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Agenda

Friday, 15 September

8:15 am

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

Registration (coffee and tea on arrival), Plaza Foyer

9:00 am

Opening Address, Plaza Ballroom 1

First National Real Estate Chief Executive, *Ray Ellis*

9.15 am

Speaker 1 - Chris Helder, Keynote Speaker

Useful Belief and Colour

This high energy keynote is loaded with laughs and tools for the PM's to take back into the office and put into place. This presentation focuses on two areas, mindset and building customer relationships.

In terms of mindset, the focus will be on Useful Belief. This part of the presentation will challenge the PM's to re-frame the challenging parts of their lives, and help them develop a useful belief about them.

This tool gives them power to take control of their mindset and open up to the opportunities that present themselves.

This leads to the second part, where I will deliver a presentation on personality colours. Through this process, the PMs will enjoy learning about themselves and other team members, but also realise the importance of having a Useful Belief in relation to some of the personalities that they may struggle with in terms of landlords and tenants. All in all, a highly entertaining presentation from beginning to end.

10:00 am

Speaker 2 - Rebecca Clow, Director, BD By Design

Assess, Action and Resolve – Effective Communication Platform Effective

Effective communication is crucial in any relationship that matters. We know our owner and tenant relationships are our priority in the pursuit of great property management. As we navigate through known and unknown challenges, how we show up is what really makes the difference and leaving a lasting impression counts. We know creating certainty is the game changer for you and your client relationships. In this session we get to unpack strategies and have a conversation around the small adjustments which can cultivate big impacts.

We will be leaning in on -

Understanding emotional intelligence in simple terms with simple strategies to use in your work and personal life

How to learn and re – learn effective communication skills to help you build strong and sustainable relationships

Learn the key components of what investors and tenants need and to better understand how they show up in challenging situations

How to leverage your team and leadership to feel heard, appreciated and supported

Learn how to let go of the S#%T and keep the stuff that is meant to stay and play.

11:00am - Morning Tea, Plaza Foyer

11.30am

Speaker 3 - 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.

12:30pm

Speaker 4 - Anna, Community Education Facilitator, OVIS Community Services

Family and Domestic Violence Community Response Training for Real Estate Defining FDV

During this session, Anna will cover:

Forms of abuse

Vicarious trauma and secondary trauma

Coercive control and the law

Cycles of Abuse

Statistics

National Plan

How to recognise FDV

Barriers to leaving FDV

Impacts of FDV (including homelessness)
Disclosures and responding
Overview of OVIS service.

1:15 pm - Lunch, Plaza Foyer

2:00pm

Speaker 5 - Paul Newell, Senior Manager - Compliance and Enforcement, The Government of WA

Illicit Drugs Identification Awareness Safety and Management Strategies for Real Estate

During this session Paul will cover:

Common indicators of illicit drug manufacturing activity

Case Studies

Management of risk when undertaking property inspections

Management of property assets by owners if property is contaminated

Guidance for managing clandestine drug laboratory sites.

3:30pm

Speaker 7 - Mark & Paul Hadland, Arakan Martial Art

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 - Close

6:30pm

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

Dinner at Caballitos, 26 Queen St, Perth

Room: Chapel of Sin

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 Hyatt Regency Perth book your room by clicking on the button below:

**Book
Accommodation**

A special corporate RATE has been provided for all members. **Click “Corporate or Group Code” and enter EVNT**

Hyatt Regency Perth

Points of Interest

• Elizabeth Quay • Langley Park • Kings Park • WACA Cricket Ground • Perth Zoo • Optus Stadium • HBF Park • RAC Arena • Hay Street Mall and Perth CBD Shopping

Airport: 16km

Parking, Access & Transport

Perth Railway Station >> 2 km

Perth Domestic Airport (PER) >> 12 km

Perth International Airport (PER) >> 17 km

Fremantle Overseas Passenger Terminal >> 35 km

Enjoy the convenience of our driveway off Adelaide Terrace, which leads to valet parking. Alternatively, continue driving into our underground car parking facilities directly below our hotel for self parking. For guests with wheelchair or special access needs, we offer the option of being dropped off at the hotel entrance prior to your car being either self or valet-parked.

*Parking rates are subject to change.

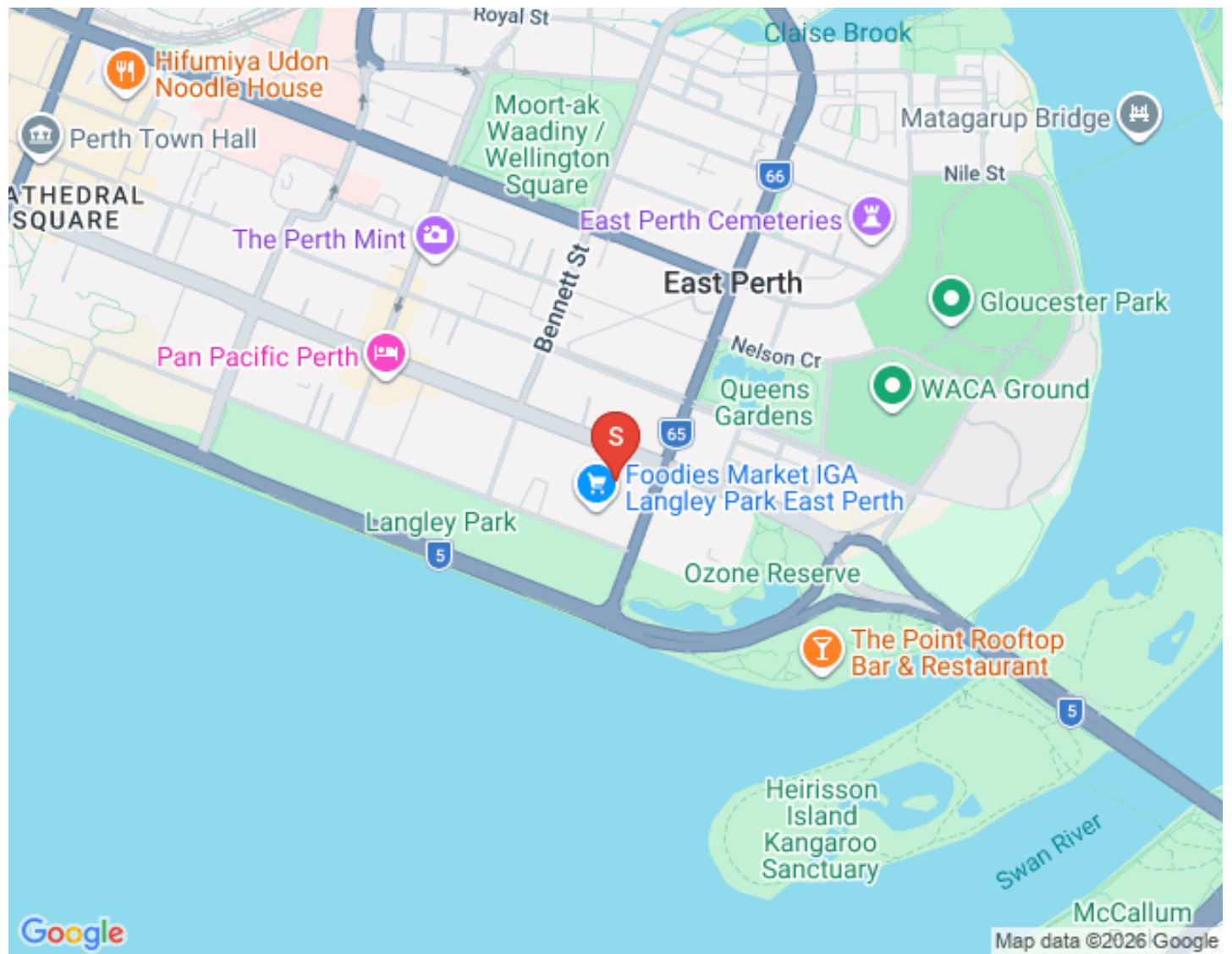
Self Parking

\$30* /Overnight

Valet Parking

\$50* /Overnight

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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.

Chris Helder



Keynote Speaker

Chris Helder is a business communication expert and master story teller whose presentations have radically transformed how thousands of people worldwide communicate with clients, customers, colleagues, staff and teams. He has been a professional speaker for 18 years and has done over 2,450 presentations around the world.

He is the bestselling author of three books "The Ultimate Book of Influence" which has been published in five languages, "Useful Belief", which is one of the highest selling Australian business books of all time and "Cut The Noise" which is about achieving better results with greater focus.

Rebecca Clow

Director, BD By Design



Rebecca Clow is the Director of bd by design, a unique coaching and mentoring business focusing on people, profits and future leaders in Real Estate. With her background in Corporate business and her diverse roles in Property Management, Rebecca Clow is well known as a dynamic speaker and coach, passionate and energetic in her pursuit to shift the thinking of growth and sustainability in property management. Rebecca and her team respectfully transition leaders, model growth teams and mentor property managers into the 'Modern' Agency through proven strategic platforms. The team at bd by design are highly focused on the long game to ensure Real Estate businesses of today are running Smart Businesses and ultimately, the customer experience continues to underpin the vision, strategy and planning for future growth.

Anna



**Community Education Facilitator, OVIS
Community Services**

**We believe in a future where all people feel safe
from violence and abuse.**

We're here to empower others, create meaningful connections and break the cycle of violence across the Peel Region. From crisis accommodation to innovative prevention programs, we're courageous in our campaign for a safer tomorrow.

Paul Newell



**Senior Manager - Compliance and Enforcement,
Government of WA**

Paul is an Australian and internationally recognised expert in illicit drug manufacture and drug contamination and is a subject matter expert for the 'United Nations Office on Drugs and Crime' (UNODC), author of several specialist UNODC and Australian illicit drug related guidelines including the Australian National Guidelines for the 'Remediation of Clandestine Drug Laboratory Sites'.

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.

Ryan Gray



Ryan is a highly experienced MMA fighter and coach, with over 20 years of experience and the title of National Eternal Champion in his portfolio. He currently serves as a brown belt coach at Scrappy MMA gym, where he shares his expertise and helps aspiring fighters reach their full potential. However, for Ryan, MMA is not just about winning fights, it's about striving to improve every aspect of your life and become the best version of yourself. His true passion lies in watching his students gain confidence and grow both as fighters and as individuals.

PowerPoint Presentations

[Click here to view PowerPoint Presentations](#)