



MAIN CONFERENCE DAY 1 - AGENDA

Tuesday, 9 September 2025

08:50 Event Director's Opening Introduction

08:55 Chair's Opening Remarks | **Ruth Santangelo**, Director - Data, Digital and Automation, **Optus**

Navigating the Future of Identity: Mastering Regulatory Compliance & Governance

09:00 Ministerial Address

Towards a Trusted Digital Society: State Priorities & Vision

Join Minister Jihad Dib as he outlines New South Wales' digital identity priorities and the government's broader vision for a trusted, citizen-centric digital ecosystem. This keynote will explore the state's progress in digital service delivery, the role of trust frameworks, and the path forward in building a secure and inclusive digital future.

Hon Jihad Dib MP, Minister for Customer Service and Digital Government, NSW Government

09:20 **Leadership Panel | Digital ID Act - Opportunities, Risks, and Obstacles**

Explore the key provisions of the Digital ID Act, which was passed in 2024, and how it is shaping the future of digital identity in Australia. Panelists will discuss the opportunities it creates for enhanced security, convenience, and innovation in identity management, while also addressing the risks associated with privacy, security, and potential regulatory gaps. The conversation will also cover the obstacles that organizations may face in adapting to this new legislation, including compliance challenges and the implementation of secure digital identity systems.

Panelists:

Surjeet Singh, Head of Information Security -Identity & Access Management, **Rest**

Su Jella, Board Member, **Women's Tennis Foundation**

Didar Chy, Information Technology Security Architect, **Reserve Bank of Australia**

10:00 **Adapting to the New Digital Identity Legislation: A Practical Guide**

This session will provide a comprehensive overview of the Digital Identity Act 2024 and offer practical guidance for organizations seeking to comply with the new legislation. Experts will break down the key provisions of the Act, including accreditation requirements, data privacy safeguards, and compliance measures. Attendees will gain actionable insights into how they can integrate the new regulations into their digital identity strategies, ensure that their systems meet the required standards, and avoid common pitfalls. The session will also cover the steps for achieving accreditation and the importance of maintaining ongoing compliance as the digital identity landscape continues to evolve.

Presenter:

Fatima Hoblos, Engineer - IAM, **Kmart Australia**

10:30 **Speed Networking - Connect, Share, Collaborate**

Fast, focused, and energising — speed networking is your chance to meet fellow attendees, exchange ideas, and spark new collaborations

10:45 **Securing Digital Identity in High-Risk Environments**

This session will focus on the unique challenges and strategies for securing digital identities in high-risk environments such as critical infrastructure, financial services, and government sectors. Experts will discuss how sensitive data and identities are increasingly vulnerable to cyber threats, and the advanced security measures needed to protect them. Topics will include multi-factor authentication (MFA), real-time threat detection, and incident response protocols tailored to high-risk environments. Attendees will learn best practices for securing access controls, mitigating insider threats, and ensuring compliance with strict security regulations, with real-world examples of how organizations are managing these risks effectively.

Presenter:

Aidan Turner, Manager - Identity and Access Management, **Downer**

11:15

Morning Break

11:45

Interactive Discussion Groups

Attendees attend their pre-selected interactive discussions. Delegates can select 3 topics from a choice of 6, each lasting 30 minutes. Discussion groups are hosted by experts and kept intimate to allow all attendees the opportunity to discuss their most pressing questions in an informal yet constructive approach to problem solving. Sessions are limited upon sign up so register for your chosen sessions quick!

IDG A - Driving Innovation in Digital Identity Solutions

Exploring next-generation tools and strategies to advance digital identity capabilities.

Facilitator: **Jasmeen Grover**, Group General Manager - Resort Guest Innovation & Compliance, **Crown Resorts**

IDG B - Enhancing Security & Compliance in the Digital Era

Addressing evolving security threats while meeting modern regulatory demands.

Facilitator: **Su Jella**, Board Member, **Women's Tennis Foundation**

IDG C - Advancing Biometric Solutions for Secure and Seamless Identity Verification

Exploring strategies to optimisise IAM systems to protect assets and streamline user access.

Facilitator: **Kiera Ferrel**, Cyber Security Analyst, **David Jones**

13:15

Lunch Break

Fortifying Trust: Advancing Digital Identity Security & Risk Management

14:15

Panel Discussion | Identity Fraud and Prevention Strategies in 2025

Explore the evolving landscape of identity fraud and the latest strategies for preventing fraud in digital identity systems. As cybercriminals become more sophisticated, organizations must adopt advanced measures to protect against identity theft, account takeovers, and other forms of fraud. Panelists will discuss emerging fraud trends in 2025, including the role of AI and machine learning in fraud detection, and the increasing importance of biometric authentication and multi-factor authentication (MFA). The discussion will also cover how organizations can enhance their fraud prevention frameworks, real-time threat detection, and user verification techniques to stay ahead of evolving threats and ensure secure digital identity management.

Moderator:

Su Jella, Board Member, **Women's Tennis Foundation**

Panelists:

Didar Chy, Information Technology Security Architect, **Reserve Bank of Australia**

Krishna Bagla, Manager Cyber Security Operations and Implementation, **NSW Government**

Santanu Lodh, Chief Information Security Officer, **OFX**

Matt Slater, Customer Success Manager, **Ping Identity**

Sponsored by:



15:00

Demonstration Drive: Identity Innovation on Display

Get up close with the latest tools driving innovation in the digital identity space. In this interactive demo showcase, leading solution providers will walk you through their platforms—demonstrating how they enable secure identity verification, seamless user experiences, interoperability, and trust at scale. Discover real capabilities, ask questions live, and explore technologies that align with your organisation's digital identity goals.

15:15

Afternoon Break

15:45

Panel Discussion | Navigating Regulatory Challenges: Data Privacy and Compliance in Digital Identity

Focus on the regulatory complexities surrounding digital identity management, especially in the context of data privacy laws like GDPR and AML/KYC regulations. Panelists will discuss how organizations can ensure compliance with these evolving regulations while balancing the need for secure and seamless digital identity solutions. Key challenges such as data protection, cross-border data flows, and managing consent will be addressed, along with practical strategies for navigating the regulatory landscape to avoid penalties and build trust with users.

Panelists:

Kritika Joon, Project Manager - Digital Identity Program, **icareNSW**

Jasmeen Grover, Group General Manager - Resort Guest Innovation & Compliance, **Crown Resorts**

Revolutionizing Identity: Exploring Emerging Technologies in Digital Identity

16:25

Case Study | Preparing for Digital Verifiable Credentials

In this talk, learn about the core concepts behind digital verifiable credentials, how they work, and what they mean for businesses and consumers. Brian will also share some insights from Service NSW pilot programs to help you get ready for this shift.

Presenter:

Brian Lee, Principal Solution Architect, Digital Identity and Verifiable Credentials programme, **Services NSW**

16:55

Chair's Closing Remarks | Ruth Santangelo, Director - Data, Digital and Automation, **Optus**

17:00

Networking Reception



MAIN CONFERENCE DAY 2 - AGENDA

Wednesday, 10 September 2025

08:55 Chair's Opening Remarks | **Ruth Santangelo**, Director - Data, Digital and Automation, **Optus**

Interoperability & Standardization in Identity Systems

09:00 **Cross-Industry Leadership Panel | Ensuring Seamless Identity Integration Across Government & Enterprise Systems**

This panel discussion will address the challenges and strategies for ensuring seamless identity integration across government and enterprise systems. Panelists will explore the importance of interoperability between public and private sector identity systems, focusing on how standardized frameworks, APIs, and shared protocols can facilitate smooth integration. They will discuss real-world examples of cross-sector collaboration, the role of digital identity in public services (such as e-government and national IDs), and the security implications of integrating these systems. The conversation will also cover the regulatory and compliance considerations involved in large-scale identity integration, as well as best practices for ensuring both security and user convenience.

Panelists:

Surjeet Singh, Head of Information Security -Identity & Access Management, **Rest**

Igor Janicijevic, Principal Engineer - Digital Access Platform, **NAB**

09:40 **Leveraging Common Identity Standards for Cross-Organisation Integration**

This session will cover how common identity standards enable different organizations across diverse industries to integrate identity solutions across multiple platforms (e.g., mobile, web, and cloud) and use-cases (e.g. B2B, B2C, and B2E). In this session we will discuss the challenges and vendor agnostic solutions for achieving single sign-on (SSO), identity federation and secure data exchange across ecosystems, whether for public sector services, banking platforms, or patient portals.

Presenter:

Igor Janicijevic, Principal Engineer - Digital Access Platform, **NAB**

10:10

Customer Identity and Access Management – An Inside Look

This session explores the foundational components of an enterprise-level, API-based Customer Identity and Access Management (CIAM) system from a vendor-neutral perspective. It offers insights into how each element—ranging from authentication and authorisation to user management and API integration—contributes to enhancing both the functionality and security of the overall system. Attendees will gain a practical understanding of how to approach CIAM design and implementation in a scalable, secure, and future-ready manner.

Presenters:

Rupesh Ramanchandran, Head of Technology, Digital Identity & Access, **NAB**

Igor Janicijevic, Principal Engineer - Digital Access Platform, **NAB**

10:40

Morning Break

Empowering Users: The Future of Digital Identity & Privacy

11:10

Panel Discussion | Ethical considerations in digital identity

This panel discussion will delve into the ethical considerations surrounding digital identity, bringing together thought leaders, ethicists, and industry professionals. Panelists will explore critical topics such as data privacy, consent, the potential for surveillance, and the ethical use of biometric data. They will examine the balance between security and individual rights, focusing on ensuring that digital identity systems are transparent, inclusive, and equitable. The discussion will also address the ethical challenges posed by emerging technologies like AI and blockchain in identity management, and how organizations can design systems that uphold ethical standards while preventing misuse.

Panelists:

Joe Varkey, Principal Security Architect, **AIA Australia**

Chris Ong, Senior Manager – Identity and Access Management, **Insignia Financia**;

Jelika Pahwa, Chief Engineer, Customer Identity & Access Management, **Westpac**

Fatima Hoblos, Engineer - IAM, **Kmart Australia**

Combatting Identity Fraud: Strategies for Prevention & Mitigation

11:50 Panel Discussion | Regulatory & Legal Frameworks for Identity Fraud

This panel discussion will explore the evolving regulatory and legal frameworks for combating identity fraud, bringing together legal experts, compliance officers, and industry leaders. Panelists will discuss major regulations such as GDPR, CCPA, and PSD2, along with emerging digital identity laws and their impact on fraud prevention. Key topics include the challenges of prosecuting identity fraud, cross-border enforcement complexities, and the role of public-private partnerships in strengthening digital identity security. The discussion will also examine how organizations can balance security, privacy, and user rights while ensuring compliance with evolving legal standards.

Panelists:

Chris Ong, Senior Manager – Identity and Access Management, **Insignia Financial**

Kritika Joon, Project Manager - Digital Identity Program, **icareNSW**

12:20 AI and machine learning in fraud detection

This session explores how AI and machine learning are transforming fraud detection in digital identity systems. It will cover the latest AI-driven techniques for identifying anomalies, behavioral biometrics, and real-time fraud prevention. Case studies will highlight how organizations are leveraging AI to combat identity fraud, account takeovers, and synthetic identities. Attendees will also gain insights into the challenges of AI-driven security, including bias, accuracy, and regulatory considerations. The session will conclude with an interactive discussion on the future of AI in fraud prevention.

Presenter:

Joe Varkey, Principal Security Architect, **AIA Australia**

12:50

Lunch Break

13:50 Panel Discussion | Identifying Insider Threats & Fraud in Identity Systems

This session explores the growing risk of insider threats in identity systems, covering types of threats, common attack methods, and real-world case studies. It will highlight prevention strategies like AI-driven monitoring, Zero Trust security, and privileged access controls. Legal and compliance challenges in addressing insider fraud will also be discussed, followed by an interactive Q&A session.

Panelists:

Aidan Turner, Manager - Identity and Access Management, **Downer**

Kiera Ferrel, Cyber Security Lead, **David Jones**

14:30 **Chair's Closing Remarks | Ruth Santangelo**, Director - Data, Digital and Automation, **Optus**