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Agenda

Tuesday, 12 September

6:30 pm

Dress: Smart Casual (relaxed but polished, no denim)

Dinner at The Coal Cellar & Grill, Hilton Adelaide

Wednesday, 13 September

8:15 am

Dress: Black leggings, sneakers and conference t-shirt.

Registration (coffee and tea on arrival), Meeting Room B

9:00 am

Opening Address, Meeting Room B

First National Real Estate Chief Executive, *Ray Ellis*

9.15 am

Speaker 1 - Toni Powell, Wellbeing Speaker

The Yellow Car

Toni is one of the most recognised and enjoyed positive culture/wellbeing experts in Australia. In this session, you will hear about fun and instant way to reduce stress, fear and worry through her true story of The Yellow Car. Toni is an award-winning filmmaker, author, former creative director of two large events, and the subject of a heartwarming episode of ABC's Australian Story called 'Let there be Light'.

10:00 am

Speaker 2 - Nathan Brett, CEO Real Estate Dynamics

It has never been easier to STAND OUT!

The gap is widening faster than ever when it comes to customer service delivery and client care. There is a 'swelling' number of people stuck in mediocrity. Nathan Brett is the CEO of Real Estate Dynamics and is celebrating 29 years in Property Management this year! Nathan has worked with some of the finest, fastest-growing, and most profitable property management businesses in Australia and New Zealand, delivering more than 4000 consultancy hours as well as hundreds of popular training sessions and keynote presentations. Nathan believes 'there has never been an easier time to stand out from your competitors'. During this action-packed 60-minute talk, Nathan will show you how your energy and

values alone will outpace your competition (if they are properly harnessed); and, once you link these to your property management systems, there is no stopping you! If you want to create an exponentially larger pool of raving fans, make your life easier and the lives of those who you do business with, we'd love to see you at this session!

11:00am - Morning Tea, Meeting Room B

11.30am

Speaker 3 - Trish Rogers, Director & Trainer, Real Mastery

"Winning tips for Tribunal" How to decide if tribunal is your best option?

In this session, Trish will cover the following items:

How to determine if you have enough evidence to WIN at tribunal or just enough to present at tribunal ?

How to prepare a strong tribunal case – including a summary of claim and time lines

How to prepare invoices to maximise your claim

The dos and do not's of tribunal etiquette

Tips for contacting tenants that are "ghosting" you

BONUS: Each office will receive a tribunal folder including all the relevant documentation for future reference.

12:30pm

Speaker 4 - Felicity Paciocco, Programs Facilitator and Coordinator, Relationships Australia (RAV)

Responding to Family Violence

During this session, Felicity will cover:

Dealing with tenants who are victims of domestic violence

Legal requirements for Property Managers

Brief empathy training

Learning Outcomes:

Type of notification/evidence required from a tenant to provide the office to show they are a DV victim (intervention order etc)

Appropriate responses from a property manager to the notification

Appropriate dialogue to use with an owner/landlord who has a tenant that is a victim of domestic violence

The expected level of support for a tenant from the property manager.

2:00pm

Speaker 5 - Honan Insurance, Alliance Partner

TBA

2:30pm

Speaker 6 - Fiona Blayney, Founder & CEO, Real +

Opening the Cabinet

Imagine if you had access to the minds of 1000's of Property Management Professionals, could uncover the what, why and how of 100's of business operations across Australia and abroad. What would you be able to achieve if you were able to harness the lessons of those that have gone before you? Consider what you could achieve if you could identify how to best navigate strategy, process, systems, service, technology, people and growth in the shortest time. You need not imagine any of this, you simply need to be in this session with Fiona Blayney.

Fiona Blayney carries with her, what she calls her "mental filing cabinet" and it is full of insights from working with 1000's of businesses and their teams over the past 20 years across Australia and abroad. In this highly interactive ask the expert session, you'll have access to her cabinet in real time, where will push her mind to its limits and see if there is a problem she can not offer a solution for – we doubt it we've tried.

3:30pm

Speaker 7 - Carly, Females Fighting Forward

Interactive Self-Defence Session

Get ready for a fun, high-energy, interactive session that combines fitness training with comprehensive self-defence drills that simulate realistic attack and escape situations. An empowering session learning basic skills through Martial Arts in building greater self confidence, strength and resilience.

4:30 pm - Conference Close

Registration

Registration

Please register your attendance by clicking on the button below:

**Register
Now**

Please contact Lucia Ladron De Guevara for further information at events@firstnational.com.au or call 03 9418 9111.

Accommodation

For members who require accommodation at the Adelaide Hilton book your room by clicking on the button below:

**Book
Accommodation**

A special corporate RATE has been provided for all members.

Adelaide Hilton

What's nearby

Adelaide Central Market : 0.2km

Her Majesty's Theatre: 0.2km

City Center: 0.5km

Rundle Mall: 0.9km

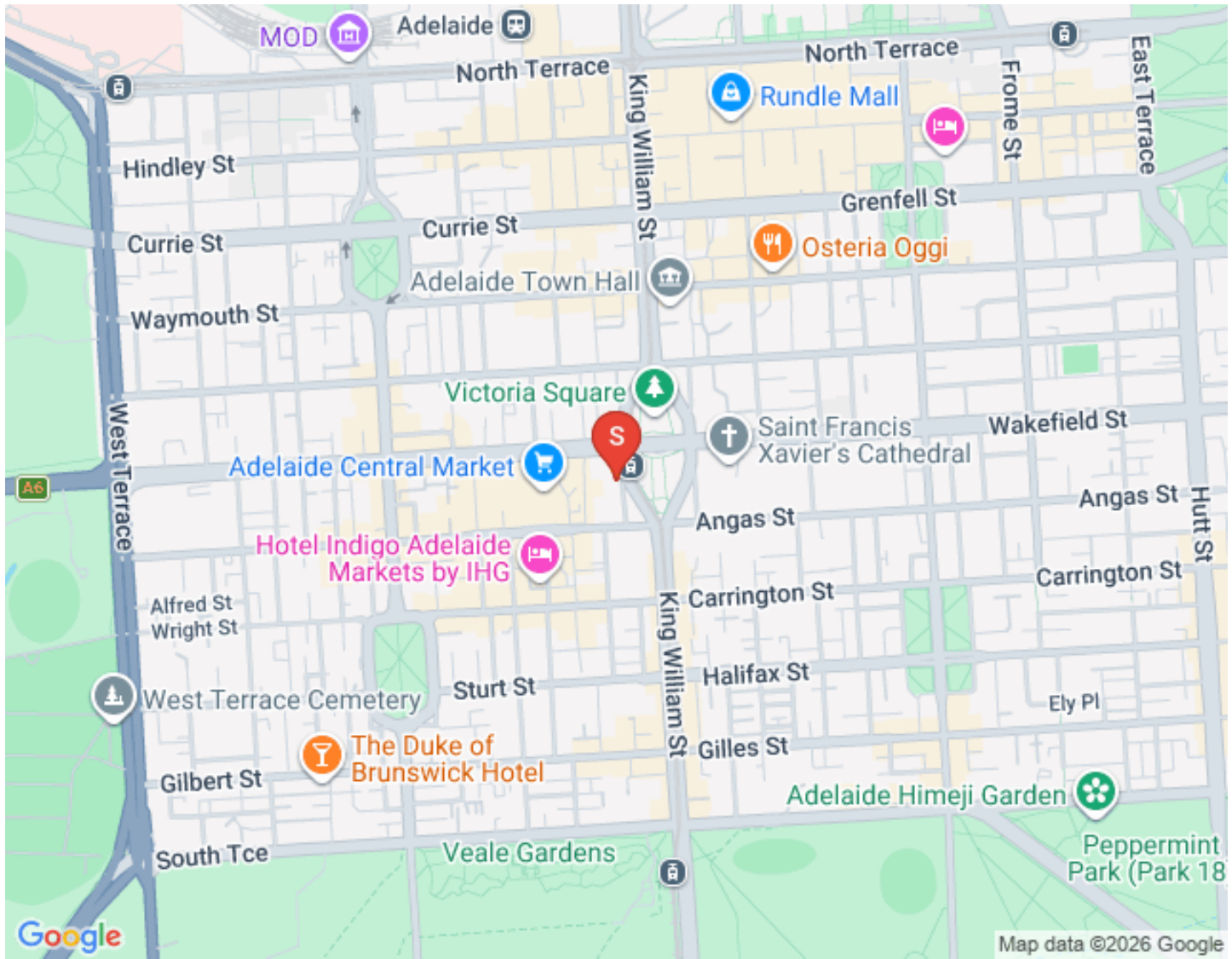
Adelaide Casino: 1km

Adelaide Oval: 1.8km

Airport: 6.2km

Parking, Access & Transport

Self-parking facilities within a 5 minute walk to the hotel for attendees: Central Market UPark is located directly behind the hotel. Grote Street UPark located next to the Adelaide Bus Station. Mill Street Autopark is located on Mill Street (a side street located near the hotel). The tram also stops directly in front of the Hotel as well.



Speaker Profiles

Ray Ellis



CEO, First National Real Estate

Ray Ellis is **CEO of the First National Real Estate network** and industry stalwart. An experienced businessman across many industries with the emphasis on change management. As CEO Ray leads a team that continually reinvigorates the Network changing the dynamics for practitioners of real estate.

Toni Powell



Wellbeing Speaker

Toni Powell is one of the most recognised and enjoyed positive culture and happiness teachers in Australia. Her programs are highly valued for being simple and entertaining while delivering long-lasting, tangible results. In 2022 Toni's programs won two international awards for Thought Leadership.

Toni's programs are renowned for being entertaining, easy and highly effective.

Toni's memorable keynotes that are highly entertaining stage experiences. Her simple practices and funny true stories come from both lived experience and many years of research into the science behind wellbeing.

Nathan Brett

CEO, Real Estate Dynamics



Nathan Brett is celebrating 29 years this year in Real Estate. Some 'ancient history' includes working in a high performing Real Estate Agency in the Eastern suburbs of Brisbane before buying into the Rent Roll business. Nathan is passionate about doing things differently. Using systems, he broke down every process down and made it easy for Clients and Customers to do business with them. Over a 10-year period, Nathan grew the Rent Roll by 4.2 times and was awarded the number 1 Property Management business in the group. The business was the largest in the area at the time, and was also very profitable. Nathan then sold the business and had an 18 month sabbatical, which included traveling extensively through Europe.

In recent times, Nathan has been an owner of Real Estate Dynamics for 12 years and currently holds the role of Chief Executive Officer. *'Real Estate Dynamics provides the critical pathway to build an exceptional Real Estate business so that accelerated growth can be achieved'*. Nathan has worked with some of the finest and fastest growing businesses in Australia and has delivered more than 4000 consultancy hours, as well as hundreds of popular training programs

Trish Rogers

Director & Trainer, Real Mastery



As a qualified business coach, Trish has a one to one structured approach; providing clients with guidance, advice, and a framework that sets strategic objectives against measurable results. With more than 20 years experience working with all aspects of real estate franchising has accorded Trish with an in-depth understanding of key factors of a profitable business. Trish provides insight into not only surviving the many challenges of the changing economic climate, she also shows how to secure the future of your business and maximise its potential.

Trish believes that personal and professional development is key to achieving success. She delivers training with a well-developed professional and entrepreneurial approach covering all levels of training; from sales/support staff to senior management and franchise owners. Trish is a founding member of Real Mastery providing training and assessment, as well as guidance to current and future Real Mastery clients. In November 2017, Trish was appointed as President NSW/ACT, Franchise Council of Australia.

Felicity Paciocco

Programs Facilitator and Coordinator, Relationships Australia, RAV



Felicity Paciocco is the Programs Coordinator at Relationships Australia Victoria and is an experienced programs facilitator. She has qualifications in Psychology and Education and is experienced in the provision of family violence, mental health, healthy relationships, gender equality and psycho educational services. Felicity has experience working with correctional cohorts including facilitating and leading programs for individuals engaged with the correctional system. Felicity is passionate about working in the primary prevention area of family violence and blends her professional and personal experience to engage people from all walks of life.

Fiona Blayney



Founder and CEO, Real Plus

A dynamo of the stage, commanding her audience with her ability to translate even the most complex of content into relevant everyday stories and anecdotes. Taking the stage across 4 continents, Fiona has used her no holds barred, authentic approach to life, to break thinking and transform people, businesses and teams the world over.

As a professional speaker for 17 years, Fiona ever the chameleon, has ridden the roller-coaster that is life. Speaking from personal experience as a Woman, Savvy Single, Wife, Mother, Business Owner, Only Child, and generally Tornado Human, Fiona engulfs her life and the lives of her coaching clients globally to provide her audiences with the reality of the world and how to get the most out of it, not just “stage talk” concepts, but practical reality.

PowerPoint Presentations

[Click here to view PowerPoint Presentations](#)