

2024 FCAO CONFERENCE

DAY 1

Professional Development – Tuesday 16th July
8:30am – 5:00pm



WELCOME TO COUNTRY

Yugambeh Region Aboriginal Corporation Alliance

Delivered by Uncle John Graham, Traditional Custodian of the Gold Coast region, a Kombumerri man, a saltwater man of the Gold Coast part of the wider Yugambeh Language Group.



BETTER CALL PAUL

Legal Aid Queensland

Join Paul Holmes in delving into the unscrupulous financial services that may be hiding in the shadows of your client's financial position. What's the next dodgy salesperson or product FCs & FCWs should be keeping an eye out for, and how can we help our clients avoid the next batch of 'snake oil'.



DEBT RECOVERY - MORTGAGES, BODY CORPS & RATES

FCAO

Join Jon O'Mally and expert guests in exploring FCAO's debt recovery and financial counselling process chart as new resources for FCs to use when supporting clients with mortgage, Body Corp and council rates debts. Work on case studies to see how you could help a client save their home or how to support them if AFSA become involuntarily involved.



BREAKOUT SESSIONS

Part I and II - Session Selection to be emailed out to Members in the next few weeks.

"Bankruptcy with Betty" - Advanced Bankruptcy Workshop

"Pulling the Complaint Lever" - Gambling Harm Workshop

"Ethics in Practice" - Practice Standards Workshop

"How to be the Best Supervisee" - Supervision Skills Workshop

Financial Capability Workers & Programs Workshop



MEET THE SPONSORS

FCAO Sponsors Bingo

Join in this year's Conference Game 'Sponsors Bingo'. Listen to the Sponsors as they have 1 minute to "Sell Your Stamp" to convince FCAO members to come and visit their stall over the course of the Plenary days and get your Bingo card stamped. To the victor go the spoils, and by spoils we mean \$100 gift cards.



SPONSORS NIGHT

Drinks and canapes!

Join our conference sponsors, industry representatives and fellow FCAO members at The Langham.

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DAY 2

Plenary – Wednesday 17th July
8:30am – 5:00pm



THE AFCA UPDATE

Australian Financial Complaints Authority

Delivered by David Locke, Chief Ombudsmen and CEO of AFCA.



FCAO MURRI CONNECTIONS

First Nations Showcase

The Murri Connections group is made up of Aboriginal and Torres Strait Islander financial counsellors and capability workers. The group will be presenting a video with the aim to give people in the crowd an understanding of what First Nation mob have to deal with and the financial barriers they face to reach their money goals.



THE NEUROSCIENCE OF BEHAVIOURAL ADDICTIONS

Dr. Wayne Warburton

Join Dr. Wayne to learn why some of our clients can't stop online shopping or gambling and understand how the definition of addiction now reflects changes to the way the brain works rather than old ideas about tolerance and drug-related withdrawal symptoms.



SPONSORS SPOTLIGHT TALKS

TTS (Topic Top Secret)

Hear from our valued Conference Sponsors.



THE GREAT DEBATE

TTS (Topic Top Secret)

A financial counsellor, a lawyer and a creditor walk into a bar...Is this a bad joke or the story line for the next Law & Order episode? No, unfortunately/fortunately it's just The Great Debate.



YOUR SELF WORTH IS YOUR NET WORTH

Larisha Jerome

Join Larisha, a proud Jarowair, Wakka Wakka & Wulli Wulli woman in conversations to deepen awareness about the unique economic inequities' First Nations women face, investigate success and connection to culture, empower financial wellbeing through shared experiences and learnings, and build community and allies.



CONFERENCE DINNER

Happy 30th Birthday FCAO!

Join us from 7:00pm for a 3-course meal at The Langham as we reflect on and celebrate the 30 years of our state's peak financial counselling body.

2024 FCAO CONFERENCE

DAY 3

Plenary – Thursday 18th July
8:30am – 1:00pm



UPDATE FROM FCA

Dr. Dominique Meyrick

Delivered by FCA's new Co-CEO, find out what's happening at the national level with FCA. Dom is passionate about supporting and promoting the work that financial counsellors do and advocating for a fairer marketplace.



MAKE QLD FAIR – QCOSS CAMPAIGN

Aimee McVeigh

Aimee is QCOSS' Chief Executive Officer, and a strong advocate for equality, opportunity and wellbeing for all Queenslanders.



FINANCIAL UNFAIRNESS

Expert Panel Discussion

Hear from our select panel of experts in their field about what financial unfairness looks and feels like for their clients, and how financial counsellors can assist when people's lives are unexpectedly turned upside down.



SPECIALISED FC ROLES

The Power of Role Play

Join FCAO members Vicki Penner and Natasha Ramsay as they take conference attendees into the private world of a gambling and prisons financial counselling session. We can do all the readings or theory work we want, but what does it actually look like in practice?



TAKE A DEEP BREATH

Quick Results Training

Join QRT in a breathwork session, teaching the fundamentals of our autonomic nervous system and how basic breathing techniques can activate our parasympathetic nervous system to ease stress, anxiety and promote calmness.



MASTER OF CEREMONIES

Kelly Gulliver

Back-to-back MC Champion Kelly is looking after duties again this year. Kelly is a creative writer and writes and performs poetry and comedy in and around the Top End. A financial counsellor herself, Kelly understands the nuanced work we do, and how to hurry along a creditor hogging the microphone!

OTHER MEMBER BENEFITS

Stay tuned for Member massage sign-up, and sponsors morning coffee and candy/fruit carts!

