

Customer Report 2023



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Registered office

101 Molesworth Street
Lismore NSW 2480
1300 728 728

Auditors

Grant Thornton
KPMG

Summerland Bank acknowledges the Traditional Custodians of the land on which we live and work in Australia. We pay our respects to elders past, present and emerging, and acknowledge the ongoing connection that Aboriginal and Torres Strait Islander peoples have with Australia's land and waters.

Summerland Bank is a division of Summerland Financial Services Limited
ABN 23 087 650 806. AFSL 239 238. Australian Credit Licence 239 238.

Welcome from the Chair & CEO

We put customers first,
because our customers are
our owners.

John Williams,
CEO



Loan growth

10.8%

Assets as at 30 June 2023

\$1.048 bn

Contribution of net profit to community

5%

New customers

900

Became



Welcome to the 2023 Customer Report. On behalf of the team, thank you for your continued support.

We are excited to announce that we are changing our name from Summerland Credit Union to Summerland Bank, and this change will take place from 1 November 2023. This is a big step for us and for you, our valued customers.

Importantly, while we'll have a name change and we'll look a little different, some things will not change. Summerland Bank will still be owned by its customers and run by people who live in the community. We are still offering more of what our customers want, and continuing to live our mission to provide better banking and stronger communities.

We want to assure you that we will continue to help people realise their potential as individuals, families, business owners, and members of thriving and connected Northern Rivers NSW and southeast Queensland communities.

We want you to know that this decision was not made lightly. Independent research has shown that 61% of Australians don't know what the difference is between a credit union and a customer owned bank.

Younger Australians are also less likely to understand what a credit union is and for a financial institution with an average customer age of 54 years, we believe that by changing our name to a bank we will be able to attract the next generation of people that will enable us to serve you better into the future.

We understand that you may have some questions or concerns about this change and we will be happy to answer any questions you may have. If you'd like to share, please email us on info@summerland.com.au or call us on 1300 728 728.

Summerland is a braver kind of bank — owned by customers, operated by locals, and driven by purpose.

The Year in Review

This year Summerland has continued to see a number of changing circumstances that include flood affected communities continuing to re-build their homes and livelihoods, higher inflation leading to an increased interest rate environment, a slowing property market, rising labour and supplier costs and massive data breaches in Australia. We have navigated these challenges and continue to support our customers and community.

The Customer Report that follows represents the period 1 July 2022 to 30 June 2023, where we'll share our financial performance, highlights and plans for the years ahead under our key strategic framework pillars. We hope that reading this report provides you with a clear understanding of the actions we have taken to support our customers, our people and our communities.

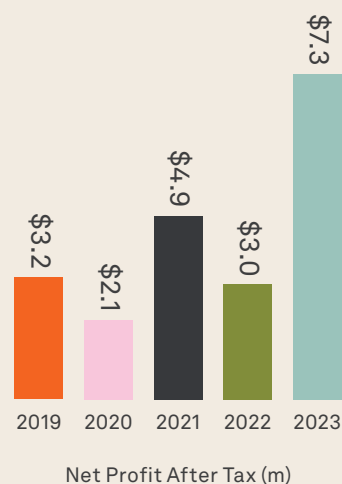
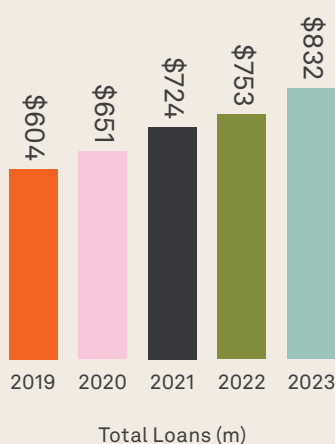
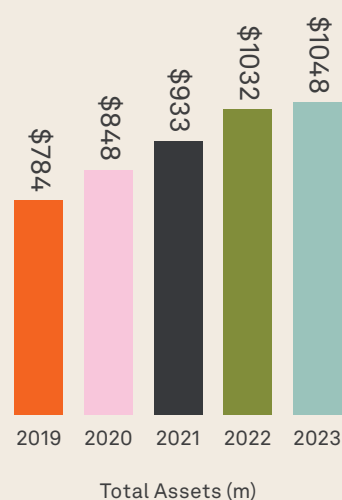
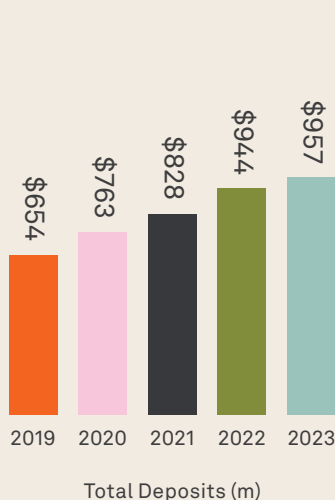
Strong and solid growth

We continued to successfully deliver on our strategy and grow strongly. We experienced solid growth across lending, deposits and assets. A key highlight is a remarkable 10.8% surge in loan growth, particularly given the year that has unfolded with interest rate volatility in the market, competition for retail and wholesale funds, and our readiness for transformational projects set to take shape in the next financial year. We recorded a net profit after tax of \$7.265 million for the year and reached \$1.048 billion in total assets. This year demonstrated our resilience and adaptability in managing risk and strong performance while also

investing in digital transformation and innovation to meet the changing needs and preferences of our customers.

A record 900 new customers joined Summerland in 2023 growing our customer base by 3.4% to 27,205 customers. While we are attracting many new customers the average age of our customer base is higher than the Australian and Northern Rivers average.

Summerland has been a vital part of the Northern Rivers NSW and regional communities since 1964. From early days as a credit union, now to a purpose-driven and B Corp certified bank.



Our impact on our people, our community and environment

We recognise that our success is not only measured by our financial performance but also by our impact on our people, our community and the environment. In 2023 we are proud to have become a B Corp certified bank, demonstrating our commitment to meeting the highest standards for social and environmental performance – being a responsible corporate citizen. Summerland has a long history of integrating sustainability practices into our business. We exist for the benefit of our customers and the communities we service. Our ESG (Environmental, Social and Governance) principles give guidance to ensure we maintain a focus on good practices, while delivering the best possible service and support to our customers and our communities.

Giving back to the community is a key component of our ESG commitment, and an integral part of the customer philosophy. In 2023 we were thrilled to have contributed 5% of our after-tax profit back into community. We have achieved this in several ways; through donations, sponsorships, our vulnerable people's program, financial literacy education, and incentivised eco home loan products to support customers to build energy efficient homes. We have continued to support flood impacted customers by providing payment relief on home loans, free redraw on all home loans, free replacement cards and cheque books, waiving fees for restructuring business loans and accessing term deposits early. Our staff have reached out to our customers who were coming off low fixed rate loans to assist them with finding the best possible

product to provide some relief during the rising interest rate environment.

Challenges

The banking industry has witnessed rapid changes due to the emergence of new technologies and digital platforms such as artificial intelligence, blockchain, cloud computing, big data analytics, mobile payments and peer-to-peer lending. These innovations have enabled banks to improve their efficiency, customer service, product diversification and market reach, as well as to reduce their operational costs and risks. However, they also pose new challenges and threats for banks, such as cybersecurity risks, data privacy issues, regulatory uncertainty, and increased competition from fintech firms and non-bank players. Sadly, incidents of customers being impacted by external fraud and scams continue to rise, with scammers consistently finding new ways to defraud many Australians.

Our team works tirelessly to mitigate the risk of fraud, to notify customers of suspicious transactions and to offer support to those who have been victims of fraud or scams.

As part of our commitment to protect our customers from fraud and financial crimes, Summerland has invested heavily and taken significant measures to enhance our security and prevention capabilities. Some of these measures include investment in a new transaction monitoring system, creating a new position, and appointing a Senior Analyst – Financial Crimes.

These measures will help us maintain a high level of trust and security for our customers, and we thank you for your continued support and cooperation.

Our customers are embracing digital banking in ever-increasing numbers, which is also driving an increase in the number of times they transact with us. We expect changes to digital banking to accelerate as more people choose to do their banking online and as technology improves.

While digital and online technologies offer many advantages to our customers, we acknowledge customers also appreciate our branch network. The temporary banking hub at Lismore University continued to support the Lismore community up until December 2022 and we have developed refurbishment plans for the head office in Lismore and upgrades to our Ballina and Bangalow branches which will be completed by mid-2024.

We know that when it comes to making life changing decisions our customers want both great online channels, as well as access to a great branch network. It is expected in the coming years that there will inevitably be changes to our branch network to provide the optimal mix between digital and physical services.

In 2023 the team was committed to develop and launch an innovative new ten-year strategic framework to enable us to build on our strengths, identify areas for improvement and align actions with our vision to be Australia's most successful customer-owned bank. The strategy will enable us to anticipate and respond to changing market conditions, customer needs, and the regulatory environment to provide better banking and stronger communities.

Leadership and Board changes

This year we saw a number of changes to our Board and the creation of a new role on the Executive team – Chief Customer Officer.

We express our sincere appreciation for the leadership and dedication of Katrina Luckie, who stepped down as Board Chair in May 2022 to facilitate a smooth transition before her retirement from the Board in November 2022. Katrina was a valuable contributor to the organisation with her strong advocacy and strategic skills and her commitment to environmental sustainability. She will be greatly missed.

Thanks also to David Bergmark for his valuable contribution to the Board. David played a key role

in guiding the organisation with his expertise in risk management solutions. We are grateful for his service and wish him success in his future endeavors.

We were delighted to announce that Rob Hale joined Summerland as a new board director. Rob is a seasoned fintech leader and C-Suite technology executive, with over a decade of experience in the customer-owned banking sector.

In April 2023 we welcomed Kylie Kneale to the position of Chief Customer Officer. Kylie has over 20 years' experience in marketing and growth across banking, fintech's and software. She has held executive roles at leading software companies and B Corp certified organisations. Kylie brings significant experience and expertise to the team, and we're thrilled to have her on board.

In closing, on behalf of the Board and our team we are extremely grateful to our customers, partners and communities for their continued loyalty and support.



Colin Sales, Chair



John Williams, CEO

John Williams,
CEO

Colin Sales,
Chair



Our Strategy, purpose and values

The strategy and performance of our organisation sees Summerland in a strong position as we consider our future strategic aspirations.

The ten-year strategic framework communicates our purpose to provide 'better banking, stronger communities, 'to be Australia's most successful customer-owned bank'.

The strategy continues the use of 'Objectives and Key Results' (OKR) framework which has proven successful in aligning effort and initiatives across the whole organisation in pursuit of strategic objectives.



Our Purpose

why we are here

Better banking, stronger communities

Our Vision

what we want to achieve

To be Australia's most successful customer-owned bank

Our Values



Default to
positivity



Be brave



People
matter most



Make
others proud



Keep it
simple

Our Strategy

To fulfil our purpose and achieve our vision the strategy will be delivered through five strategic pillars:



Growth

A growth-focused business that achieves consistent above-market performance.



Brand

A purpose-led brand that people want to be a part of.



Transformation

Reimagining how we can deliver meaningful outcomes for ourselves, our customers and communities.



Sustainability

Enhance and ensure Summerland's leadership in sustainability.



People

A team of engaged and high performing people.



Our customers are more than a number. They are the reason customer owned banks exist.

Who we are

This year's highlights have been working on our name change and developing a new brand identity and colour that will truly reflect and communicate who we are and what we stand for.

Summerland Bank

The Summerland Bank brand is more than just a logo. It encompasses the essence of who we are and what we stand for. It embodies our mission, vision, and the unique experiences we deliver to our customers.

Our logo design represents the Northern Rivers tributaries, symbolic meanings for movement, life, and continuity. And our colours represent our deep appreciation of the natural world around us.

The community knows Summerland staff and their families; they see them at the Casino Beef Week, in line at Henry's Bakery, and celebrating in the parade at the Lantern Festival.

And it's not just the fair-weather things either.

They will also see them helping out when a car has come off second best against a pesky pothole, when floodwaters rise and threaten the community, or when a local hero has fallen on hard times.

Summerland is Northern Rivers NSW through and through. These parts are in our blood; its waterways, its wildlife, the weird, and the wonderful — Summerland embraces it all.





Summerland depends on the community it serves, and the community depends on Summerland to provide quality banking services.

In a world that seems to be more 'help yourself' with every passing year, Summerland will never stop helping others. From those just starting out to retirees looking to enjoy their twilight years, and to the businesses working hard to create a thriving local economy — Summerland has supported the local community to thrive for nearly 60 years.

Our team has put a lot of effort into designing the new brand and logo which is really fresh and modern. We are proud of the results and we hope you will enjoy them too.



Community

Investing in our shared success

Summerland is proudly located across Northern Rivers NSW and its regional communities where we, live, eat, work, drive, shop, and send our kids to school. A thriving community is central to Summerland's vision and benchmark for success.

Summerland is the people's bank, serving its local community and together, making it stronger. Summerland Bank operates on the principles of reciprocity. Our customer's invested wealth enables us to invest back into our shared community; the people, spaces and places that make up our unique pocket of the planet. And as part of our commitment to being visible and contributing members of the local community, we offer in-branch banking across the region,

employment for 100+ staff, and support local businesses, charities, clubs, and community associations in the region.

Beyond our geography, we believe this community is unique — with its own needs, challenges to overcome, and triumphs to celebrate. It is made up of a shared sense of identity, while bringing together diverse experiences and perspectives. What unites us is place, and a shared commitment to cultivating a thriving local community.

Above all, we look after one another because it's the right thing to do, and it's what we've always done. Summerland Bank believes in the power of putting banking back into the hands of the community where we can return value to stakeholders, share in a long-term community vision, and provide meaningful investment into our region — what's good for our community is good for our business.



This year's highlights



Contributed 5% of our net profit to our communities.

Through a number of initiatives including sponsorship, volunteering, education, flood support and vulnerable people's program.



Provided financial support to plant fruit trees at the Wardell Community Village.

A site that includes 51 temporary housing units to support approximately 200 adults and children from homelessness.



Sponsored and participated in local community events.

Provided free games and activities at the Grafton Show, Mullum 2 Bruns Paddle, The Bangalow Billycart Derby, Casino Beef Week, Love Lennox Head Festival, Duck Pond Party and lantern decorating at the Lantern Parade.



Provided sponsorship support to

Kyogle Beef Bonanza, Nimbin Aquarius Festival, Lismore Gemfest, Currumbin Wildlife Hospital and Bangalow Koalas.



Provided financial literacy information to a number of schools.

Including *Give them a chance* foster program, the Bangalow Men's Shed & Wollongbar Garden Club to share information about online fraud and cyber security.



Celebrated the graduation of our scholarship recipient Timmy Harding.

We also provided a new three-year scholarship to Luke Elley as a founding partner of Southern Cross University's Rising Stars program where we have been helping local students with their studies since 1994.



We worked with the Department of Education to provide information about careers at Summerland.

Encouraging our youth to stay in the region instead of moving to other areas in search for training and employment.



We learnt a lot about what it's like to live with a disability, in an able-bodied world.

By participating in a fabulous game of wheelchair basketball as part of the 'No Limits' education event conducted by Social Futures.

Sustainability

Putting people and planet first, now that's brave

A local and personalised kind of banking, one with your best interests at heart — now that's brave. A bank that truly exists for the benefit of customers and the communities we serve — now that's brave. A bank with strong and transparent Environmental, Social and Governance principles — now that's brave. Summerland Bank does a lot of things that are brave, and it's what our customers love us for.

The first financial institution to achieve Gold Partner accreditation in the Sustainability Advantage Program, we are fast becoming carbon neutral and are committed to minimising our footprint in the region we serve. Recently certified as a B Corporation — meeting high global standards of transparency, accountability and positive impact — this independent third-party verification shows that we mean business when we put people, communities, and the planet first.

As part of our commitment to developing a more sustainable world, we do not invest in a whole lot of nasty things (weapons, animal export, fossil fuels, tobacco or gambling).

At Summerland Bank, we are also proud of all the things we do. We do invest in projects designed to protect and preserve our natural heritage. We actively pursue environmental and socially sustainable business practices. We go beyond the traditional definition of sustainability to make sure we are growing ethically and to provide a braver banking alternative long into the future. Our head office is using 100% green energy now and while this did initially increase our power costs the benefits will far outweigh the cost.

Our approach is driven by a desire to do the right thing and to ensure we have a framework that is relevant, comprehensive and supports our overall direction through ongoing research, planning and reporting.

Our ESG commitment has been aligned to the United Nations' Sustainable Development Goals (UN SDGs), the universal call to action to end poverty, protect the planet and ensure all people enjoy peace and prosperity. The SDGs are a collection of 17 interlinked global goals designed to be a blueprint to achieve a better and more sustainable future for all.

Summerland has aligned to four of the UN SDGs, Gender Equality; Decent Work and Economic Growth; Sustainable Cities and Communities; and Climate Action.

This year's highlights

We launched our new 10 Year Strategic Framework 2023-2033

Supporting our growth with a commitment to purpose, ethics, accountability and transparency.

Pursued B Corp certification

Demonstrating our commitment to being a responsible corporate citizen. This certification, granted by the non-profit organisation B Lab ensures companies meet rigorous social and environmental performance standards.

Unlike other certifications for business, B Corp certification measures a company's entire social and environmental impact.

- Social impact – means the effect on people and communities that happens as a result of an action or inaction, an activity, project, program or policy.
- Environmental – means any effect caused by a given activity on the environment, such as human health, soil, air, water, climate or landscape.



1

Governance

Commitment to purpose, ethics, accountability and transparency



2

Workers

High quality jobs with dignity and purpose



3

Environment

Healthier land, air, water and habitat



4

Community

Reduced inequality through local economic development and fair trade supply chain



5

Customers

Long-term values-aligned relationships
Products and services that serve and empower people in need

Certified



Corporation

B Corp is a certification granted by the non-profit organisation B Lab to companies that meet rigorous social and environmental performance standards

Transformation

Banking the way it should be

Back in 1964, the people of the Northern Rivers community were looking for a more flexible, approachable and responsible banking alternative. Out of this desire, Summerland Credit Union was born. Fast forward to 2023 and whilst the world looks very different, some things have not changed. Summerland Bank is still owned by its customers and run by people who live in the community.

We are still offering more of what our customers want, and living our mission to support people to realise their potential. We don't see the future of banking as branchless, faceless, soulless. Summerland Bank sees the future of banking returned to communities. As something we can co-create with our customers — with good old-fashioned customer service and all the bells and whistles of a modern bank.

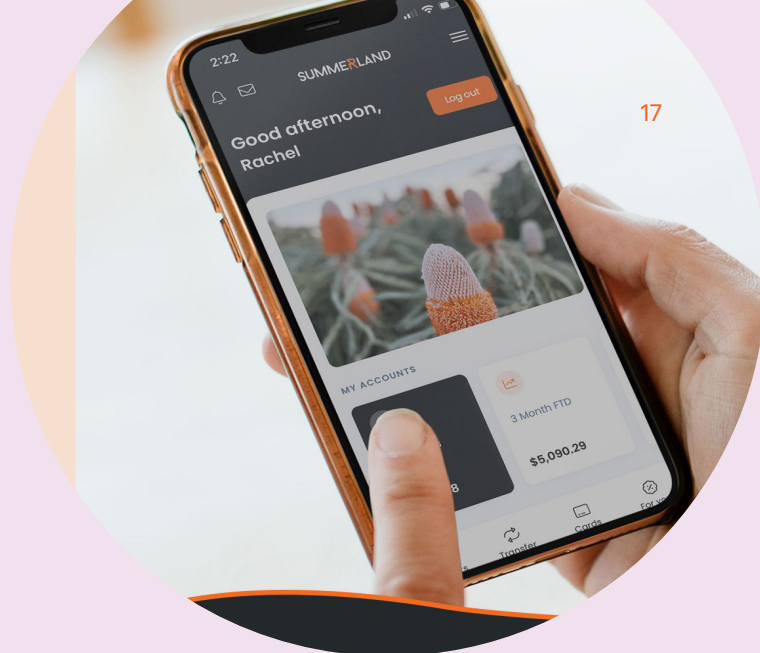
In this digital age, we are committed to branches. We have not, and will not, outsource call centres overseas. And when our customers contact us, they can rest assured they will speak to someone who knows and loves this community as much as they do.

It's our 'why' that makes it possible for us to be brave, because Summerland Bank's goal is not to create profit for shareholders but to create shared value for our community.

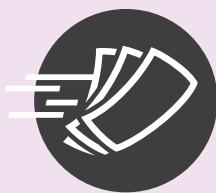


Planning a trip overseas?

Tell us your travel arrangements so you're not flagged for any fraudulent activity.



This year's highlights



Implemented new and enhanced Anti-Money Laundering/ Counter Terrorism Financing (AML/ CTF) detection systems

Helps us identify and report suspicious activities and transactions.



Increased staff in Financial Crimes

Staff are trained and experienced in handling fraud and financial crime cases and providing support to our customers.



Delivered scams awareness sessions to community groups

We shared tips and advice on how to avoid becoming a victim of fraud and scams.



Launched a new and improved banking app

We increased security and improved the digital banking experience.



Sheets of paper* per staff member

2023 – **2876**
2022 – **2502**
2021 – **3561**
2020 – **4944**
2019 – **4868**



Kwh Energy used /FTE staff member

2023 – **1968** (with greenpower. Without greenpower is **3095** Kwh).
2022 – **3365**
2021 – **3787**
2020 – **3868**
2019 – **4550**



Litres of fuel per staff member

2023 – **34**
2022 – **47**
2021 – **51**
2020 – **54**
2019 – **94**



Air travel KMs per staff member

2023 – **1104**[^]
2022 – **313**
2021 – **52**
2020 – **352**
2019 – **1319**

*All our paper is certified carbon neutral under the National Carbon Offset Standard Carbon Neutral program.

[^]Increase due to easing of COVID travel restrictions.

People

Owned by the people, operated by the people

The team at Summerland is, and always has been, an extension of the community in which it operates. From the kind, knowledgeable, skilled, and approachable branch staff, to the customer service voices over the phone — we are always in the customer's corner.

Summerland was created to strengthen and support the local community; founded on a belief in the power of the collective. We share in the experiences, events and challenges of our customers, because we are our customers, we are our community.

This year we were thrilled to support our community through a number of sponsorships and donations and participation in community events.

Being customer-owned, our customers are our co-owners and our neighbours, and our team understands that strong communities rely on strong relationships. At Summerland we believe that providing high-quality customer experience is an inside job, meaning our team is well cared for, so that they are best placed to care for our customers.

Summerland Bank strives to be a great employer and an example to other businesses in our region, showing how to be a purpose-led business and create meaningful employment opportunities for locals.

We recognise that our people are our greatest asset, and a high performing workforce is essential to achieving our strategic goals and exceeding the needs and expectations of our customers and stakeholders.

As identified through the annual engagement survey, the team engagement levels have declined compared to last year. We have learned from talking to the team that reasons, such as losing staff who relocated after the floods and difficulty finding replacements, have impacted on resourcing levels. We will work to improve this result through hiring, training and introducing a new rewards and recognition program.





Summerland works with high performing and values-aligned members of the local community who understand what impacts their neighbours and how we can best support them. We are nimble, empathetic, proactive, and effective — always there to support our community through both prosperous and challenging times.

Across the organisation, we aim to service and strengthen a community that is equitable, cares for one another, and believes in the power of the collective.

Governed by a Board of Australian Directors and led by our Chief Executive Officer and Executive Team along with 106 staff who are based in the Northern Rivers of New South Wales and the Southern Gold Coast region.

People Matter Most at Summerland with diversity, equality, and inclusion (including gender equality) an important commitment to our people. This commitment aligns with our sustainability strategy and is supported by the Workplace Discrimination & Harassment Program.

Staff

106

Staff engagement

66%

Female to males ratio

74:32



Directors

We operate with good governance. Our Board and senior executives are committed to managing our business ethically and maintaining high standards of corporate governance.



Colin Sales, Chair
BCom, CPA, GAICD, FGIA,
F Fin

Director since June 2020

Colin Sales has extensive executive and non-executive director experience across a range of sectors covering banking, superannuation, government, education and disability services. He is a past Chair of the Mai-Wel Group, a large disability services provider. During his executive career Colin has held the positions of Chief Executive Officer of a regional credit union, and Chief Operating Officer at a national superannuation fund.

Board Chair 2022 - current

Member, Audit Committee

Member, Governance and Culture Committee



Jane Calder
BSc(Hons), GAICD

Director since June 2020

Jane has extensive experience in marketing, products and digital services in the financial industry. Jane has most recently held the role of Chief Product and Marketing Officer, Heritage Bank. Prior to this she has held senior roles in other financial services organisations including banking, investment and private health insurance companies. Jane was a Director on the Customer Owned Banking Australia (COBA) Board.

Chair, Risk Committee

Member, Governance and Culture Committee



Kevin Franey
FCA, CIA, CRM, RCA, GAICD

Director since November 2020

Kevin Franey is an Audit & Assurance Partner in a large regional accounting firm. Kevin has over 30 years of experience in the delivery of financial and internal audit services to credit unions, finance companies and other large corporate and government entities. Kevin also brings governance and risk management expertise as well as a comprehensive understanding of a range of business structures and operations to the Board of Summerland Credit Union.

Chair, Audit Committee



Sally Gibson

BEC/LLB(Hons)(Usyd), LLM(Hons)
(Cantab), MAICD

Director since August 2021

Sally is a legal consultant with extensive corporate and regulatory expertise. Sally was a partner of Debevoise & Plimpton LLP. She has strong understanding and experience in investment management and regulatory issues affecting the private equity and investment management sectors.

Chair, Governance and Culture Committee

Member, Risk Committee



Andrew Yost

BLegS, LLM, GradDipACG, FGIA,
FCG(CS, CGP)

Director since August 2021

Andrew is a lawyer, a chartered governance professional and a chartered company secretary. He has extensive experience in financial services, and spent 15 years as a senior executive at one of Australia's largest mutual banking organisations in the roles of General Counsel & Company Secretary and Chief Risk Officer. Andrew has also worked at partnership level in private practice and has held General Counsel positions in major corporations.

Member, Risk Committee

Member, Audit Committee



Rob Hale

BSc (Hons)

Director since September 2022

Rob is a current government and industry advisory board and committee member, fintech leader and C-Suite technology executive. He has extensive financial services experience in technology, consumer policy and data and analytics with over a decade of practical experience in executive technology roles, within the customer-owned banking sector.

Member, Risk Committee

Board Representative on Information Security Steering Committee

Executive Team



John Williams
Chief Executive Officer

MBA, GradCertBus,
AssocDipAppSc,
AssocDipEng(Elec), FACS,
FIML, GAICD

John has over 34 years' experience in the customer owned banking sector including executive roles at leading mutual banks and as the CEO of a financial services technology company. He has also owned a financial services management consultancy business. John believes strongly in the mutual banking model and has held Board roles in organisations including government primary health, community health, university education, and professional industry associations. He is deeply involved in the community and is a White Ribbon Accredited Partner. John has a passion for leadership and the development of people to deliver outstanding customer outcomes. He was awarded a Medal of Management Excellence by the Institute of Managers and Leaders. John was appointed as a Director of the Customer Owned Banking Association (COBA) in 2020 and elected to a second term in July 2023.



Sally-Anne Cumine
Deputy Chief Executive Officer

BBus (Acc/Fin), DipMgt

Sally-Anne has a career in banking spanning 30 years. She has gained extensive banking experience, in strategy, transformation, risk management, project management, IT and Cyber Security, as well as accounting and treasury operations, as the previous Chief Financial Officer for Summerland for 19 years. Sally-Anne has, and continues to, share her financial expertise with local and international organisations as a volunteer and a Board member. She is a passionate and engaging leader and was recognised early in her career as an Emerging Leader of the Mutual Industry. Having been raised and educated in the Northern Rivers, complemented with time spent in Sydney for work and university, her passion and commitment is to see the continued growth and success of our region and regional Australia.



Donna Kildea
Chief Operating Officer

BSocSci, CAHRI

Donna joined Summerland in 1999 when she took a position on the Board of Directors and in 2003 assumed the position of Chief Operating Officer. Donna has responsibility for People and Culture, Compliance, Property and Security, Payments, Anti Money Laundering/Fraud and Sustainability. Donna is passionate about human resource management and takes great pleasure in supporting staff in reaching their full potential, being a mentor to many. Donna is actively involved in the local community holding key positions, including as Board Member of the Northern Rivers Conservatorium of Music, member of the Northern Rivers NSW Business council and leadership positions in Toastmasters.



Susie Palmer
Chief Financial Officer

BBus, BIntBus, CA

Susie joined Summerland and the Banking industry 10 years ago having moved to the Northern Rivers from Sydney. Susie's focus and expertise at the credit union lie in managing finance and treasury operations. Susie has a high level of energy and motivation and brings a breadth of career experience spanning from multinational professional services to the wine industry. Susie's passions include sport, food and wine.



Adrian Watkin
Chief Risk Officer

BSc (Eng)

Adrian has 40 years' experience in financial services, predominantly in retail banking. Having undertaken a wide range of senior risk management roles in various organisations in Europe and the Caribbean, Adrian moved to Australia in 2008. Adrian relocated to the Northern Rivers and joined Summerland in November 2021, having most recently been head of Credit Risk for digital start up bank 86 400 in Sydney. Adrian relishes the opportunity to work with diverse teams and support the development and growth of individuals with them.



Kylie Kneale
Chief Customer Officer

BIntBus

Kylie has over 20 years' experience in marketing and growth across banking, fintechs and software. She has held executive roles at leading software companies and B Corps from start up to listed. Kylie is excited about customer owned banking and the potential for communities to develop solutions that serve their local needs, especially in the area of housing availability and affordability. Kylie is active in the startup community and enjoys supporting founders to scale their business. She has a passion for enabling a diverse and inclusive workforce and ensuring great talent is not left behind. Kylie was appointed to the Board of the Risk Management Institute (RMIA) in May 2023.



Damian Buchanan
Company Secretary

LLB, GradDipLegPrac, B.Sc

Damian joined Summerland in 2021 as the Compliance Specialist and was appointed to the role of Company Secretary in January 2023. Damian was admitted to legal practice in 2014 while working for Westpac in Sydney before moving to private legal practice in the Ballina and Grafton areas. Raised in the Riverina, Damian is passionate about regional Australia and its communities.



summerland.com.au