



FINANCIAL COUNSELLORS'  
ASSOCIATION OF NSW INC

# CONFERENCE *2023*

PROGRAM



21 - 22 AUGUST

FAIRMONT RESORT BLUE MOUNTAINS, NSW

# Day 1, Monday

21<sup>ST</sup> AUGUST 2023

9am-9.30am	<b>Conference opening and Welcome to Country</b>		
9.30am-10.15am	<b>Struggling households and the rising cost of home ownership</b> We're in a cost-of-living crisis and prices and interest rates are still climbing. This opening conference session will be a panel discussion facilitated by FCAN Chair Geoff Cornwall with the hardship teams from the Big 4 banks. They will outline the assistance available for clients experiencing mortgage stress.		
10.15am-10.30am	<b>FCAN Annual General Meeting</b>		
10.30am-11.00am	<b>Morning tea</b>		
11.00am-11.45am	<b>CONCURRENT SESSIONS</b>		
	<b>Financial counselling in disaster-affected areas</b> Peter Gartlan from FCA along with FCAN members who have worked in disaster areas will present this session. They'll outline what they've learnt during disaster recovery, the strength of community connections, and include the ins and outs of insurance claims.	<b>TPD (Psycho-social) Claims</b> This is a practical guide to compensation payments - TPD (Psycho-social) claims. This includes a discussion into the access to justice issues for vulnerable clients who may be eligible to claim - and how to identify an eligible claim for your client. Presented by David Coorey, Special Counsel, Carroll & O'Dea Lawyers.	<b>11.00am-12.30pm</b>  <b>Creditor Negotiations for new members.</b>  Join FCAN trainers in the pre-function area and be guided through presenting client case studies to assist you to hone your negotiation skills.
11.45am-12.30pm	<b>Preventing gambling harm</b> Presented by Alison Parkinson, Director Office of Responsible Gambling and Gamble Aware service providers.	<b>Abuse Law</b> Katia Guido, Associate at Slater & Gordon will discuss Civil vs Redress and other legal options that can assist clients who have been impacted by childhood abuse.	
12.30pm-1.30pm	<b>Lunch</b>		
1.30pm-2pm	<b>The housing affordability crisis in NSW</b> Increasingly households are being forced to spend too much on rent just to keep a roof over their head, leaving too little for other necessary expenses. How can financial counsellors assist these clients when there is no room in their budget for increased costs? Leo Patterson-Ross from Tenants Union NSW will outline their advocacy work and proposed solutions to ease the financial pressures experienced by renters.		
2.00pm-3.00pm	<b>Treatment/methodology for Adolescents with problem gaming issues.</b> Following on from the <i>Australian Story: Game Changer</i> Dr Wayne Warburton outlines how real outcomes were achieved with these clients.		
3.00pm-3.30pm	<b>Afternoon tea</b>		
3.30pm-4.30pm	<b>Free time or extended opportunity to spend time with the exhibitors.</b>		
6.00pm-7.00pm	<b>Cocktail party in the conference pre-function area</b>		
7.00pm-10.30pm	<b>CONFERENCE DINNER IN THE BALLROOM</b> The theme for the conference dinner is 1920's and you can dance the night away to the sublime vocals and music with our Jazz band.		

# Day 2, Tuesday

22<sup>ND</sup> AUGUST 2023

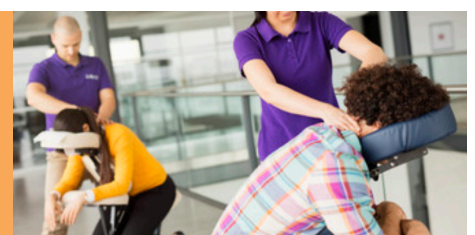
9am-10.00am	<b>Looking after yourself so you can look after clients</b> Looking after yourself so you can look after clients is vitally important for all financial counsellors. But it's no longer just a nice idea – it's now a requirement for workplaces to manage the risk of psychosocial hazards in the workplace. FCAN members Vanessa Emery and Sarah McFadden will guide you through some important updates to the Work Health & Safety regulation and introduce steps on how to ensure you are at your psychosocial best.	
10.00am-10.20am	<b>ANZ Women's Financial Wellbeing presentation and the benefits of Saver Plus</b>	
10.20am-10.30am	<b>A connection to work - presented by Ryn Hopgood from Fitted for Work</b>	
10.30am-11.00am	<b>Morning tea</b>	
11.00am-12.30pm	<b>CONCURRENT SESSIONS</b>	
	<b>Working with First Nations clients</b> This informative session will walk you through the past and explain First Nations experiences and their relationship with money. It will provide practical tips for working with First Nations people in a financial counselling context. Presented by FCAN First Nations Yarning Circle members Danielle Riley, Jeanine Sines and Jillian Scahill.	<b>EDR Forum</b> This forum presented by AFCA, EWON and TIO outlines the EDR processes, the range of methods to resolve complaints and how schemes and financial counsellors might work together in times of cost of living pressures.
		<b>Mortgage Stress</b> This is an in depth session for new members and anyone needing to refresh their knowledge on the options available for clients experiencing short term or longer term mortgage stress. Presented by Financial Rights Legal Centre.
1.30pm-1.50pm	<b>Lunch</b>	
1.30pm-1.50pm	<b>Financial Counselling Australia Update by Fiona Guthrie</b>	
1.50pm-2.30pm	<b>Bankruptcy update and insights from a Bankruptcy Trustee.</b>	
2.30pm-3.00pm	<b>Update from Financial Rights Legal Centre</b> - Changes to Pay Day Lending and Consumer Lease Laws	
3.00pm-3.30pm	<b>Afternoon tea and conference close</b>	

## CORPORATE MESSAGES

Day 1 and Day 2

*The team from Working Hands Massage will be pampering delegates with shoulder and back massages each day*

*10.30am until 3.30pm*



# CONFERENCE 2023

## WE THANK OUR CONFERENCE PARTNERS FOR THEIR SUPPORT

### CORPORATE SOCIAL RESPONSIBILITY PARTNER



### DINNER NETWORKING PARTNER



### TIME OUT PAMPERING PARTNER



Commonwealth Bank

### GOLD PARTNERS



### SUPPORTING PARTNERS



### COMMUNITY SUPPORTERS



### OUR FUNDER



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

\*\*This programme is subject to change, should circumstances beyond our control occur. Content is correct at time of printing.