

# 2022

Annual Report | The Year In Review



Australian  
Military Bank



**our members  
are our mission**



# Our history

1959

Founded as the Navy (Civil Staff) Co-op. Ltd.



1971

Extended membership to civilian employees of the Army and RAAF in NSW.



1983

Merged with Army Defence (NSW) Credit Union and rebranded as Australian Defence Credit Union (ADCU).



2008

Selected by the Department of Defence as one of three DHOAS home loan providers.



2014

Achieved in excess of \$1 billion in funds under management.



2014

Launched RSL Money.



2015

Rebranded to Australian Military Bank.



2018

Launched new 24/7 core and digital bank offerings.



2020

Achieved \$200,000 of charity donations via our Military Rewards Account. Appointed to the Home Guarantee Scheme.



2021

Became a Gold Pledge Partner with Soldier On.



# Today

**\$2.53m**

member loans  
and deposits

**12%**

of staff come to  
the Bank with an  
existing Defence  
connection

**80%**

Sustainable  
engagement

**Net promoter  
score (NPS) of  
+37**

Member  
satisfaction  
(scale -100 to +100)

Donations to  
charity partners  
and other  
community  
organisations

over  
**\$330,000**

**Employees  
144**

**Branches  
19**

Helped

**438**

members into a  
new car

Helped

**341**

members into a  
new home

Helped

**1066**

members with  
other financial  
goals



**“I love working for a member focused organisation”**

Stacey Toon,  
Member Support Manager

**“It’s great to work with a team of people who are so committed to supporting our members”**

Colleen Robertson,  
Head of Learning & Development



**“Speaking to our members and helping with their questions or concerns gives me a lot of satisfaction”**

Neville Miller,  
Member Service Agent



**“Our digital team is member focused, and provides simplified online banking to deliver quick, easy and convenient service to our members”**

Mary Anne Do and Fazila Ali,  
Digital Sales Agents



# Contents

- 1.0 | Chair and CEO Welcome 8
- 2.0 | Our Values 10
- 3.0 | Key Performance Indicators 11
- 4.0 | Our Impact - Social 12
  - 4.1 | Our Community 14
- 5.0 | Our Impact - Environment 18
- 6.0 | Our Impact - Governance 20
  - 6.1 | Our CEO and Chair 26
  - 6.2 | Our Directors 27
  - 6.3 | Former Directors 30
  - 6.4 | Our Executive Team 32

## 1.0 | Welcome and Overview

### A Strong Year - Welcome to our 2022 Annual Report. Thank you to our members, our team and the wider Defence community for another successful year.

It was a challenging period for the Bank and all Australians with ongoing COVID-19 outbreaks, increasing inflation, changes to interest rates and the housing market, a Federal Election, and widespread flooding.

Our thanks go to the Defence Force personnel deployed as part of the response effort to these devastating floods. We wish those who supported and those affected the best as they rebuild their communities.

Despite these challenges, Australian Military Bank has delivered strong results. We have progressed our strategic plan aligned to our purpose, “our members are our mission”, by helping hundreds of members into a new home, with our home loan portfolio increasing by \$97.6m (8.4%).

Australian Military Bank does not have external shareholders to pay a dividend. However, profit allows us to invest in services and channels for members to support our vision of ‘being the leading choice in banking for the Defence community’. During 2021/22, we reduced complexity within our home loan product range and delivered an increase in member satisfaction. We were one of the first banks to provide our members access to their data through the national ‘Open Banking’ service and have embarked on further programs to enhance the experiences we offer members.

Our strategic plan charts the Bank’s course for the future, ensuring our goals align with our members’ aspirations. To better understand and support our members, we have enhanced our complaints process and made additional investments in our risk and compliance foundations and systems and processes to detect and protect against fraud.

We completed the first phase of research with our members and their partners/families to explore how we can better deliver financial outcomes and improve service delivery. The research results will inform

and prioritise new product development and design, and upgrades to our internet and mobile banking scheduled for 2022/23.

Equity has now passed \$100m, and we completed the year with a profit of \$2.9m. You can see our full financials in Annual Report - Financial Report.

In June, we were pleased to announce that the Bank was granted a further two-year extension in the Defence Home Ownership Scheme (DHOAS) by the Department of Defence.



Member Hayden Thomson had the opportunity to share his experience with us of serving in the Australian Defence Force and participating in the First Home Owner’s Deposit Scheme, which helped him secure his first home.

Pictured with Hayden (left) is Darlene Mattiske-Wood, CEO of AMB

The Bank is incredibly proud of our association with Defence-related charities and community groups. We look forward to continuing to support the vital work these organisations do in the Defence and Veteran community.

Our sponsorships program supports a variety of Defence community events across the year with the aim to increase community engagement. We helped over 20 community organisations during the last financial year.





We have agreed to a multi-year sponsorship of the Australian Defence Force Aussie Rules (ADFAR) National Carnival - an opportunity for our teams to experience strong sporting competition and contribute to the event's ongoing success.

As a member-owned bank, our priorities centre on the needs of members and the communities in which they live and work. We have begun a journey to assess how our operating framework interacts with current themes such as responsible investing, climate change, sustainability and diversity, and the importance of these factors to our members and stakeholders. This year's Annual Report outlines some of the positive impacts we have already had in environmental, social and governance areas.

**Our Board and our People**

Our thanks go to Jonathan Sadleir and Bruce Scott, who retired as Directors of the Board on 24 November 2021 and 30 June 2022 respectively, for their contribution to the Bank. We welcome Francesca Rush and Timothy Pike, who have joined us as Directors.

Our ongoing success as Australian Military Bank is shaped by our people. Our latest engagement survey returned some very positive results - we are pleased to report that our staff engagement has

grown to 80% (up 3.9% on last year), with 81% of our people recommending AMB as a good place to work. Furthermore, as a strong risk culture continues to be of vital importance to our business and the industry, we can report a risk culture score of 85%. Our thanks go to all our staff for their contribution over the past year.

We look forward to continuing to build on our successes and develop our opportunities with members at the heart of what we do.



**John Brooks**  
Chairman



**Darlene Mattiske-Wood**  
CEO



Our CEO Darlene Mattiske-Wood (centre) and Chief Member Experience Distribution Officer, Andrew Moebus (centre right) with ADFAR Carnival match officials.

## 2.0 | Our Values

**Our people are the key to our success as an organisation.**

We continue to invest in a positive work environment for our people, with an ongoing commitment to their skill and career development, enabling flexible work, and supporting their wellbeing.

Our values shape our purpose and vision to be the leading choice in banking for the Defence community.

### Members First

Placing members at the centre of every decision we make.



### Earn Admiration and Trust

Doing what we say to instil trust and demonstrate reliability.

### Display Moral Courage

Having the strength of character to align words and actions to say and do what is right.



### Demonstrate the Highest Standards

Striving each day to be the best we can be and deliver quality in our work.

“AMB gives me the opportunity to work with a team that is dedicated to our serving members, which creates a real sense of satisfaction.”

-Marie Hines  
Mobile Banker (Riverina)



## 3.0 | Key Performance Indicators

### Balance Sheet Assets (in millions)

'13	+10.1%	\$818.6
'14	+16.1%	\$950.6
'15	+12.5%	\$1,068.0
'16	+5.9%	\$1,131.5
'17	+10.8%	\$1,253.7
'18	+7.4%	\$1,346.2
'19	+3.1%	\$1,388.4
'20	+5.1%	\$1,459.1
'21	+3.2%	\$1,506.0
'22	+6.6%	\$1,605.3

### Net Member Loans (in millions)

'13	+11.8%	\$681.6
'14	+9.2%	\$744.1
'15	+7.6%	\$800.9
'16	+9.6%	\$877.5
'17	+21.3%	\$1,064.8
'18	+5.0%	\$1,118.1
'19	+1.9%	\$1,139.2
'20	+4.7%	\$1,193.2
'21	+3.6%	\$1,236.4
'22	+7.2%	\$1,326.0

### Deposits (in millions)

'13	+12.5%	619.4
'14	+27.0%	\$786.6
'15	+15.9%	\$911.9
'16	+8.1%	\$986.2
'17	+12.5%	\$1,109.0
'18	+11.3%	\$1,233.9
'19	+0.5%	\$1,240.0
'20	+5.8%	\$1,311.9
'21	+0.7%	\$1,321.4
'22	+7.3%	\$1,418.3

### Members Equity (in millions)

'13	+6.3%	\$70.6
'14	+5.7%	\$74.6
'15	+5.4%	\$78.6
'16	+5.7%	\$83.1
'17	+6.0%	\$88.1
'18	+6.1%	\$93.4
'19	+0.4%	\$93.8
'20	+2.5%	\$96.1
'21	+3.9%	\$99.9
'22	+2.9%	\$102.9



## 4.0 | Our Impact - Social

A legacy beyond banking for the Defence community.

Our Military Rewards Account was created to combine product features aligned to member needs for an everyday account with a cents gifting initiative to ensure long-term support for our charity partners.

### Military Rewards Account - Milestones

# Together, we have raised more than \$310,000 for our Defence charity partners

**\$132,629**



**\$65,249**



**\$46,516**



**\$69,489**



President of Wounded Heroes Australia, Martin Shaw pictured right with Lisa Duffy, Regional Member Experience Manager QLD left.



## Fraud and Scam awareness

We are committed to providing members with a safe and secure banking experience and have invested in advanced transaction monitoring systems to protect our members' accounts.

The Australian Competition and Consumer Commission (ACCC) reports that Australians lost more than \$2 billion to scams in 2021. The most frequent scams are investment and phishing scams targeted at those aged over 35. Social media and email are the most common way for scammers to contact victims.

In October 2021, in conjunction with Cyber Awareness Month, we launched our Security Hub to educate members on how to protect themselves from scams and fraud and provide tips for securing their personal and banking details. We aim to ensure members are aware of current threats, noting that scams are sophisticated and ever-evolving.

Our fraud team understands that the unique nature of Defence means our members can be victims of scams or fraud while deployed. We have developed a custom approach to deal with these situations, including making our team available outside standard working hours to support any affected members.



## Our Security Hub was launched in 2021

Wounded Heroes is a frontline service, emergency/crisis provider doing whatever it takes to fund support services for deployed personnel, the wounded, and their families.

Estimates based on Department of Veterans' Affairs and Defence-data indicate that 5.3% of the recently transitioned ADF population were homeless in a 12-month period. This figure is significantly higher than the general population (1.9%).\*

We recently announced our support of the Wounded Heroes relief effort to help Veterans and their families displaced by floods. Wounded Heroes offer critical support in several ways, including providing food and temporary housing. From March to June 2022, the organisation helped 454 Veterans and their families.

Our staff have had the opportunity to support Wounded Heroes in an ongoing capacity via our workplace giving initiative, which has seen around \$25,000 committed by Australian Military Bank. We have also seen Wounded Heroes' vital work firsthand with our team touring facilities with Wounded Heroes President Martin Shaw.

\*Source: Australian Housing and Urban Research Institute. Homelessness amongst Australian veterans: summary of project findings. May 2019



## 4.1 | Our Community

As well as supporting our key charity partners, we have helped over 20 community organisations over the last year. These include Wounded Heroes, ADFAR, DMFS (Defence Member and Family Support), Northern Beaches Women's Shelter, GECKO'S Townsville and Young Veterans Ipswich.

Here are a few highlights:



### November 2021

Regional Member Experience Manager, Mark Ferguson, (left) donated to Northern Beaches Women's Shelter on behalf of the Bank at the Say No to Domestic Violence Walk organised by HMAS Penguin. Pictured with Mark is Kirstie Christensen, Fundraising & Communications Manager.



### December 2021

Personal Banker, Ivonia, and Lending Specialist, Jennifer, from our Robertson Barracks branch attended the Larrakeyah Navy Base annual swimming carnival.

## ANZAC Day 2022



Team members from Edinburgh Branch, Cherie and Kerry, volunteered for the ANZAC Day street event organised by Legacy Australia to commemorate the ANZAC spirit.



Our team were proud to support the RSL National Light Up the Dawn commemorations this year, with our CEO, Darlene, and Head of Community Partnerships, Ann Roach, laying a wreath at the North Sydney War Memorial.



RSL  
money

Launched in early 2014, RSL Money is a joint initiative between the Returned & Services League of Australia (RSL) and Australian Military Bank.



Launched in early 2014, RSL Money is a joint initiative between the Returned & Services League of Australia (RSL) and Australian Military Bank.

The first half of the year was very challenging for Veterans and their families, with lockdowns affecting the volume and nature of community activities. The second half of the year saw an easing of COVID-19 restrictions and an improvement in our ability to support Veteran communities.

With the opening of new Wellbeing Centres in NSW and NT, Veterans' support is now closer than ever for those who need assistance.

RSL Congresses have recommenced this year, and our teams in WA and QLD have been able to attend these events in their states. RSL Victoria and RSL Tasmania also restarted their Congresses this year; NSW will hold their event later this year.

We would like to acknowledge and thank the RSL for its commitment to Veterans.



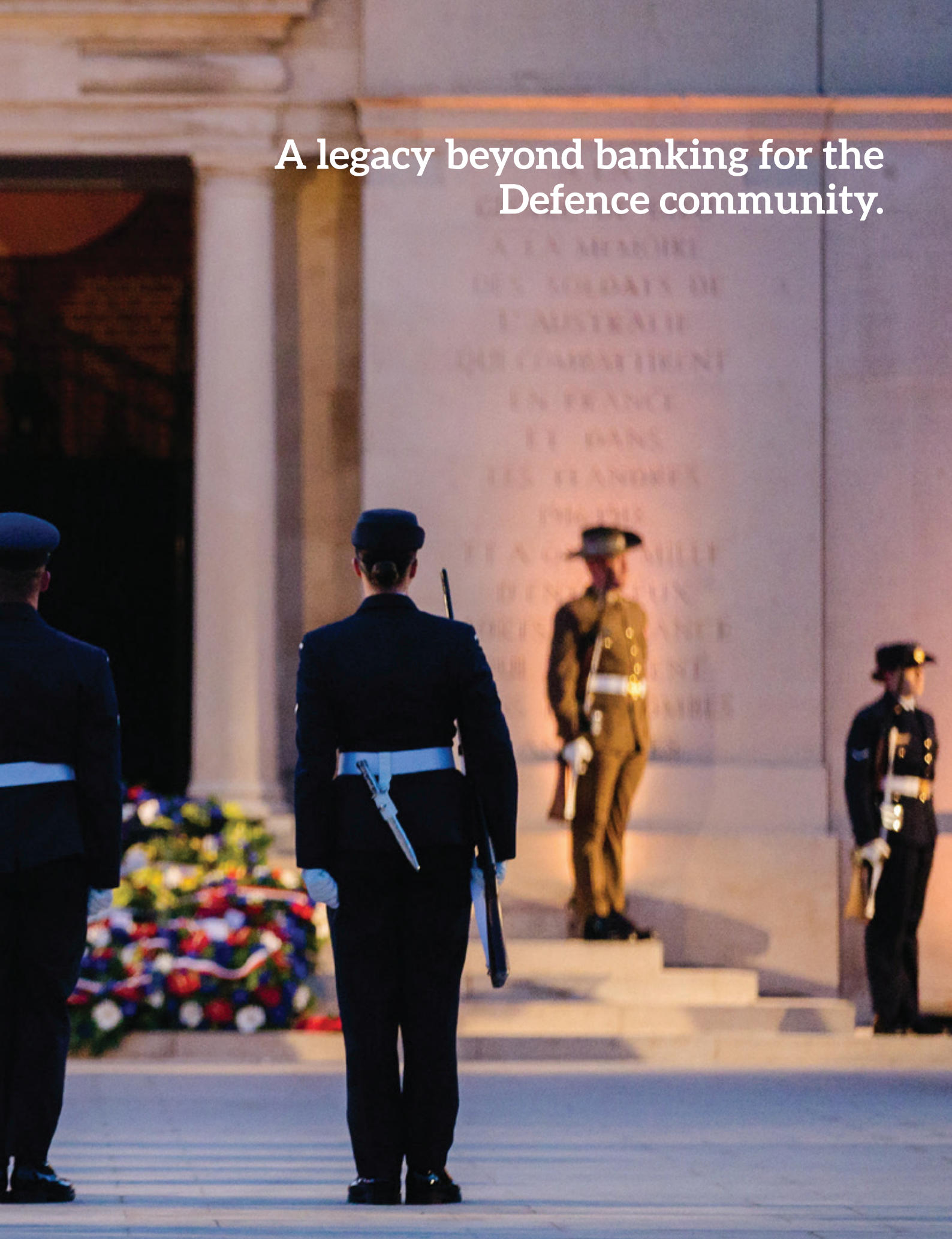
### RSL Queensland State Congress 2022

Lisa Duffy (middle), our Regional Member Experience Manager, attended RSL Queensland's State Congress with our Lending Specialist, Karanpal Singh (right). Also pictured is Peter Cairnes (left, Kedron-Wavell Sub Branch).





# A legacy beyond banking for the Defence community.



## 5.0 | Our Impact - Environment

### A sustainable business that creates and optimises value.

We are currently investigating how the Bank ranks in terms of environmental impact with a view to developing a roadmap for change.

#### Responsible investing

We pride ourselves on being fair, ethical and transparent in all that we do. We recognise that how we manage our members' money is important for both our members and the community we support. Australian Military Bank does not invest in or lend to businesses involved in unethical investments or sectors that are harmful to the environment, such as the coal/fossil fuel industries.

#### Our products

Many of our members have taken the opportunity to finance the purchase of approved clean energy products via our Green Loan. Our Green Loan can be used for various eco-friendly home improvements such as solar panels, solar hot water systems, insulation and energy-efficient heating and cooling systems.



#### Head Office and Branch strategy

With 19 branches and six self-service kiosks around Australia, we understand that there is an opportunity to consider how our organisation impacts the environment. We have started rolling out digital signage in all branch locations, and by next year, any branch refurbishments will be energy efficient. We have recently rolled out a merchandise strategy that aims to use eco-friendly materials and reduce our use of plastic and non-recyclable products.

Our head office building has a 5-star NABERS rating (base building score) and offers end-of-trip facilities for team members travelling to work via bike, scooter or on foot.



We have initiatives that aim to reduce the environmental footprint of our member-facing materials. Our new member blog, Signal, replaces our former newsletter, Communiqué, and lets us connect with our members online to provide more regular updates while reducing our reliance on paper. We also encourage members to opt for e-statements.



## Digital solutions

Our mobile bankers now use digital business cards rather than traditional paper-based cards, streamlining the way we connect with our members.



## Our members have embraced digital wallets

- ★ Over **10,000** wallet registrations
- ★ Total transactions = over **1,200,000**
- ★ Total transaction value = over **\$45m**



## 6.0 | Our Impact - Governance

### The leading choice in banking for the Defence community.

Our governance structure provides a framework that drives the delivery of our strategic plan. It ensures authority and accountability at each level of our organisation to enable effective decision-making and embed a risk culture that supports our stakeholders and members.

We have recently completed a review of our risk, governance and compliance approach. We consider this two-streams that helps deliver to both our members a value proposition that is personal to the unique needs and differences in a serving and ex-serving Defence Force career, life journey, family, and community and supports our sustainability and our longer-term outlook.





## Our approach to Risk

Australian Military Bank is committed to building and maintaining a sustainable business. We do this via an enterprise risk framework and strategy that ensures all material risks are managed in the best interests of our members. Our risk management framework and strategy are aligned to APRA's Prudential Standard on risk management (CPS220) and independently audited annually.

Effective risk management is an integral part of the Bank's culture and is good management practice as it:

### Enables opportunities

to be maximised while mitigating potential loss or damage

### Promotes good governance

by assisting in the allocation of resources to manage risks

### Supports better decision making

by offering greater insight into risks and their impacts

### Promotes accountability

and ensures monitoring of risks

We adopt the three lines of defence approach to risk management, starting at Board level and including sub-committee functions and independent assurance. All employees are responsible for identifying and managing risks and operating within the Bank's desired risk profile.

We have embedded governance into our risk management framework. We regularly review our risks, controls and treatment plans and monitor and report on existing and emerging risks to ensure they are mitigated in line with our risk appetite.





**We're dedicated to helping the men and women who protect and serve our country.**



## Information Security

We have an effective and dynamic program to protect the information entrusted to us by members, employees and other stakeholders.

Our commitment to information security is reflected in a best-practice framework of policies, standards, and procedures. Our information security is aligned to APRA's Prudential Standard CPS 234 Information Security, and we regularly subject ourselves to rigorous independent scrutiny via internal and external audits. Our framework also draws on many trusted information security standards, such as ISO 27001 and the NIST Cybersecurity Framework. The Bank's

systems are continuously monitored by a Security Operations Centre (SOC), combining advanced detection technology with technical expertise to prevent and respond to cybersecurity incidents.

We have a chartered InfoSec Committee dedicated to ensuring proactive and effective information security across the Bank, with input from a diverse group of employees. Bank staff receive regular information security training focused on safe behaviours, prevention and early detection.







## Wellbeing

Our annual employee engagement survey is a way for us to capture feedback from employees at all levels.

With regard to workplace wellbeing:

**92%** of staff felt AMB cared about the health and safety of its employees at work

**73%** of staff felt flexible work arrangements continued to be extremely important

**80%** of staff are sustainably engaged



### 52% of the employees have taken Wellbeing leave

We introduced a Wellbeing Day to thank our team for the level of face-to-face and phone support they provide to our members, particularly during the last two years. Our flexible working arrangements ensure that we have an outcome-orientated approach noting that the balance between work and home life is extremely important.

## Diversity

We appreciate the inherent value of a diverse workforce. Diversity brings us enormous value via a variety of skillsets, perspectives and problem-solving approaches. Our training and development programs encourage our people to thrive and learn.

We actively manage diversity and inclusion, seeking ways to acknowledge and embrace differences. This means that we:

- ✓ actively and flexibly seek to accommodate the unique needs of many different employees;
- ✓ are committed to ensuring that all employees are treated with respect, dignity, and openness; and
- ✓ seek to ensure that the Bank's practices, policies and procedures do not prevent people from diverse backgrounds from having equality of opportunity within the organisation.

## Celebrating

## International Women's Day



International Women's Day

#BreakTheBias



International Women's Day

#BreakTheBias



## 6.1 | Our CEO and Chair



**Darlene Mattiske-Wood**  
Chief Executive Officer



### Qualifications

Darlene's qualifications include the Advanced Management Program, Harvard University; Diploma in Management; Bachelor of Management and a Graduate Diploma in Human Resource Management. Darlene is also a Member of the Australian Institute of Company Directors.



### Experience and Expertise

Darlene has more than 20 years' experience in strategic and executive leadership, 15 of these years at the CEO and Deputy CEO level. Darlene has held several Board positions including, currently, as a Director of the Customer Owned Banking Association (COBA) and, previously, as Chair of Mutual Marketplace.



### Awards and Recognition

Darlene is a recipient of a 2016 Telstra Business Women's Award, and a finalist in the 2017 National Retail Banking Awards for Executive of the Year. Darlene is also a recipient of two Australian Human Resource Institute (AHRI) awards for People Leadership and People Strategy.



**John Brooks**  
Chair

Director from 14 August 2000



### Qualifications

John graduated from the University of New South Wales with a Bachelor of Arts majoring in economics and is a graduate of the Royal Air Force Staff College in England and the Australian Defence College.



### Experience and Expertise

John has more than 20 years of experience as a mutual bank director, served for 28 years in the RAAF Logistics Branch and spent 12 years as a small business owner.



### Special Responsibilities

Chair of the Board.



## 6.2 | Our Directors



**Sean FitzGerald**  
Director

Director from 25 May 2018



### Qualifications

Sean holds a Certificate IV in Finance and Mortgage Broking, a Diploma in Finance and Mortgage Broking and a Diploma in Financial Services. Sean is a member of the Australian Institute of Company Directors and the Mortgage Finance Association of Australia.



### Experience and Expertise

Sean has held a variety of roles over his 20-year banking career across three major banks and two member owned banks. Most recently, Sean was the General Manager of Retail Banking and Distribution for P&N Bank, Western Australia's largest member owned bank. Sean's responsibilities included the retail branches, contact centre, broker channel, commercial finance portfolio, mobile bankers, collections and financial planning.

Prior to P&N Bank, Sean was the State General Manager for Retail Banking for Western Australia, South Australia and the Northern Territory for the National Australia Bank.



### Special Responsibilities

Chair of the Audit Committee and member of the Risk Committee.



**Michael Crane DSC & BAR AM**  
Director

Director from 1 July 2018



### Qualifications

Michael is a Graduate Member of the Australian Institute of Company Directors and a graduate of the Mt Eliza General Management Program, the Harvard Club of Australian Leadership Program and the Financial Services Institute of Australasia Professional Banking Fundamentals Course. He is also a graduate of the United Kingdom Higher Command and Staff Course, the Centre for Defence and Strategic Studies, the Joint Services Staff College and the Army Command and Staff College. Michael holds degrees in Strategic Studies, Defence Studies and Science.



### Experience and Expertise

Michael served in the Australian Army for more than 37 years including operational service in East Timor and two tours commanding Australian forces in the Middle East. Michael is Chair of the ACT Branch of The Order of Australia Association and serves on the Committees of Lord's Taverners (ACT) and the Field Marshal Sir Thomas Blamey Memorial Fund.



### Special Responsibilities

Chair of the Culture & Remuneration Committee and member of the Audit Committee.



**Alan Bardwell**  
Director

Director from 1 April 2019



### Qualifications

Alan is a Member of the Institute of Chartered Accountants Australia and New Zealand, a Senior Fellow of the Financial Services Institute of Australasia (FINSIA), and a Graduate Member of the Australian Institute of Company Directors. Alan holds a Bachelor of Arts (Honours) Economics (Accounting).



### Experience and Expertise

Alan has over 35 years of experience in the banking, finance and securities industry, including 16 years at Citigroup and 10 years with the Australian Securities Exchange where he served as Chief Financial Officer and Chief Risk Officer. Alan is Chair of Ku-ring-gai Financial Services Limited and a non-executive director of ClearView Life Nominees Pty Limited and the Financial Services Institute of Australasia (FINSIA). Alan is also Chair of the Market Supervision and Compliance Committee that advises the Board of the Sydney Stock Exchange. Until 1st November 2021, Alan was Chair of rt Health Limited and a non-executive director of Transport Health Limited. He has extensive knowledge of retail, corporate and investment banking, wealth and funds management and the securities industry.



### Special Responsibilities

Deputy Chair of the Board, Chair of the Risk Committee and a member of the Audit Committee.



**Rebecca Tolhurst**  
Director

Director from 1 July 2020



### Qualifications

Rebecca holds degrees in Law (Honours) and Commerce and is a Graduate Member of the Australian Institute of Company Directors.



### Experience and Expertise

Rebecca commenced her career in private legal practice in property and general commercial law before taking up her current position as General Counsel with the Bickford's Group, including responsibility for People and Culture. Her experience has extended broadly into the consumer goods, retail and property sectors in a transactional and strategic capacity. Rebecca also holds the position of Chair of the Barossa Co-op, a 75 year old retail co-operative operating in her home region of the Barossa Valley.



### Special Responsibilities

Member of the Risk Committee and the Culture & Remuneration Committee.

A N Z A C



**Francesca Rush**  
Director

Director from 22 March 2022



**Qualifications**

Francesca holds a degree in Law (Honours).



**Experience and Expertise**

Francesca has over 30 years' experience as a lawyer in private legal practice and in government. She was a Partner of Clayton Utz in the years 2003 to 2008 and from 2011 to 2019, which included serving as National Practice Group Leader for the Banking and Financial Services practice. Francesca is currently Chief Counsel – Commercial and First Secretary – Australian Industry Capability in the Department of Defence. As Chief Counsel - Commercial, Francesca has responsibility for providing strategic legal advice on complex contracting and procurement matters to Defence leadership and to Government. As First Assistant Secretary – Australian Industry Capability, Francesca is leading work to maximise Australian industry participation in the defence sector.



**Special Responsibilities**

Member of the Risk Committee.



**Timothy Pike**  
Director

Director from 1 August 2022



**Qualifications**

Tim holds Masters degrees in Business, Military and Defence Studies and Cyber Security Operations and is a Member of the Australian Institute of Company Directors.



**Experience and Expertise**

Tim has served in the Australian Army since 1999 and is currently Deputy Director of the Electronic Warfare Program in the Department of Defence with responsibility for the governance and execution of the Army's electronic warfare capability. Prior to this, he was Commanding Officer of the 7th Signal Regiment and previously served in a number of senior positions with responsibility for information technology, cyber security, communications and border security operations.



**Special Responsibilities**

Nil.





## 6.3 | Former Directors



**Bruce Scott, CSC, ADC**  
Director

Director from 13 November 2013 to 30 June 2022



### Qualifications

Bruce is a graduate of the Army Command and Staff College, a Graduate Member of the Australian Institute of Company Directors and a Member of the Institute of Strategy, Innovation and Leadership. He holds a Graduate Diploma in Management Studies.



### Experience and Expertise

Bruce joined the Australian Defence Force ('ADF') in 1974 and had operational service in Malaysia, Somalia and Afghanistan. He retired from the Australian Army in 2000 and from the Army Reserve in 2017 after leading complex and sensitive ADF inquiries. In 2018, Bruce accepted the honorary appointment of Colonel Commandant of the Royal Queensland Regiment. In 2019, he was appointed an Honorary Aide De Camp to the Governor-General of Australia.

Bruce is the President of the National Rifle Association of Australia and an active Rotarian.



### Special Responsibilities

Member of the Culture & Remuneration Committee.



**Jonathan Sadleir AM**  
Director

Director from 1 July 2018 to 24 November 2021



### Qualifications

Jonathan holds a Bachelor of Arts in History; a Graduate Diploma in Management; a Graduate Diploma in Maritime Management and Logistics; a Graduate Certificate in International Maritime Studies and a Master of Business Administration. He is a Member of the Australian Institute of Company Directors.



### Experience and Expertise

Jonathan was a former Commodore in the Royal Australian Navy, where his senior posts included Chief of Staff to Navy Strategic Command, Commissioning Commanding Officer of HMAS Canberra, Director of Navy Continuous Improvement and Commanding Officer of the warship HMAS Parramatta. He is currently the Chief Strategy Officer for an Australian based, internationally focused company in the private sector.



### Special Responsibilities

Member of the Culture & Remuneration Committee and Risk Committee.





## 6.4 | Our Executive Team



**Nick Parkin**  
Company Secretary

Nick has 20 years' experience working as a lawyer, company secretary and governance professional in Australia, the United Kingdom and New Zealand.

He has worked in private practice as lawyer in the areas of corporate law, capital markets and financial services and as a lawyer and/or company secretary in Australian corporates including Worley Limited, Helloworld Limited, Australian Ethical Investment Limited, Insurance Australia Group Limited and Westpac.



**Joa de Wet**  
Chief Finance Officer

Joa de Wet joined Australian Military Bank in July 2013 and is responsible for our finance and treasury functions. Joa is a Chartered Accountant with over 25 years of experience in the financial services industry, having worked at IOOF, Colonial First State, Deloitte and PricewaterhouseCoopers. While employed with Australian Military Bank, Joa has held the positions of Head of Strategy & Risk, Head of Finance and, most recently, Chief Finance Officer.



**Laurence Halabut**  
Chief People Officer

Laurence Halabut joined Australian Military Bank in January 2020 and is responsible for leading the people and culture function. Having previously worked with global organisations including Toyota Finance, Bankwest, HBOS Australia and Qantas, his strategic approach and alignment of HR initiatives with business are underpinned by over 25 years of HR experience. Laurence is a Fellow of the Australian Human Recourses Institute (FAHRI), Graduate of the Australian Institute of Company Directors, and holds an MBA from the University of South Australia.



**Ryan Holman**  
Chief Product & Marketing Officer

Ryan Holman joined Australian Military Bank in July 2020 and is responsible for the Bank's products and marketing. Ryan has over 13 years of experience in customer-owned banking, including 7 years in senior product management roles. Ryan holds a Bachelor of Commerce and a Graduate Diploma of Management.





**Andrew Moebus**  
Chief Member Experience  
Distribution Officer

Andrew Moebus joined Australian Military Bank in December 2008 with 20 years Retail Banking experience and is responsible for our Branch Network, Broker Channel, RSA products and RSL and Community relationships. Andrew's qualifications are Diploma Finance and Mortgage Broking, Cert IV in Credit Management, Cert IV in Banking Services and accredited certificate in Tier 1 ASIC PS146 for Superannuation.



**Enis Huseyin**  
Chief Information Officer

Enis Huseyin joined Australian Military Bank in July 2017 and is responsible for Information Technology, Digital Services, Robotic Process Automation, Business Intelligence & Reporting, Project Management and Technology Transformation. Enis Huseyin has been working in the Banking and Financial Services Industry for over 17 years, having held numerous senior management roles with Bankstown City Credit Union, My Credit Union and Qudos Bank. Enis holds a Bachelor of Computing and a Diploma in Information Technology (Software Development).



**Matthew Craig**  
Chief Member Experience  
Operations Officer

Matthew Craig joined Australian Military Bank in March 2019 and is responsible for Digital Sales, Member Engagement Centre, Payment Services, Operations Compliance, Financial Crime & Fraud, Credit Assessment and Settlements and Variations. Matthew has over 20 years' experience in banking and financial services, including 16 years at NAB within the Retail, Business and Corporate divisions followed by 9 years in a senior leadership position within a not for profit. Matthew holds qualifications in Cert IV Credit Management, Cert IV Finance & Mortgage Broker.



**Stephen Robertson**  
Chief Risk Officer

Stephen joined AMB in August 2021 from his role as CRO with Illawarra Credit Union. He started his career with PwC and has subsequently worked with large ASX-listed companies such as Qantas and Lendlease, as well as SMEs including NACCO and Daikin. He has strong technical expertise in enterprise risk and is a qualified Chartered Accountant.



Supporting our members wherever  
their career takes them.





## Directors

- John Brooks
- Alan Bardwell
- Michael Crane, DSC & Bar, AM
- Sean FitzGerald
- Timothy Pike
- Francesca Rush
- Rebecca Tolhurst

## Chief Executive Officer

- Darlene Mattiske-Wood

## Company Secretary

- Nick Parkin

## Website

[www.australianmilitarybank.com.au](http://www.australianmilitarybank.com.au)

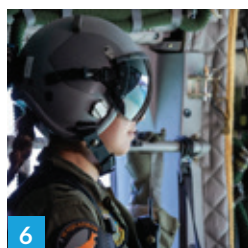
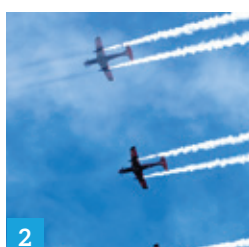
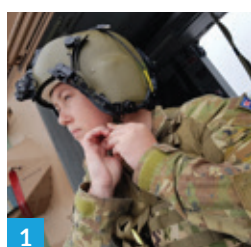
## Registered Office

Level 18,  
45 Clarence Street,  
Sydney NSW 2000

## Auditor

KPMG  
Level 38, Tower Three,  
International Towers Sydney,  
300 Barangaroo Avenue,  
Sydney NSW 2000

## Defence Image Index Source: Department of Defence



1. An Australian Army medic prepares to take off from Oakey in Queensland in an MRH-90 Taipan helicopter on Friday, 13 May 2022.
2. The Royal Australian Air Force Roulettes aerial display team perform at the Central Coast Airshow 2022, Warnervale, New South Wales.
3. Ship's Company from HMAS Kuttabul watch as HMAS Supply passes HMAS Sirius during Sirius' final ceremonial lap of Sydney Harbour.
4. Members of Australia's Federation Guard prepare to dismount the Catafalque Party during the spirit of the Anzac Day Dawn Service in Villers-Bretonneux, France.
5. Two Royal Australian Air Force F/A-18F Super Hornets fly alongside a KC-30A Multi-Role Tanker Transport aircraft over the Northern Territory during Exercise Diamond Storm 2022.
6. Royal Australian Air Force Loadmaster Corporal Antonia Guterres oversees a flight over the Republic of Palau in a 35 Squadron C-27J Spartan during Operation Solania.
7. Australian Army officer Lieutenant Jamison Hughes (left) from the 3rd Battalion, Royal Australian Regiment, moves after disembarking the CH-47F Chinook, during Exercise Vigilant Scimitar in Townsville Field Training Area, Queensland.

Australian Military Bank Ltd ABN 48 087 649 741 AFSL  
and Australian Credit Licence Number 237 988

