

FCAN 2025

CONFERENCE PROGRAM

Tuesday
2nd September

Welcome Event and Pre-conference Registration

6:00 - 7:00pm
Terrigal Beach House

Crowne Plaza Terrigal Pacific Ballroom Day 1, Wednesday 3rd September

CPD 5 Points

8:15 am
Registration
Opens

9:00 am
Conference
start MC
Peter Harris

9:05 am
Welcome to Country &
Special Performance by
The Glen Dance Group

9:15 am
Conference opening
address
Geoff Cornwall FCAN Chair

9:25 am

Turning the tide - BNPL regulations

Khai Der Lau, Solicitor, Financial Rights Legal Centre

10:00 am

Access to justice issue in Super – Panel discussion with David Coorey, Special Counsel, Carrol & O'Dea Lawyers, Mark Holden, Solicitor, Financial Rights Legal Centre and Lily Jiang, Director of Advocacy, Super Consumers Australia

10:30am - 11:00am Morning Tea

11:00am

Meet the Tax Ombudsman

- Ruth Owen

11:15am

Financial security after economic abuse: System reform, service uplift and social change

- Rebecca Glenn, CEO, Centre for
Women's Economic Safety

11:45am

Financial Counselling for Indigenous Clients: A Collaborative Approach

- Joe Coyte, CEO, The Glen
- Tony Cameron, Financial Counsellor

12:15pm

Financial Counselling Industry Fund Grants

- Elissa Freeman, CEO, FCIF

12:30pm - 1:30pm Lunch

Concurrent Sessions - 1:30pm - 3:00pm

① Understanding small business financial reports
Presented by Paul Rankin ICAN Learn

② TPD insurance and access issues
Presenters: David Coorey, Mark Holden and Lily Jiang

③ Financial issues impacting older clients
Presented by: Kimberley Hassel and Mandy Barton, Financial
Information Service and Alexandra von Rabenau, NSW Trustee
and Guardian

★ Creditor negotiations for new Financial Counsellors
- Forresters Room

3:00pm - 3:30pm Afternoon Tea

3:30pm The increased administrative burdens experienced by vulnerable people.

Presenter: Dr Jeremiah Brown, University of Melbourne
Social and Political Sciences

4:15pm

Systems that inadvertently cause harm

Panel discussion with Dr Jeremiah Brown.

4:45pm - 5:00pm FCAN Annual General Meeting and Day 1 close

6:30pm

Pre Dinner Drinks & Canapés

7:00pm - 10:00pm

Conference Dinner - Crowne Plaza Terrigal Ballroom

Theme - Beach Party

FCAN 2025 CONFERENCE PROGRAM

Crowne Plaza Terrigal Pacific Ballroom Day 2, Thursday 4th September

CPD 5 Points

9:00am

Day 2 start
MC Peter Harris

9:05am

Ethical Practice
- Duty to the Profession
Presented by Dr Wayne Warburton

9:45am

AFCA approaches to family Violence
and Financial Elder abuse
Dr June Smith, AFCA Deputy Chief Ombudsman

10:30am - 11:00am Morning Tea

11:00am

Evidence-based insights for
supporting better financial outcomes
and avoiding harm
Alex Vale, Bravure Group

11:45am

FCA Update
Dr Dominique Meyrick,
co-CEO FCA

12:00pm

Westpac
presentation

12:15pm

AGL
presentation

12:30pm - 1:30pm Lunch

Concurrent Sessions - 1:30pm - 3:00pm

④ Bankruptcy for beginners
Presented by Betty Weule AM

⑥ Understanding insurance policies claims
and other issues
Presented by Tom Cobban, Berrill & Watson

⑤ Peer debriefing and support skills
Presented by Tracey McCurdy ICAN Learn and
FCAN group supervisors

★ Case conferencing for Financial Capability Workers

3:00pm - 3:30pm Afternoon Tea

Concurrent Sessions - 3:30pm - 4:45pm

⑦ Motivational interviewing
Presented by
Dr Wayne Warburton

⑧ Credit Law and Debt Collection
Presented by
Laura Pringle, Credit Corp

⑨ Understanding employee
entitlements
Presented by Richard Brading

4:45pm - 5:00pm Conference Closing Address

Draft Program. May be subject to change

TRAINING DAY

Friday 5th September 2025

9:30 am - 3:30pm

CPD 4 Points

Training Day for FCAN Members only.
Choose one:

1

First Nations
Yarning Circle
Training and
Cultural Day
(invitation only)

2

Trauma
Informed
Financial
Wellbeing
Workshop

3

Bankruptcy
Workshop
for members
experienced in
bankruptcy