



FINANCIAL COUNSELLORS'
ASSOCIATION OF NSW INC



IN THE SPOTLIGHT CONFERENCE *2022*

ONLINE CONFERENCE PROGRAM [Register](#)

14 - 16 September | *Novotel Sydney Brighton Beach*

IN THE SPOTLIGHT CONFERENCE 2022

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It's been three long years since we've held a face to face conference and we're looking forward to seeing you all again.

This year our conference spotlights the work of financial counsellors across NSW. With the ever-increasing rising cost of living, the impacts of COVID and natural disasters and the growing complexity of client situations the need for financial counselling has never been greater.

The conference program will highlight the major issues impacting the financial counselling sector and draw on members experiences and expertise to face the challenges ahead.

We invite you all to join us at our conference to showcase and highlight the challenges and achievements in the financial counselling sector in NSW.

CONFERENCE SPONSORS

Social Responsibility Partner	Time Out Pampering Partner	Networking Partner	Working Lunch Partner
	 Commonwealth Bank		Transurban 
Café Partner	Gold Partners		Lanyard Partner
	 afca Australian Financial Complaints Authority	 agl	
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 Commonwealth Bank	 OPTUS	 shaw gidley insolvency reconstruction	 Energy & Water Ombudsman NSW
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**Fair
Trading**

FCAN appreciates the financial support provided by the Financial Counselling Services Program administered by NSW Fair Trading.

IN THE SPOTLIGHT

CONFERENCE 2022

PROGRAM Day 1

Wednesday, 14th September 2022 (5 CPD Points)

8.15am	Registration Opens		
9.00am-9.20am Endeavour Ballroom	Welcome to Country – Brendan Kerin, Metropolitan Local Aboriginal Land Council Conference Opening Address – Natasha Mann NSW Fair Trading Commissioner IN THE SPOTLIGHT - A Day in the Life of a Financial Counsellor		
9.20am-10.30am	Struggling households and the rising cost-of-living in NSW Presenters: NCOSS; Leo Patterson Ross, CEO Tenants Union of NSW; and Kylie Holford, FCAN Director		
10.30am-11.00am	Morning tea in Exhibition Hall		
11.00am-12.00pm Endeavour Ballroom	Client mental health issues impacting decision making Presenter: Dr Wayne Warburton		
12.00pm-12.30pm Endeavour Ballroom	Financial Wellbeing projects and research Presenter 1: Kieran Keane, Beyond Blue Presenter 2: ANZ's Financial Wellbeing researcher		
12.30pm-1.30pm	LUNCH OPTIONS		
	Sirius Room Transurban Tolling Debts Working Lunch	Exhibition Hall Buffet lunch	Endeavour Room 3 FCAN Agency Manager and Team Leader lunch
1.30pm-3.00pm	CONCURRENT SESSIONS		
	Endeavour Room 1 Creditor speed dating and negotiations This session is for new members and members seeking to improve negotiation skills.	Endeavour Room 2 Financial counselling case conferencing followed by NewAccess for Small Business Owners Presenters: Anne Holmes, Louise Cormie and Chris Heckenberg plus Kieran Keane from Beyond Blue.	Endeavour Room 3 Problem Gambling - counting the cost Presenters: Alison Parkinson A/Director, Office of Responsible Gambling and Jodie Rollason
3.00pm-3.30pm	Afternoon tea in Exhibition Hall		
3.30pm-5.00pm Endeavour Ballroom	Special guest performance		
5.00pm – 5.15pm	FCAN AGM		
6.30pm-10.30pm	Conference Dinner – Endeavour Ballroom Novotel Brighton Beach		

IN THE SPOTLIGHT

CONFERENCE 2022

PROGRAM Day 2

Thursday, 15th September 2022 (5 CPD Points)

8.30am	Registration Opens		
9.00am-10.30am Endeavour Ballroom	Updates from AFCA, EWON and TIO on the major issues impacting the sector FCA Update		
10.30am-11.00am	Morning tea in Exhibition Hall		
11.00am-12.30pm Endeavour Ballroom	ALL THINGS SUPER Presenter: Xavier O’Halloran – Director – Super Consumers Australia		
12.30pm-1.30pm	LUNCH OPTIONS		
	<u>Exhibition Hall</u> Buffet lunch	<u>Endeavour Room 3</u> Lunch for new members	
1.30-3.00pmpm	CONCURRENT SESSIONS		
1.30pm-2.15pm	<u>Endeavour Room 1</u> Nothing could go wrong: Power of attorney and financial management masterclass Presenter: Patrick Hourigan Assistant Principal Solicitor, Mid North Coast Legal Centre	<u>Endeavour Room 2</u> Cryptocurrency and contracts for difference Presenter: Australian Financial Complaints Authority	<u>Endeavour Room 3</u> (1.30pm-3.00pm) Bankruptcy for beginners Presenter: Betty Weule This concurrent session runs for 90 minutes from 1.30pm to 3.00pm
2.20pm-3.00pm	<u>Endeavour Room 1</u> Everything has gone wrong!: Options when assisting a victim of financial elder abuse Presenter: Patrick Hourigan Assistant Principal Solicitor, Mid North Coast Legal Centre	<u>Endeavour Room 2</u> Buy Now Pay Later and wage advance products. Presenter: Financial Counsellor Peter Thompson and Marianna Zaunders Senior Solicitor from Financial Rights Legal Centre	
3.00pm-3.30pm	Afternoon tea in Exhibition Hall		
3.30-4.15pm	<u>Endeavour Room 1</u> NSW Prisons Pilot information session Find out about this new financial counselling initiative and how you can be a part of the pilot. Presenter: Alice Lin Financial Rights Legal Centre	<u>Endeavour Room 2</u> Assisting small business owners in financial stress Presenter: Peter Harris and Nick Georgiou from the Financial Counselling Small Business Debt Helpline	<u>Endeavour Room 3</u> An introduction to Debt Recovery Presenter: Laura Pringle from Credit Corp
4.30pm-5.00pm	Conference closing address and presentations		
5.00pm-6.00pm	Conference closing networking drinks in Exhibition Hall		
6.30pm	FCAN First Nations Yarning Circle Dinner. Invitation only		

POST CONFERENCE Workshops

Friday, 16th September 2022

9am - 3pm including morning tea and lunch (4 CPD Points)

Venue: Novotel Brighton Beach

*If you wish to attend a workshop you must register for this when you book your conference ticket

Endeavour Room 1 9am-3pm	Endeavour Room 2 9am-3pm	Endeavour Room 3 9am-3pm
FCAN First Nations Yarning Circle Training and Cultural day. Invitation only. For FCAN First Nations members and FCAN members who work predominantly with First Nations people.	Trauma informed care workshop – empowering conversations to initiate the process of recovery for clients and set them back on the path to wholeness. Presented by Psychologist Adam Blanch who specialises in treating trauma and complex trauma and is a facilitator, trainer and writer.	FCAN Work Ready Workshop Back by popular demand this workshop is delivered by experienced FCAN members to prepare you to start your role as a financial counsellor. For FCAN members who are in the final stages of the Diploma or have recently completed the Diploma. Presented by Kylie Holford, Geoff Cornwall and Martin Derby.

More Information

CONFERENCE AND POST CONFERENCE WORKSHOPS

The conference will run for 2 days on 14 and 15 September 2022 and will be followed by post workshops on 16 September 2022. Members who register for the conference are eligible to attend the post conference workshops.

CONCURRENT SESSIONS

There are a number of concurrent sessions occurring on Days 1 and 2.
You do not need to specify which concurrent session/s you will be attending.

CONFERENCE EXHIBITORS

Our conference exhibitors are representatives from the Ombudsman services and the Creditor hardship teams.
The sponsors will be present in the exhibition area on 14 and 15 September 2022.

CORPORATE MESSAGES

On the 14th and 15th of September the team from Working Hands Corporate Massage will be available for conference delegates to book 10 minute neck and back massages between 10.30am-3.30pm each day.

MEMBER REGISTRATION PRICES

Full conference, Day 1 and Day 2, dinner and networking \$400
Day 1 and Day 2 only \$340
Day 1 or Day 2 only \$175
Additional conference dinner tickets \$60
Post conference workshops – free to delegates who have registered

NEW FINANCIAL COUNSELLORS

There are a number of sessions for new financial counsellors to attend throughout the program to hear from experienced financial counsellors and presenters on topics pertinent to new members.
The FCAN Work Ready Post Conference workshop will build on the content of these sessions. To attend this post conference workshop you must specify on your registration that you are attending this post conference workshop.

POST CONFERENCE WORKSHOPS ON FRIDAY 16 SEPTEMBER

To attend the post conference workshops you must book a post conference workshop when you register.

VENUE - NOVOTEL BRIGHTON BEACH

Novotel Brighton Beach is located on the shores of Botany Bay and is a 15 minute drive from Sydney Airport.

The Novotel Brighton Beach is fully booked for accommodation. They have kindly arranged for delegates to book accommodation at the Pullman Sydney Airport which is located 10-20 minutes away from the conference venue.

Accommodation prices at the Pullman Sydney Airport start at \$259.00 per room per night. Accommodation at the Pullman Sydney Airport can be booked on this link: <https://www.idem.events/r/financial-counsellors-association-37c1ccaa>

If you need to speak to the Novotel Brighton Beach about an existing booking
call 02 9556 5111.

VENUE RENOVATIONS

We have recently been informed that during the conference renovations will be taking place in the hotel bar, pool and gym and on Level 5. These areas will be closed during our stay. A temporary bar will be located in the hotel restaurant but the pool and gym facilities will not be operational.

We apologise for any inconvenience this may cause but it is beyond our control. We have been assured that any noise from the renovation work will not impact the conference or those staying at the venue.