

Tuesday - March 24

Day 1 - Training Day for FCQ Members

Time	Activity
09:00 am	Session 1
10:30 am	Morning Tea Break
11:00 am	Session 2
12:30 pm	Lunch Break
01:30 pm	Session 3
03:00 pm	Afternoon Tea Break
03:00 pm	QLD Agency Managers Meeting
03:30 pm	FCQ Members Team Building Activity Session 4 - Problem Gambling Skillset
05:30 pm	FCQ Annual General Meeting

Everyday Legal Solutions - Navigating legal systems to improve housing stability, financial well-being, and prevent homelessness.

Presented by LawRight

Tailored for financial counsellors, this professional development session will explore how early financial counselling and legal intervention – delivered through a trauma-informed and best-practice lens – can improve financial and housing outcomes to disrupt the cycle of homelessness.

Trauma and Money - The Impact on Financial Capability

Presented by Jane Monica-Jones

Discover the ways trauma disrupts financial functioning and decision-making, drawing on evidence from psychology, behavioural finance, and trauma studies.

Collaborative Responses to DFV

Presented by Women's Legal Service (WLSQ)

Effective responses require more than crisis support; it is vital to provide coordinated, multidisciplinary approaches that centre the person's lived experience. The team from WLSQ will lead a holistic training session presented by a social worker, lawyer and financial counsellor who will share best-practice knowledge and talk through skills and support strategies.

PGS101 Problem Gambling Skillset

Presented by Eva Burrows College

This exclusive training day will empower financial counsellors with the specialised skills needed to support clients impacted by problem gambling. Through inclusive, trauma-informed approaches and innovative casework strategies, participants will explore how to respond effectively to one of the most complex areas of financial distress.



Wednesday - March 25

Day 2 - Professional Development Day

- 08:45 am** **Conference Opening**
FCQ Chair Rebecca Denny
- 09:00 am** **Welcome to Country**
Traditional Owners - Turrbal Dippil
- 09:15 am** **Algorithm to Arrears: AI Credit, BNPL and Financial Hardship**
Paul Holmes (LAQ), Katherine Temple (HNCL) & Elsa Manuka (ARCA)
- 10:30 am** **Morning Tea Break**
- 11:00 am** **AI Through a Financial Counselling and Capability Lens**
Elissa Freeman (FCIF), Jon O'Mally (FCQ), Zyl Hovenga-Wauchope (FCVic), Jo Parker (FCAN)
- 12:00 pm** **Lunch Break**
- 01:00 pm** **PD Breakout Session - Part 1**
- Think Like A Decision-Maker
 - The Life of Bankrupt Brian
 - The Insurance Web
 - Who Cares? IDCare!
 - Building Culturally Competent Support
- 02:30 pm** **Afternoon Tea Break**
- 03:00 pm** **PD Breakout Session - Part 2**
- 04:30 pm** **Partners Engagement**
- 05:00 pm** **Day 2 - Conference Close**
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- 06:30 pm** **Partners Drinks and Canapes**
Proudly supported by: NAB
- 07:30pm** **Jillian Fletcher Gala Dinner**
Proudly supported by: AGL
Theme: Future Fashion
Prizes for the most out of this world outfits!



Thursday - March 26

Day 3 - Conference Plenary Day

- 09:00 am** **Financial Counselling Queensland**
CEO Jon O'Mally
- 09:15 am** **Platinum Conference Partner**
Westpac
- 09:30 am** **Financial Counselling Australia**
Chair Tim Barnett
- 09:45 am** **Financial Counselling Australia**
CEO Dom Meyrick
- 10:00 am** **Australian Financial Complaints Authority**
Deputy Chief Ombudsman Dr June Smith
- 10:30 am** **Morning Tea Break**
- 11:00 am** **Conference Keynote Speaker**
Tracy Sheen
- 12:00 pm** **Conference Partners**
The FCQ Spelling Bee - Finance Edition
- 12:30 pm** **Lunch Break**
- 01:30 pm** **Financial Counselling Industry Fund**
CEO Elissa Freeman
- 02:00 pm** **Weaponising Money: Insights into Economic Abuse in Australia**
Bond University - Molly Swanson & Ruby Priestley
- 02:45 pm** **My Journey as a Financial Counsellor**
William Santo
- 03:00 pm** **Conference Close**
FCQ Chair Rebecca Denny
- 03:15 pm** **Afternoon Tea**



Professional Development Training

Algorithms to Arrears: AI Credit, BNPL and Financial Hardship

Presenters: Paul Holmes (Legal Aid QLD), Katherine Temple (Holley Nethercote Lawyers), Elsa Markula (ARCA)
AI is rapidly transforming the financial services sector. While these technologies promise efficiency and innovation, they also raise serious questions about consumer behaviour, transparency and credit protection – particularly for people experiencing financial hardship or vulnerability. Paul, Katherine and Elsa will unpack how AI is used across financial services, from the fundamentals through to real-world applications in credit and Buy Now, Pay Later (BNPL) products.

AI Through a Financial Counselling and Capability Lens

Presenters: Elissa Freeman (FCIF), Jon O'Mally (FCQ), Zyl Hovenga-Wauchope (FCVic), Jo Parker (FCAN)
AI presents both significant opportunities to improve service delivery and serious risks if adopted without strong ethical, legal, and practice frameworks. This session explores the real-world implications of AI in the FC sector.

The Life of Bankrupt Brian

Presented by: Carol Eapen

Work with Brian through key stages of his life where financial issues and hardship require him to consider his options in bankruptcy. Participants will explore practical, legal, and referral considerations when supporting clients experiencing bankruptcy, and gain tools to navigate these challenges with greater confidence.

Think Like a Decision-Maker

Presented by: AFCA

Join this not to be missed AFCA workshop, focused on the life cycle of a complaint, and what is involved in thinking like an ombudsman. Real people, real stories, with added privacy protection – and you can influence the outcome. Part choose your own adventure, part true crime – come along and find out.

The Insurance Web

Presented by Berrill & Watson Lawyers

This professional development session will give financial counsellors the tools to support clients in understanding their insurance options, obligations, and rights, and when to refer to a legal organisation.

Who Cares? IDCARE!

Presented by: IDCARE

Join IDCARE as they deep dive into the current scam landscape in Australia, providing attendees the best practice steps and digital resilience to protect clients, and themselves, from falling victim to the innovative tactics of cyber criminals.

Building Culturally Competent Support

Presented by: FCA FCW Network

This session explores how financial capability workers and financial counsellors can build our ability to work respectfully and safely with First Nations peoples and Culturally and Linguistically Diverse (CALD) communities, and embed cultural safety in everyday practice.