

LEADERSHIP FORUM*(optional addition to full Conference program)*

9.00am – 12.00pm	With 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.	Speaker TBC
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> Mike Cutter <i>Interim Group Managing Director, Asia Pacific Equifax</i>
1.45 - 2.15pm	Stay tuned for a big name and a big topic		Speaker TBC
2.15 - 3.00pm	The Future Crunch of Disruption	<ul style="list-style-type: none"> • Have a sound understanding of concepts central to the processes of technological innovation • Receive the most up to date information on the current state of technological change in multiple industries • Tools to harness 21st century working practices 	Dr Angus Hervey <i>Co-Founder Future Crunch</i>
3.00 - 3.30PM	AFTERNOON TEA		

3.30 - 4.15pm	Economic Update	Global National an industry trends and what they mean to credit risk	Paul Bloxham <i>Chief Economist HSBC</i>
4.15 - 5.00pm	Coming soon; Insights that will change what you do.		Speaker TBC
5.00 - 5.15pm	Credit Team of the Year Announcement		
5.15 - 6.00pm	Welcome Drinks		

START OF CONFERENCE			
Time	Topic	Description	Speaker/s
9.00am – 9.45am	Coming soon; industry trends		Illion
9.45am – 10.00am	Young Credit Professional of the Year	Meet this year's Finalists	James Neate MICM CCE <i>Australian President AICM</i> Sharon Sheather <i>Managing Director, Corporate Illion</i>
10.00am – 10.45am	Tips for Surviving the Perfect Storm	The Safe Harbour Defence, increasing Phoenix activity, continual turmoil in the construction sector and a looming economic downturn means there is a storm on the horizon A Panel led of industry experts will dive into these issues and what you need to know	Chaired by: Robyne Erskine <i>Partner - Restructuring Turnaround & Insolvency Brooke Bird</i> <i>Panel Including government and industry representatives.</i>
10.45AM – 11.15AM	MORNING TEA		
11.15am	START OF CONCURRENT SESSIONS <i>(Choose one of the following options)</i>		
11.15am – 12.00pm	Insolvency Debate		Speaker TBC
11.15am – 12.00pm	Minefields and Pitfalls to avoid	Practical analysis of examples where poor process or shortfalls in terms and conditions have led to poor outcomes for creditors	Anna Taylor <i>Principal Results Legal</i>

11.15am – 12.00pm	Are your Assets Covered: Ensuring PPS registrations are perfected	With the PPSR celebrating its 7 th birthday in January 2018 it is time to ensure you retain your security interest following expiry. This session will cover what you need to know to ensure you are adequately prepared to and your registrations remain valid.	Speaker TBC
12.00 – 12.45pm	Security interest available to Trade City Suppliers	<ul style="list-style-type: none"> • How a trade credit supplier can become a secured creditor • Securities available over corporate and guarantor assets • How to protect your security Priorities of secured trade suppliers against banks and other suppliers Priorities of caveators. 	Daniel Turk <i>Partner Turks legal</i>
12.00 – 12.45pm	Data, Privacy and Credit Management	What credit managers need to know and do about: <ul style="list-style-type: none"> • Mandatory notification of credit breaches • General Data Protection Regulations (GDPR) • Privacy principles 	Terry Ledlin LLB Notary Public <i>Special Counsel Ledlin Lawyers</i>
12.00 – 12.45pm	Don't Shoot the Messenger	Under sales pressure turning away big dollar high risk customer can be a challenge. Receive tips for selling your opinion and recommendations.	Speaker TBC
12.45 – 2.00pm	Lunch		

2.00 – 3.00pm	Distance to Default	New research from KPMG provides insight into potential credit and insolvency risk of major corporations.	Carl Gunther <i>Partner, Restructuring, Turnaround and Safe Harbour Expert KPMG</i>
3.00 -3.30pm	AFTERNOON TEA		
3.30 – 4.45pm	The full picture of Phoenix Activity	Understand the drivers of illegal phoenix activity from behind the scene report on extensive investigation undertaken by ABC news.	Daniel Oakes <i>Senior Reporter ABC News</i>
4.45 – 5.00pm	Annual General Meeting		
7.00pm	President's Gala Dinner, sponsored by Illion	Featuring announcement of the Young Credit Professionals of the Year and President's Trophy winners.	

START OF CONFERENCE			
Time	Topic	Description	Speaker/s
9.00 – 9.45am	Fraud and Cyber Crime		
9.45 – 10.45am	Future of work	Presentation of findings generated through CAANZ research on the impacts of automation, social and economic change	Geraldine Magarey <i>Leader Policy and Thought Leadership Chartered Accountants Australia and New Zealand</i>
10.45 – 11.15AM	MORNING TEA		
11.15am	START OF CONCURRENT SESSIONS <i>(Choose one of the following options)</i>		
11.15am – 12.00pm	Are your Assets Covered: Ensuring your PPS registrations are perfected	With the PPSR celebrating its 7 th birthday in January 2018 it is time to ensure you retain your security interest following expiry. This session will cover what you need to know to ensure you are adequately prepared to and your registrations remain valid.	

11.15am – 12.00pm	Why negotiation with Debtors makes cents!	<ul style="list-style-type: none"> • Negotiation is the most cost-effective way to achieve payment of an account or resolve a customer dispute • The skills of good engagement, build relationships with debtors and improves your own practices and systems • Courts will mandate Alternative Dispute Resolutions (ADR – Mediation/Conciliation) so understand and use it for strategic advantage • Learn the “Science” of preparation, and the “Art” of leverage to close a binding deal 	Alice Carter <i>Senior Associate – Insolvency, Debt Recovery & Credit Management Lynch Meyer Lawyers</i>
11.15am – 12.00pm	Credit Managers case study	Get the tips from a National Credit Manager who has been there and don't that.	Cheryl O'Brien <i>Head of Credit Management and Debt Recovery Fletcher Building</i>
12.00 – 12.45pm	Ask the Professionals	A panel of experts available to answer all your questions. Featuring Insolvency Intel and Credit Network representatives	Andrew Spring <i>Partner Jirsch Sutherland</i> Terry Duffy <i>Executive Manager, Products & Developments</i> Karl Hill <i>Managing Director Results Legal</i> Plus other panelists tbc
12.00 – 12.45pm	Advanced Collection Tools	CCE's talk about the tools that they have used for high value, high risk and great results	

12.00 – 12.45pm	Technology Solutions to Credit Management Challenges	Tips and insights on how to drive efficiency through the use of technology	
12.45 -2.00 pm	Lunch		
2.00 – 3.00pm	Find your leadership edge	<p>Set in the context of a changing working world and drawing on the latest discoveries in neuroscience and human development, this session will cover the:</p> <ul style="list-style-type: none"> • Forces driving the need for leaders to learn more, and lead less • Criticality of adapting leadership style to changing circumstances • Key elements needed to build a team that is fit for the future of work 	Michelle Gibbings <i>Founder and Managing Director Change Meridan</i>
3.00 – 4.00pm	Conference Closing and Prize Draw		
	END OF CONFERENCE		