



DAY 1

Wednesday 11th October 2017

LEADERSHIP FORUM

(optional workshop prior to Conference opening)

8.30am -
 12.00pm

For experienced and aspiring managers, supervisors, team leaders and team members. With a focus on a leadership mindset and leadership communication this session will equip you to inspire and motivate your team to be autonomous and high-performing.

12.00 - 1.00pm

Lunch *(CCE's & Forum delegates)*

START OF CONFERENCE

Time	Topic	Description	Speaker/s
1.30 - 1.45pm	Conference Opening	President's Address and welcome by Conference Premium Sponsor Equifax	James Neate MICM CCE <i>Australian President AICM</i> Moses Samaha MICM <i>Executive General Manager Corporate and Government Accounts Equifax</i>
1.45 - 2.30pm	State of the Nation	A senior representative from the Federal Government will provide an address on the economic and political landscape as well as reflecting on the 50 years of AICM	<i>Federal Political Figure</i>
2.30 - 3.00pm	Afternoon Tea		
3.00 - 3.30pm	Ask the Panel: Credit Insights of Today & Tomorrow	Panel of credit professionals dissect current and future trends	Neil Shilbury MICM <i>General Manager, Commercial & Property Products Equifax</i>
3.30 - 4.15pm	Economic Panel	The panel will outline how local and international trends are impacting credit conditions	Chair Kirk Cheesman MICM <i>Managing Director National Credit Insurance (Brokers) Pty Ltd</i> Chris Doube <i>CEO Euler Hermes</i> Graham Crozier <i>CEO Coface</i> Greg Brereton <i>Head of Trade Credit The Bond and Credit Co.</i> <i>Additional panellists tba</i>
4.15 - 4.45pm	An international perspective of credit management	A trade credit professional from North America will highlight opportunities for Australian credit professionals and identify areas where Australia leads the way	<i>International Guest Speaker</i>
5.00 - 6.00pm	Welcome Reception		

Premium Sponsor

Supporting Sponsor

Proudly supported by



START OF DAY 2			
Time	Topic	Description	Speaker/s
9.00 - 9.45am	The State of the Application	Frictionless application processing is the critical element in customer acquisition and optimal customer experience. Simon Bligh will take you through Dun & Bradstreet's study into which industries are doing it best and what great looks like	Simon Bligh <i>CEO Dun & Bradstreet</i>
9.45 - 10.00am	Young Credit Professional of the Year	Meet this year's Finalists	James Neate MICM CCE <i>Australian President AICM</i> Mark Russell MICM <i>Director Dun & Bradstreet</i>
10.00 - 10.45am	Engaging with debtors who want to pay but currently can't	Expert panel of consumer and commercial credit professionals, consumer and business advocates discuss how both sides can get a better result through genuine discussions.	<i>TBC</i>
10:45 - 11.15am	Morning Tea		
Start of Concurrent Sessions <i>(choose one of the following options)</i>			
Time	Topic	Description	Speaker/s
11.15am - 12.00pm	Triggers for the final step into bankruptcy	Gregory presents his findings following research and interviews of bankrupts and identifies what can make the difference	Gregory Mowle MICM CCE <i>Faculty of Business, Government & Law University of Canberra ACT</i>
	Automation is a journey: how to have a successful integration	Credit manager & IT expert discuss the recent implementation of a software product. <ul style="list-style-type: none"> • How the opportunity to automate was identified • What worked • Troubleshooting the glitches and what time in the project plan should be assigned to this work to ensure system integrity 	Trevor Middleton <i>Director Cosyn Software</i> Luke Cieslak <i>National Credit Manager EFM Logistics</i>
	Insolvency law reform	Review the two waves of legislation changes effective March and September 2017 <ul style="list-style-type: none"> • Why reform was required • What further change is expected • Credit outcome driven focus 	John Winter <i>CEO ARITA - Australian Restructuring Insolvency & Turnaround Association</i>
Concurrent Sessions <i>continued</i>			

Continued over page

12.00 - 12.45pm	Does workplace flexibility fit with credit?	<ul style="list-style-type: none"> • How to enable flexible work while maintaining high performance • Managing risks • Why it makes great business sense 	Kathy Kostyrko <i>Director Hays Specialist Recruitment</i> <i>Panel of credit managers</i> <i>Additional panelists tbc</i>
	Using credit limits to drive sales	Paul Burgess will show how to use credit limits to benefit sales, customers and increase profit also reducing risk	Paul Burgess MICM <i>National Credit Manager Steelforce Australia</i>
	Credit Managers - new tools and new traps	The insolvency law reform provides creditors new rights and risks. Understand how to use the tools and avoid the risks to achieve a better insolvency outcomes	Karl Hill MICM <i>Managing Director Results Legal</i>
End of Concurrent Sessions			
12.45 - 2.00pm	Lunch		
Time	Topic	Description	Speakers
2.00 - 2.30pm	Credit reporting in the global context	How global organisations have harnessed the power of data to deliver value from their credit portfolio	Benny Kesuma <i>Head of Credit Solutions APAC, Bureau Van Dijk</i>
2.30 - 3.00pm	The future of payments – how the New Payments Platform could evolve payables and receivables	<ul style="list-style-type: none"> • The New Payments Platform is set to become available by the end of the year and will revolutionise payments in Australia • This session will explain how the Platform works and the potential it presents for payment receipting 	Adrian Lovney <i>CEO NPP Australia</i>
3.00 - 3.30pm	Afternoon Tea		
3.30 - 4.45pm	Insolvency to the core - The Hypothetical	Leading insolvency, legal and credit professionals are joined by government and regulators to dissect a "hypothetical" insolvency from every angle to uncover lessons, tips and tricks for credit professionals. James Neate will be the moderator of this session.	James Neate MICM CCE <i>Australian President AICM</i> John Winter <i>CEO ARITA</i> Geoffrey McDonald MICM CCE <i>Barrister at Law</i> Robyn Erskine MICM <i>Principal Brooke Bird - Insolvency Specialists</i>
4.45 - 5.00pm	Annual General Meeting		
7:00pm	President's Gala Dinner at Great Hall Parliament House, sponsored by Dun & Bradstreet, featuring announcement of the Young Credit Professional of the Year and President's Trophy winners		

Continued over page

START OF DAY 3

Time	Topic	Description	Speakers
9.00 - 9.45am	Insights into SME strengths and challenges	<ul style="list-style-type: none"> • What the SME space means to Australia • What support do they need 	Kate Carnell <i>Australian Small Business and Family Ombudsman</i>
9.45 - 10.45am	ATO update on disclosure of tax debt and phoenix activity	<ul style="list-style-type: none"> • Understand the process behind the disclosure of tax debt • What the disclosure will mean to risk decisions • Updates of actions to limit illegal phoenix activity 	<i>Senior ATO Officer</i>
10:45 - 11.15am	Morning Tea		

Start of Concurrent Sessions
(choose one of the following options)

Time	Topic	Description	Speakers
11.15am - 12.00pm	Tough Collections	Your top customers can dramatically impact your collections results but it is a delicate balance to keep their business and enforce your payment times. This panel will look at how several companies have achieved this.	Nick Pilavidis MICM CCE <i>CEO AICM</i> Vaios Kortikis MICM CCE <i>National Credit Manager Arrium Steel</i> Justin Randal MICM <i>National Credit Manager Metcash Trading Ltd</i>
	Latest developments in PPSA: It all helps or does it?	<ul style="list-style-type: none"> • Getting registrations right • Enforcing rights in insolvency • Legislation reviews and potential change • Other tips and tricks 	Kim Powell MICM <i>Director EDX (part of Equifax)</i>

Continued over page

Concurrent Sessions *continued*

12.00 - 12.45pm	How to encourage payment without the baseball bat	<ul style="list-style-type: none"> Partnering with your debt collector for effect Letters from lawyers and debt collectors are effective but can be costly if not used effectively 	Mark Logue <i>Joint Managing Director AMPAC Debt Recovery Pty Ltd</i> Sue Day MICM CCE <i>National Credit Manager Manassen Foods</i>
	Soft skills for hard collections	Getting the best result from debtors and your collections team requires technical and interpersonal skills, this session will look at how results can be improved through engagement skills within the technical framework of a collections team	Cynthia Thomas <i>National Sales Manager Austral Mercantile Collections Pty Ltd</i> Amanda Logan-Halaj <i>National Insurance Recoveries Manager Austral Mercantile Collections Pty Ltd</i>

End of Concurrent Sessions

12.45 - 2.00pm

Lunch

Time	Topic	Description	Speaker/s
2.00 - 2.30pm	Resilience	"At the heart of Resilience is the ability to manage emotions, and to respect the intricate relationship between how we feel, what we think, and how we behave. This is especially true in times of rapid change or stress. Never before has emotional management of a team been more important in order to ensure the happiness of the people who create the pulse of an organisation."	Robbie Mack <i>CEO (Chief Energy Officer) Heartbeatz</i>
3.00 - 4.00pm	Conference Closing and Prize Draw		

For more information, visit

aicm.com.au