

FINANCIAL COUNSELLORS'
ASSOCIATION OF
QUEENSLAND INC

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Celebrating Resilience

2018 ANNUAL STATE CONFERENCE
Peppers Noosa Resort & Villas, Noosa

2018 Annual State Conference 13-15 March 2018
Peppers Noosa Resort & Villas, Noosa Heads, QLD

Tuesday, 13 March 2018

FCAQ 2018 - Professional Development Day

- 9.00 AM FCAQ Membership & the National Standards –Jan Perkins
- 9.10 AM Indigenous Consumer Action Network –ICAN Learn –Jon O’Mally
- 9.15 AM Bankruptcy Masterclass–Stephen Abraham
Australian Financial Security Authority
- 11.15 AM Morning tea
- 11.30 AM Bankruptcy Masterclass-Case work
- 12.00 PM Lunch
- 1.00 PM Debt Recovery – Paul Holmes & Jon O’Mally
- 3.00 PM Afternoon tea
- 3.15 PM Counselling Skills Training-Julie Aganoff
- 5.00 PM Meet our Conference Sponsors
- 5.40 PM Close of Day
- 6.30 PM FCAQ Conference Sponsors Shout- Drinks- & Canapés-
Bar & Lower Deck



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Wednesday, 14 March 2018
Master of Ceremonies –Ben Jenkins

- 8.30 AM Registration
- 9.00 AM President's Welcome – Jan Perkins
- 9.10 AM Welcome to Country
- 9.20 AM Meet our Major Conference Sponsors
- 9.40 AM Financial Wellbeing and Capacity Activity
- 10.25 AM Morning tea
- 10.40 AM Financial Resilience and Wellbeing-Tim Wilson-DCCSDS
- 11.15 AM Financial Counselling Australia Update-Fiona Guthrie
- 11.35 AM Financial Inclusion Action Plan-Suncorp Bank
- 12.00 PM Minister-
- 12.45 PM Lunch
- 1.45 PM Payday Loans & Consumer leases
- 2.10 PM Financial Hardship: issues, trends and case studies-
Credit and Investments Ombudsman-Erika McRae
- 2.40 PM Identifying and helping victims of financial elder abuse – Philip Field
- 3.25 PM Debt & Hardship-Australian Taxation Office-Gail Hopley
- 3.25 PM Financial Capability Workers Breakout Session-Ohana Boardroom
- 3.55 PM Afternoon tea
- 4.10 PM State Penalties Enforcement Registry-Shane Leigh
- 4.40 PM Tolling Customer Ombudsman-Michael Arnold
- 5.00 PM Transurban National Pilot Program-Dr Jean Ker Walsh
- 5.20 PM Close of day
- 7.00 PM FCAQ Conference Dinner-Rainforest Room



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Thursday, 15 March 2018
Consumer Day

- 9.00 AM The Big Telco Debate
- 9.40 AM Energy Forum
- 10.20 AM The challenges and the victories- ASIC ACCC & OFT
- 11.15 AM What's news at The Checkout –Ben Jenkins
- 11.30 AM Morning tea
- 11.45 AM Maurice Blackburn Lawyers -TPD, Insurance Claims
- 12.00 PM Have you been paying attention –Financial Service Providers Panel
- 12.30 PM Keynote Speaker- Anna Bligh CEO Australian Bankers Association
- 1.00 PM Lunch
- 1.45 PM The Neuroscience of Problem Gambling and the links between the brain Prof Pieter J Rossouw
- 2.45 PM Gambling Forum
- 3.20 PM Afternoon tea
- 3.35 PM Triangulation of Debts-Dr Paul O'Shea
- 4.40 PM Conference Close– Jan Perkins

