

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.	Megumi Miki Founder Quietly Powerful
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	The Honorable Anna Bligh AC, Chief Executive Officer, Australian Banking Association		The Honorable Anna Bligh AC CEO <i>Australian Banking Association</i>
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 Co-Founder <i>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	<i>Chaired by: Robyne Erskine Partner - Restructuring Turnaround & Insolvency Brooke Bird</i> <i>Panel: Thea Eszenyl Senior Executive, Insolvency Practitioners ASIC</i> Aislinn Walwyn <i>Assistant Commissioner – Phoenix Australian Taxation Office</i> Shane Goodwin <i>Chief Executive Officer Housing Industry Association</i> John Winter <i>Chief Executive Officer Australian Restructuring and Turnaround Association</i> Nick Pilavidis MICM CCE <i>Chief Executive Officer Australian Institute of Credit Management</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	<p>Australian's insolvency regime is overly complex and produces minimal returns, should we consider reinstating Debtor's Prison?</p> <p>A light – hearted, yet topical debate discussing the effectiveness of Australia's insolvency regime Our panelists will consider the interplay of the various elements within this sector, being the individual, the business, the community and the country on the global stage. An opportunity to challenge each of our perspectives on how the insolvency industry operates.</p>	<p>Andrew Spring <i>Partner Jirsch Sutherland</i></p> <p>Amanda Young <i>Partner Jirsch Sutherland</i></p> <p>Malcolm Howell <i>Partner Jirsch Sutherland</i></p> <p>Natalie Ledlin <i>Lawyer & Practice Director Ledlin Lawyers</i></p> <p>Lily Nguyen <i>Partner Landers & Rogers Lawyers</i></p>
11.15am – 12.00pm	Minefields and Pitfalls to avoid	<p>Practical analysis of examples where poor process or shortfalls in terms and conditions have led to poor outcomes for creditors</p>	<p>Anna Taylor <i>Principal Results Legal</i></p>
11.15am – 12.00pm	Practical steps to ensure your rights remain protected through the PPSR renewal process	<p>Practical PPSR renewal tips to ensure your rights remain protected</p> <ul style="list-style-type: none"> • Consequences of allowing your registrations to expire • The problem of transitional registrations in relation to renewals • New business processes to implement for future PPSR management 	<p>Kim Powell MICM <i>Co-Founder EDX</i></p>
12.00 – 12.45pm	Security interest available to Trade Credit Suppliers	<ul style="list-style-type: none"> • Extending securities beyond unpaid stock to reduce exposure • Recent case law to assist trade suppliers defending liquidator's unfair preference claims • How to deal with insolvency practitioners to resolve security claims quickly 	<p>Daniel Turk <i>Partner Turks legal</i></p>

12.00 – 12.45pm	Data, Privacy and Credit Management	Join Ledlin Lawyers for a fun filled session on Privacy that will be engaging, memorable and full of useful take away content (and giveaways!) You'll learn the privacy basics, how to approach mandatory data breach notifications and bring yourself up to speed with the General Data Protection Regulations (GDPR).	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.	Mark Garbelotto <i>Founder & CEO Australian Academy of Sales</i>
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.	

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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	Practical steps to ensure your rights remain protected through the PPSR renewal process	Practical PPSR renewal tips to ensure your rights remain protected <ul style="list-style-type: none"> • Consequences of allowing your registrations to expire • The problems of transitional registrations in relation to renewals • New business processes to implement for future PPSR management 	Kim Powell MICM <i>Co-Founder EDX</i>

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 	<p>Alice Carter MICM CCE <i>Senior Associate – Insolvency, Debt Recovery & Credit Management Lynch Meyer Lawyers</i></p> <p>James Neate LICM CCE <i>Partner Lynch Meyer Lawyers</i></p>
11.15am – 12.00pm	Digital first approach to delivering customer and credit value	Case study of how Fletchers Building identified the root cause of inefficiencies to create simple and direct solutions that delivered real value from the customer through to credit efficiencies and compliance	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	<p>Andrew Spring <i>Partner Jirsch Sutherland</i></p> <p>Terry Duffy <i>Executive Manager, Products & Developments</i></p> <p>Karl Hill <i>Managing Director Results Legal</i></p> <p>David McCully <i>Head of Commercial Solutions – Southern Equifax</i></p> <p>Plus other panelists tbc</p>
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	Speaker TBC

12.00 – 12.45pm	Recruiting for change champions	<p>Daniel and Chris will lead a discussion with Senior Credit Managers to discuss</p> <ul style="list-style-type: none"> • Current environment of change • What best practice organisations are looking for in credit staff • How to stand out as an employee and employer 	<p>Chris Belegrinos MICM <i>Director Sharp & Carter</i></p> <p>Daniel Close MICM <i>Manager, Accounting clerical Sharp & Carter</i></p> <p>Scott Goodrich <i>Credit Manager A.P Eagers Brisbane</i></p> <p>Maria Schandl <i>National Credit Manager Stoddart Group</i></p> <p>Gaynor Lawler <i>Senior Manager: Credit and Collections Asia at Vertiv Australia</i></p>
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 	<p>Michelle Gibbings <i>Founder and Managing Director Change Meridan</i></p>
3.00 – 4.00pm	Conference Closing and Prize Draw		
END OF CONFERENCE			