Events FN
events@firstnational.com.au

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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 Sofitel Brisbane 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

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Agenda

Tuesday 29th October

6:30 pm

Sofitel Brisbane Central

249 Turbot Street Brisbane QLD 4000

Room: ***Cuvee Room***

PMC24 welcome function / Drinks & finger food

Wednesday 30th October

From 8:00 am

Sofitel Brisbane Central

249 Turbot Street Brisbane QLD 4000

Room: ***Odeon Room***

Registration / Coffee and tea on arrival

9:00 am

Welcome

Debbie Fletcher, National Property Manager

9.15 am

Casey Cossu, Legal & Policy Officer, REIQ

"Queensland Real Estate Industry Updates"

Join us for an insightful session with Antonia Mercorella, CEO of the Real Estate Institute of Queensland. Antonia will delve into the recent legislative updates that are significantly impacting property management professionals.

In this presentation, she will cover the new Minimum Housing Standards that have been introduced for all residential tenancies, highlighting the key changes and what they mean for property managers and landlords alike. Attendees will gain a comprehensive understanding of these standards, including how to ensure compliance and enhance the quality of housing for tenants.

Additionally, Antonia will provide an important update on the rental reforms that officially commenced on 30 September. This segment will focus on the implications of these reforms, what property management professionals need to be aware of, and how these changes may affect their day-to-day operations.

Whether you are a seasoned property manager or new to the field, this session will equip you with the

essential knowledge and tools to navigate these legislative changes effectively.

10:15am - Morning Tea

10.45 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 preempt 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

11.45 am

Hermione Gardiner

"Value the Vacate: Reducing the Stress of Tenant Transitions"

"Value the Vacate" is a focused session that delves into the complexities of the tenant vacate process. We explore the common challenges faced during vacates, emphasising the importance of prioritising tenant satisfaction and cooperation. The session highlights practical strategies to simplify the vacating experience for all parties involved, aiming to reduce stress and improve efficiency. By fostering a smoother transition, we create a more positive outcome for both landlords and tenants.

1:00 pm - Lunch

2:00 pm

Paul Newell, Senior Manager - Compliance & Enforcement

''Illicit Drugs Identification Awareness Safety and Management Strategies for Real Estate''

In his session, **"Illicit Drugs Identification Awareness, Safety, and Management Strategies for Real Estate,"** Paul will share key insights on identifying risks and managing hazardous substances, ensuring your properties remain safe and compliant. A realistic drug lab will be constructed for visual demonstration purposes.

3:00 pm

Mould Men

"Handling mould in rental properties''

Join us for an essential session on **Tackling Mould in Rental Properties**. In this presentation, we will explore effective strategies for identifying, preventing, and addressing mould issues in rental units. You'll learn about the common causes of mould growth, the health implications for tenants, and practical steps landlords and property managers can take to mitigate risks. We'll also discuss best practices for maintaining a healthy living environment regarding mould management in rental properties. Equip yourself with the knowledge and tools needed to ensure safe, mould-free homes for your tenants!

3:55 pm

Team Building 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

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Parking? No worries! You've got options:

Feeling independent? Go for **self-parking** at $47 per day.

Want to feel a little fancy? you have the **valet parking** option for $57 per day.



Meet your speakers!

Mark Carter



Speaker

Mark Carter

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.

Antonia Mercorella



REIQ, CEO

Antonia Mercorella

Antonia Mercorella is the powerhouse CEO of Real Estate Institute of Queensland ("REIQ"). She is a lawyer by profession and for the last 2 decades, she's headed up legal counsel for the industry's peak bodies in South Australia and later in Queensland, where she's also served as CEO for the last nine years. As the REIQ's first female CEO, and its youngest at appointment date, Antonia has transformed the century old Institute into one of most progressive and high-profile industry associations in Australia. Antonia has led and shaped some of the most significant real estate legislative reforms across multiple jurisdictions. Her ability to lead and develop advocacy programs has drawn national and international attention. Antonia holds a Bachelor of Laws with Honours and a Bachelor of Educational Theatre.

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Paul Newell



Chemcial Operations Group

Paul Newell

With over 25 years of experience in leadership, government regulation, and emergency response, Paul has tackled everything from environmental protection to illicit drug manufacturing, both in Australia and internationally. He's led major initiatives as a senior government regulator and is a go-to expert for the United Nations Office on Drugs and Crime (UNODC), where he has helped write global guidelines on safely handling hazardous chemicals.

He's also a Fellow of the Royal Australian Chemical Institute and serves on the National Chemistry Committee for the Australian Academy of Sciences. Paul's expertise and hands-on experience make him an invaluable resource for the real estate industry.

Seth Paenga

Client Relationship Manager, MouldMen

Seth Paenga

As a Client Relationships Manager, my arena is building connections that aren't just about business but about the journey we'll get to embark on together. I believe in the power of a good conversation and a well-timed joke to forge strong relationships that stand the test of time.

With over a decade in customer service, sales, retention, and making events and conferences the places to be, I've mastered the art of turning first-time handshakes into lasting partnerships in helping our clients tackle any mould challenges.