIRPERSON



9:10 ATTENDEE SPOTLIGHT

Fostering a culture of integrity across your organisation

9:40 PANEL DISCUSSION: FIGHTING THE WAR AGAINST SCAMS

- An overview of the rapidly evolving scam landscape in Australia
- Cross-industry collaboration in the war against scams
- Strategies for combatting online fraud

James Blakely, Director - IDSupport, NSW Government

James Roberts, General Manager Group Fraud Management Services, Commonwealth Bank

Heidi Snell, Executive General Manager, National Anti-Scam Centre

Elise Muhlheim, Head of Financial Crime Control & Fraud, OFX

10:20 CASE STUDY - AMPLIFYING THE IMPACT OF COUNTER-FRAUD OPERATIONS WITH CONTEXT

10:50 MORNING TEA & NETWORKING

11:20 PANEL DISCUSSION: ENHANCING INTERNAL CAPABILITIES TO STRENGTHEN FRAUD & FINANCIAL CRIME MANAGEMENT

- Improving controls & operational processes to understand vulnerabilities
- Data centricity across the whole enterprise
- Fostering a culture of integrity

Punit Kaushik, Global Head Fraud Risk Strategy & Head Fraud Risk Operations, Standard Chartered Bank

Tom Wilson, Head of Internal Audit - Australia, Optus

Kerrie Hurrell, Senior Manager Ancillary Audit and Compensation, Payment Integrity, Medibank

12:00 CASE STUDY: AN INTELLIGENT APPROACH TO FRAUD & COMPLIANCE DETECTION

12:30 LUNCH & NETWORKING



1:20 INTERACTIVE WORKSHOPS

- REDUCING FALSE POSITIVES
 - PROACTIVELY DETECT & PREVENT FRAUD WITH REAL-TIME CONTEXT
 - LEVERAGING AI TO MITIGATE FRAUD ATTACKS
 - HOW TO BALANCE A CYBER-SAFE ENVIRONMENT WITH GREAT CX
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2:00 PANEL DISCUSSION: THE FUTURE OF FRAUD - WHAT WILL WE BE DEFENDING AGAINST IN 5-10 YEARS & HOW WILL WE BE DOING IT?

- Utilising ML & AI-driven fraud detection platforms
- Communicating the value of investment in technology to reduce fraud losses

Chris Sheehan, General Manager - Group Investigations & Fraud, NAB

Shane Price, National Fraud Manager, Allianz

Michael Krawczyk, Investigations Manager - Group Risk, The Star Entertainment Group, Former NSW Police

Con Nikolau, Head of Digital Protection, TMBL

2:40 CASE STUDY: FLEXIBLE & AGILE APPROACHES TO FRAUD INVESTIGATIONS

3:10 AFTERNOON TEA & NETWORKING

3:30 KEYNOTE PRESENTATION: EXPOSING CORRUPTION, CRONYISM & NEPOTISM IN UNION, SPORTING & POLITICAL CIRCLES

Kate McClymont,

Chief Investigative Reporter, Sydney Morning Herald, Producer, Liar Liar Podcast (The fraudulent activities & disappearance of Melissa Caddick)

Winner of 9 Walkey Awards

4:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS
