

Table of Contents

- | Your Registration & Accommodation
- | Agenda
- | Meet your speakers!
- | Your venue: Park Hyatt

Your Registration & Accommodation

Registration

Please register your attendance by clicking on the button below:

**Register
Now**

events@firstnational.com.au
03 9418 9111.

Accommodation

You can book your accommodation at the Park Hyatt by clicking on the button below:

**Book
Accommodation**

Take advantage of these discounted room rates :)
Simply select your preferred date/s and the discount will be automatically applied.

LIMITED ACCOMMODATION

Agenda

Tuesday 17th September

6:30 pm

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

Park Hyatt (1 Parliament Square, Off, Parliament Pl, Melbourne 3002)

Room: *Park Hyatt Radian Bar*

Wednesday 18th September

8:00 am

Dress: Casual with your conference t-shirt.

Room: *Park Hyatt - Fairmont Room*

Registration (coffee and tea on arrival)

8:30 am

Opening Address

First National Real Estate Chief Executive, David Edwards

9.00 am

Mark Carter, Keynote Speaker

"Navigating Culture & Communication Considerations To Ignite Your Potential"

Join keynote speaker Mark Carter for a session on understanding and leveraging cultural diversity to enhance your potential. With over 26 years of global experience, Mark is a Certified Behavioural Analyst renowned for his impactful presentations on leadership, sales, and adaptability.

What to Expect:

Self Confidence & Self Esteem

This opening section will help address specifically the themes of empower, believe, achieve, believing they can do the job and arming ideas and practical tools for confidence and belief post session:

Actionable ideas and tools:

I Am... You Are.... (Two swift tools for confidence and collaboration)

Self-Efficacy & Self Esteem (Updating & conducting regular stock takes!)

Culture

This section will help highlight and set the scene for some fundamentals in cultural considerations, whilst emphasising a majority of the tools we will then also cover work equally across culture considerations:

Culture intelligence overview: traditions and TALES (five aspects of culture)

Three considerations for cultural communication adaptation

Communication

This punchy mid section will focus specifically on communication and candour, in words and body language, along with an ultimate actionable checklist tool to handle abrupt, difficult conversation – this will also be layered with ‘culture’ intelligence

Actionable ideas and tools:

4 Styles of behaviour highlighted to hone in on HOW People Communicate

Candour: 4 ways: How it comes across, sounds like, what you can do

Reading the room (dissatisfaction, the four types)

Reading body language essentials, change state, from silence to expression

A candour (high EQ) communication action list for specifically handling abrupt situations, difficult conversations or conflict

Contiki 3 Boundaries Story & Two Common Languages

As a powerful way to close we will finish with one story and one philosophy. The Contiki story highlights setting simple boundaries to pre-empt difficult conversations in the first place. These work well and often in training I run with organisations on similar themes. The two common languages will close nicely again on anchoring key themes, regardless what’s happening, kindness is in our control

The principle of 3 boundaries from the first day talk

Identify what are your 3 potential boundaries: for you and PM

Two Common Languages – yours to own and act on

10:15am - Morning Tea, Fairmont Foyer

10.45 am

Hermione Gardiner, Business & Mindset Coach

"From overwhelmed to empowered Property Manager"

Join Hermione Gardiner for an insightful session on elevating your property management business. During this packed session, Hermione will cover:

Acknowledging Expectations and Demands

Recognise why client/tenant expectations are higher than ever

Discuss the impact of these high-stakes, frequent conversations in our work and the industry

Starting with Ourselves

Importance of becoming aware of our own mindset, stress levels, and communication

Understanding how our internal state impacts our ability to handle difficult situations

Identifying what keeps us calm and regulated to best handle the challenges of PM, our personal systems, including

Managing our energy, stress and our time

Implementable Strategies to keep calm and prevent conflict - our communication systems

- a. Whilst we can't control others we can positively impact others with human centric communication "before you manage the property manage the person"
- b. Demonstrate 6 step method to human-centric communication that involve:
 - Actively listening and reflect back understanding of client needs
 - Acknowledge the difficulty without admitting fault
 - Remember the human element and empathy
 - Focus on building trust and understanding to make jobs easier

Tying it Together

Explain how mastering self-regulation and communication can prevent escalation

Emphasise that while we can't control others, we can control our own responses and make a difference

Change starts with us.

What to expect: Develop a growth-oriented mindset, enhance your service delivery, and learn strategies to stay strong and adaptable!

11:45 am

Allison Holzer, First National Neilson Partners & your National Property Manager Debbie Fletcher

Property Management Quiz - How much do you know? (winner gets a prize!)

Join us for an interactive quiz on property management! This session features topical questions about current legislation and real-world scenarios.

What to expect:

Quiz Format: Answer questions on key property management issues.

Discussion: Engage in conversations about your experiences and legislative updates.

Perfect for both seasoned pros and newcomers. Test your knowledge and stay updated with the latest in property management!

12:30 pm - Lunch, Fairmont Foyer

1:30 pm

Michael Furlong, Property Management Trainer & Coach (REIV Property Management Chapter Committee Member)

'How prepared is your office if the new Victorian Government Rental Taskforce randomly audits it?'

Find out how ready your office is for a potential audit by the Victorian Government Rental Taskforce. Throughout this 90-minute interactive workshop / presentation, we will cover at least 10 areas in your business to focus on, to help you prepare your office and your portfolio, on the off chance that either your agency or one of your rental properties was selected by the New Victorian Rental Taskforce for a random audit or onsite investigation!

You will walk away from this session with:

10 Areas to focus on in your Agency to ensure you are compliant

A clear understanding of what the Rental Taskforce is focused on

What steps you can work on, to get your portfolio "Match Fit"

What to tell your Rental Providers to educate them on their responsibilities and risks

What documents & evidence you need to have on file, for every property under your management?

Clear steps on what you can do in your office in the next 30 days to increase the level of compliance, and reduce the risks.

The workshop will be broken up into two parts, including a presentation, and then as a group we will work through a new RTA & Regulations DIY Health Check Scorecard, so that you can walk away from this session with an *"Easy to Follow To Do List"* that you can take back into your office and start working on the very next day!

What to expect: This session will explore key compliance areas and best practices to ensure you're well-prepared.

3:00 pm

Raj Sambamurthy, Victoria Police

"Crime Prevention and Safety Aspects for Property Management"

Join Senior Constable Raj Sambamurthy and Janie Lambert, Acting Sergeant 30125, Crime Prevention Officer, LGBTIQ Liaison Melbourne & Yarra for an insightful and crucial session on enhancing **prevention and safety in property management**. Here's what you can expect:

Introduction to Safety: A brief overview of essential security measures, property, and personal safety.

Security Essentials: Learn the importance of surveillance systems, effective lighting, access control, and the significance of regular property inspections.

Property Safety: Discover how to conduct safety audits, prepare for emergencies, ensure common area

safety, and maintain structural integrity.

Personal Safety Tips: Get practical advice on staying vigilant, safe practices during property showings, and the best use of safety apps.

Dos and Don'ts: Key actions to take and avoid to ensure your safety and that of your property.

Spotting Red Flags: What to watch for in terms of suspicious behavior, signs of forced entry, and potential risks.

Handling Difficult Situations: Strategies for staying calm, using de-escalation techniques, and safely responding to threats.

This session is packed with practical tips and actionable advice to enhance your safety and security. Don't miss out!

3:55 pm

Group Activity

Get ready for a surprise group activity that promises fun and teamwork! Be prepared to join forces, tackle exciting tasks, and achieve goals together.

"Empower, Believe and Achieve"

4:45 pm - Close

Meet your speakers!

Mark Carter

Keynote Speaker



Mark Carter is an international keynote speaker, trainer, author, and coach with over 25 years of global learning and development experience. His TEDx talk previewed his book *Add Value*, published by Wiley. As the founder of a learning management system for SMEs and an expert in behavioral tools, Mark consults on leadership, culture, sales, adaptability, and presentation skills. A regular contributor to mainstream media, he transitioned from leading Contiki Holidays in Europe to becoming a sought-after speaker. Now based in Australia, Mark brings global insights and a passion for professional development to his work.

Hermione Gardiner

Business & Mindset Coach, Founder of Sidekick

Hermione Gardiner

Hermione is The Business and Mindset Coach for Property Management businesses who want to Build their Businesses without Burning out.



Across her 20 year career she spent many years both managing properties and working with agencies and no matter what she does she is always looking for ways to make things better, faster, smarter and easier. Her business Sidekick was born from a desire to truly give focus and support to Property Managers - to help them feel less alone and to alleviate the stress and overwhelm that the job (and life) can bring.

Her real and grounded approach carries across all of her services which include business & mindset coaching, training and consulting. As a busy mum she knows too well the juggle we all face and she will guide you with both practical skills and mindset shifts to create lasting change in your work, business and life.

Michael Furlong



Property Management Trainer & Coach

Meet Michael, the go-to guru for property management! With a passion for all things property, Michael's become one of the biggest names in the industry as a trainer, consultant, and conference speaker.

A career spanning across all facets of Residential Real Estate for over 25 years, including over 10 years as a Sales focused Principal in the competitive Richmond (Victoria) furnished apartment market, Michael has spent the past 14 -15 years developing a reputation amongst the Property Management industry across the Country for his systemised and structured "Cookie Cutter" approach to implementing *"Agency Best Practice Principles"*.

As a full time *"Property Management Consultant & Trainer"* specifically aimed at the *Agency's Business Owners"* under the banner – Rent Roll Maximiser, with a clear objective to work directly with businesses Leaders to find solutions to the many pain points they have when running a Real Estate Agency.

???

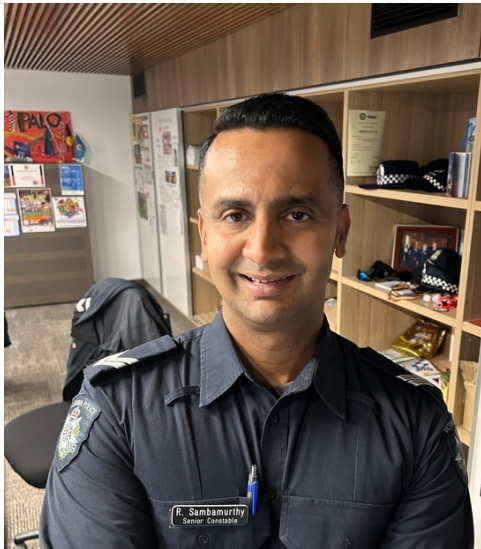
Raj Sambamurthy

Victorian Police

Senior Constable, Crime Prevention Officer & Multicultural liaison

ND1 Proactive Policing Unit | North West Metro Region | Victoria Police

Rajesh Samamurthy brings over seven years of dedicated experience in law enforcement. Before entering the policing profession, Rajesh gained diverse experience across several industries, including personal training, bus driving, telecommunications, market research, and travel agency work in India. He holds a Bachelor's degree in Mathematics and a Diploma in Air Ticketing.



Driven by a commitment to community service, Rajesh joined the police force to make a positive impact. Throughout his career, he has served in multiple police stations, including Knox, Moonee Ponds, and Forest Hill. Rajesh has been an integral member of tasking teams, with a strong focus on apprehending individuals with outstanding warrants.

Currently, Rajesh serves in the Proactive Policing Unit in Melbourne East, where he specialises in multicultural liaison and crime prevention. His portfolio reflects a deep dedication to fostering community relationships and enhancing public safety.

Raj will be joined by:

Janie Lambert

Acting Sergeant 30125, Crime Prevention Officer, LGBTIQ Liaison Melbourne & Yarra

Janie Lambert has dedicated 30 years to Victoria Police, bringing a wealth of experience and expertise to her role. Throughout her career, she has served as an operational member in the Northern suburbs and has taken on secondments to the Sexual Offences and Child Abuse Unit. Janie has also held significant portfolios, including Youth Resource and LGBTIQ Liaison Officer.

For the past 16 years, Janie has worked as a Crime Prevention Officer with the Proactive Policing Unit, focusing on enhancing public safety across the City of Melbourne and Yarra. Before her career in policing, Janie worked as a radiation therapist in Melbourne and England.

Janie is married with three adult children. In her spare time, she enjoys playing tennis, singing, and taking long walks.



Your venue: Park Hyatt

Parking

The public car park is located below Park Hyatt Melbourne; it's owned and managed by Wilson's Car Park

Charges from Wilson's Car Park must be settled directly by each guest

Wilson Parking: Discounted vouchers will be provided by Park Hyatt \$22.00 for all-day events

Valet parking via hotel: Space cannot be guaranteed and is subject to availability \$70.00 per vehicle per day

