DEFINING THE FUTURE

"Education is the passport to the future, for tomorrow belongs to those who prepare for it now" Malcolm X

FCRC CONFERENCE 2017
11 - 13 October
The Convention Centre
The Mantra Lorne
35 Mountjoy Parade, Lorne

Premier Conference Partner
Commonwealth

Pamper Package Partner

Relax Lounge & Charge Bar

Gala Awards Dinner

CSR Partner

Gold Partners

Rank the Bartender

Supporters

Friday, 13 October 2017

8:30 AM Registration Opens
Welcome. If you have attended the other conference days, please head over to the registration table located just outside the convention centre to let us know you have arrived.

9:15 AM Disability Support Pension
Speaker: John Berill
Why is it that only 10% of applications for the Disability Support Pension are successful? Learn how financial counsellors can support their client and advocate with the medical profession to improve the chances of an application being successful.

9:40 AM Three sides of a coin
An incredible project that uses story telling and performance to increase awareness of the impact of problem gambling.

10:25 AM 5 mins with AGL

10:30 AM Have a break, have a quick snack
Take a break, stretch your legs, and enjoy a cuppa from one of our barista stations sponsored by esolvency and Slater & Gordon.

11:00 AM Energy & Water Ombudsman Victoria Cynthia Gebert
Energy debts continue to rise as prices increase. Financial Counsellors deal with these problems on a daily basis. Ombudsman Cynthia Gebert gives an overview of the energy market in Victoria and discusses the changes EWOV has seen over the last seven years with some reflections about the future landscape.

11:30 AM Thriving Communities Partnership
Speaker: Ciara Sterling
The name is different – has industry gone all hippy on us? Ciara Sterling explains one of the most important developments in industry hardship programs. With comments from Telstra & NAB.

12:10 PM 5 Minutes with ANZ - The Mantra Convention Centre

12:15 PM Express lunch - Mantra Convention Centre Pre-Function area
Enjoy a buffet lunch in the hotel restaurant, catch up with colleagues and consolidate the morning sessions.

1:00 PM A National Update with Fiona Guthrie
Celebrating the amazing achievements of financial counsellors and sharing tips from the National Toolbox.

1:20 PM Sayema’s Story - an update - The Mantra Convention Centre
Speaker: Rachna Bowman
The 2016 conference featured Sayema’s story; a story of courage and determination in the face of serious family violence. Financial counsellor, Rachna Bowman, provides an update on Sayema’s situation and changes in the past 12 months.

1:50 PM Australia’s Honest Conman - prepare to be amazed!
We know you want to go home, that is why we have kept the best till last! This show is AMAZING... highly interactive with just a little audience participation. We aren’t going to tell you too much, just that Nicholas is a master magician and Australia’s Honest Conman, using his skills for good. You won’t want to miss his show!

2:30 PM Conference close and prize giveaway
FCRC Chair closes the conference with a quick wrap of these three very busy days. If you are heading straight home - please drive safely. If you are lucky to be staying for the weekend - enjoy the delights of Lorne! See you in Melbourne next year.

FCRC Thanks the conference partners for their support.
Content is correct at time of printing.
Wednesday, 11 October 2017

Financial Counsellors Only

11:30 AM  Registration opens
The Mantra Conference Centre
Head to the registration desk to collect your name badge.

12:30 PM  Code Up!
Speakers: Althaina Agnew - EWOV
Rose-Marie Stiles - Code Compliance Monitoring Committee
Financial counsellors often forget about Codes of Practice as a major advocacy tool. There are four Financial Service codes that financial counsellors need to be familiar with and use in everyday financial counselling practice – Banking, General Insurance, Insurance Brokers and Customer Owned Banking. This session will explore the relationship of Codes to service provision, financial hardship, standards of professional conduct and dispute resolution that will provide better advocacy for your clients!

2:30 PM  Have a break, have a quick snack
Take a break, stretch your legs, and enjoy a cuppa from one of our barista stations sponsored by esolvency and Slater & Gordon and a gelato cup from Origin Energy.

3:00 PM  Barriers to making effective decisions
Speaker: Julie Agnew
Traumatic events are different for everyone. 4 significant events shape the way we (and our clients) respond to events - these are facts that impact on our clients and ourselves. This session explores the underlying psychology and physiology of trauma and assist you to better understand the dynamic of trauma informed practice, and improve your own health as well as your clients!

5:00 PM  AGM
Chair - Gary Sullivan
Make sure you stay to have a say in the direction of your peak association.

6:00 PM  Barefoot Bowl & Banter
Sponsored by Maurice Blackburn
Lorne Bowls Club
Time to let those feet loose, and enjoy some grass underfoot. FCRC welcomes you to enjoy an informal catch up at the end of the financial counselling PD day.

Located onsite - enjoy a few drinks, have a crack at the jack, hear a word from our conference partner and feast on a substantial assortment of canapés. Drinks at bar prices once located just outside the convention centre to let us know you have arrived. We are starting at Bar Sharp.

9:00 AM  Introduction from our MC – Gina Frampton
Make sure you are seated for the first session of the day, as we start promptly at 9am.

9:10 AM  Welcome to Country

9:15 AM  Official Welcome to Conference
FCRC Chair
Peter Gartlan - outgoing EO, FCRC
Sandy Ross - EO FCRC

9:25 AM  Official Opening
The Hon. Marlene Kairouz - Minister for Consumer Affairs, Gaming and Liquor Regulation

9:35 AM  Online betting - past, present and future
Speaker: Dr Sally Gainsbury
Online betting has become more popular than ever, increasing the risk of punters losing serious money by the metre the touch of their phone. In this key note address Dr. Gainsbury discusses the growth of online gambling and the role of social media, with some observations on service delivery responses.

10:15 AM  Have a break, have a quick snack
Take a break, stretch your legs, and enjoy a cuppa from one of our barista stations sponsored by esolvency and Slater & Gordon.

11:00 AM  It's time to go Speed Dating!
Experts come to you from industry, consumer advocacy groups, ombudsmen and regulators. Back by popular demand. Get up close and personal with our speed daters, bring your burning questions and discuss pathways to improvement.

12:30 PM  Victorian Responsible Gambling Foundation
Speaker: Louise Glanville
Louise Glanville is the newly appointed CEO of the VRGF.
In this address, Louise will chart the vision of the organisation and the role financial counsellors play in assisting people negatively impacted by gambling.

12:50 PM  Meet our Major Conference Partner - Commonwealth Bank
Chair - Cameron Dwyer
The head of CBa’s hardship programme tells us about the impact of Rank. The Bank in 2013, the changes that have been implemented as a result and why working with FOS is crucial to their hardship policies.

1:00 PM  Lunch in the Mantra Restaurant
Enjoy a buffet lunch in the hotel restaurant, catch up with colleagues and consolidate the morning sessions.
Weather permitting, sit out on the beautiful lawns and enjoy the sunshine.

Thursday, 12 October 2017

8:00 AM  Registration Opens
Welcome. If you did not collect your name badge on Wednesday, please head over to the registration table located just outside the convention centre to let us know you have arrived. We are starting at Bar Sharp.

9:00 AM  Session Break

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Thursday, 12 October 2017 cont...

BREAKOUTS 2.00 - 3.30PM
This session will attract 1.5 PD points

PD 1  The NDIS, taking care of our most vulnerable.
The Mantra Convention Room 1
Speakers - David Craig, VALID, Siobhante Maurice Blackburn
Chair - Kim Hulter, Financial Counsellor
This session will focus on what the NDIS means to clients of financial counselling. Understand the terminology, how the scheme works, the benefits to consumers, the risks of scams and how financial counselling can play a role.

PD 2  Language, messaging and Advocacy
The Mantra Convention Room 3
Speaker: Jonathan Brown CALC
Chair - Colin Hertz, Financial Counsellor
We change lives every day, but the marketing of commercial services continues to drown our messages out. What can we do to cut through the noise and promote the benefits of financial counselling and consumer advocacy? Join Consumer Action’s Communications Manager Jonathan Brown for the latest in language and messaging research and practical tips on how to craft compelling messages.

PD 3  Working in the bush - regional & rural financial counselling services speak
The Mantra Convention Room 2
Speaker: Rhonda Mahoney, Christine Jones, Michelle Pedbury
Chair - Colin Handreck
Join a cross section of financial counsellors and agency managers that work in regional and rural Victoria talk about services, challenges and work in their communities. Is the work different to their city cousins? Are the local issues? You never know. You might be inspired to work there!

PD 4  Bankruptcy and Garnishee
Heritage Room 2
Speakers: Aris Zafiriou
Chair - Ian Liddell, Financial Counsellor
Join Aris Zafiriou from the ATO as he outlines the responsibilities of the Commissioner of Taxation in relation to garnisheeing individuals who are bankrupt. We’ll walk through a few real-life examples where this occurred, look at the policies and procedures that inform the decision-making process.

PD 5  FOS approach to financial elder abuse and family violence cases involving joint liabilities
Heritage Room 3
Speaker: Anna Mandoki & Geoff Bant - FOS
Chair - Donna Lobrutto, Financial Counsellor
Benefit from a birds-eye view of the issues crossing the Banking & Finance Ombudsman’s desk – how is the Financial Ombudsman Service views financial elder abuse, the warning signs and how financial businesses should be responding. Understand the issues that may arise with credit facilities or transaction accounts entered into during a relationship, including when family violence or financial abuse is a factor.

3:30 PM  Have a break, have a quick snack
Take a break, stretch your legs, and enjoy a cuppa from one of our barista stations sponsored by esolvency and Slater & Gordon and a gelato cup from Origin Energy.

4:00 PM  5 Minutes with Briar Hall from Energy Australia

4:05 PM  The industry response to Rank the Telco Report with Optus, Telstra and Vodafone
Speakers: Dean Fraser - OPTUS, Robert Morvich - TELSTRA, Richard Gannon - VODAFONE
Chair - Sue Fraser, Senior Manager Kidman.
Much has been written and said about FCRC’s Rank the Telco Report. Join Sue Fraser in this interesting discussion and hear from these industry giants, what they identified as the key issues and how they are responding.

4:35 PM  Meet the Telecommunications Ombudsman
Speaker: Judi Jones
A great opportunity to hear from Judi Jones the industry’s independent umpire and where she sees the TIO heading into the future.

4:55 PM  A conversation with Scott Pape - The Barefoot Investor
Chair - Peter Gartlan
For most of us, Scott needs no introduction. He is known as one of the best communicators of financial matters, using a no-nonsense approach and easy to understand terminology.
In this session, Scott tells us all about what he has learned and ignites us with his passion.

5:15 PM  It’s a wrap, with Gina
Speaker: Gina Frampton
Gina gives us a quick summary of the day’s sessions, before some free time to get ready for the Gala Awards Dinner.

7:00 PM  Pro-dinner drinks
Mantra Reception area

7:30 PM  FCRC Gala Awards Dinner - Sponsored by Credit Corp.
The Mantra Convention Centre
It’s time to let your hair down! Enjoy a beautiful three course meal as we celebrate the achievements of our colleagues.
The evening will feature the awarding of the Jen Perriand, Virginia Noonan and Rising Star Awards. Entertainment will feature live music by The Craig Francis Band (who featured at our 2016 dinner), and yes they take requests! So get your glad rags on and your dance shoes packed for a great evening of fun!