

LEGAL SYMPOSIUM PROGRAM Sunday 8 October

8.30 - 8.35	Legal Symposium - Introduction MC: Derek Sutherland FCA Legal Committee Chairman
8.35-8.45	Opening & Welcome Bruce Billson, FCA Executive Chairman
8.45 - 9.15	Regulatory Update: Latest Actions & Enforcement Priorities of the ACCC Speaker: Dr Michael Schaper, Deputy Chairman, ACCC
9:15 - 9.45	Enforcement priorities and franchise system compliance - Fair Work Ombudsman Speaker: Cletus Brown, Director, Knowledge Solutions, Office of the Fair Work Ombudsman
9:45 - 10.30	Competition issues and reforms MC: Corinne Attard, Partner, Holman Webb Lawyers Speakers: Josh Simons, Partner, Thomson Geer Lawyers Haydn Flack, Senior Associate, Minter Ellison
10.35 - 10.55	Morning tea - Royal Benowa Foyer
10.55 - 11.40	Due Diligence - buying and selling franchise networks due diligence and valuation issues MC: Jessica Reid, Senior Associate, Maddocks Speakers: Greg Hipwell, Partner, Maddocks Harley Mitchell, Corporate Finance Partner, Grant Thornton Lisa Billington, GM Corporate Services, Opteon Property Group <i>Location: Convention Lobby</i> Risk Management - practical ways to manage risk of prior representations MC: Steve Latham, Partner, Minter Ellison Speakers: Tamra Seaton, Director, MDS Legal Christina Sutherland, Corporate Lawyer, Minor DKL Food Group Douglas Campbell QC, Barrister <i>Location: Cypress 1&2</i>
11.40 - 12.35	Practical impact of the Fair Work Amendment (Protecting Vulnerable Workers) Act 2017 MC: Derek Sutherland, FCA Legal Committee Chairman Speakers: Nigel Jones, Partner, Norton Rose Fulbright Heinz Lepahe, Partner, HWL Ebsworth Lawyers Herbert Fischbacher, Principal, MST Lawyers Stephen Giles, Partner, Norton Rose Fulbright
12.35 - 1.15	Lunch - Royal Benowa Foyer
1:15 - 2.00	Case Update 2017 - A critical review of recent important franchising cases MC: Alicia Hill, Principal, MST Lawyers Speakers: Matthew Williams, Barrister, Callinan Chambers

2:00 - 2.45	Navigating the waters with franchisees who may be insolvent MC: Simone Pentis, Managing Director, Advantage Partners Lawyers Speakers: Jason Bettles, Partner, Worrells, Ian Lockhart, Partner, Minter Ellison Brisbane
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Location: Convention Lobby

International - Coming to America, talking Trump and have you considered Canada or the Middle East MC: Raynia Theodore, Principal, MST Lawyers Speakers: Peter Snell, Partner, Gowling WLG (Canada) Rupert Barkoff, Head of the Franchise Team, Kilpatrick Townsend & Stockton LLP (USA) Melissa Murray, Partner, Bird & Bird (UAE)

Location: Cypress 1&2

2.45 - 3.05	Afternoon tea - Royal Benowa Foyer
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3.05 - 3.45	Funding - getting the buck to fund your bang MC: Joe Lazzara, Partner, LSV Borrello Lawyers Speakers: Tony Cotter, National Franchising Manager, ANZ Steve Seddon, Senior Business Development Manager - Franchising, Westpac Simon Ovenden, Head of Franchise Banking, Bank of Queensland
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Location: Convention Lobby

Changing business models - how to manage change MC: Maija Kerry, Special Counsel, Norton Rose Fulbright Speakers: Allison McLeod, Special Counsel, Norton Rose Fulbright Costa Cominos, National Franchise Manager, Optus

Location: Cypress 1&2

3.45 - 4.30	Dispute Resolution - is there a smarter way forward? MC: Louise Wolf, Senior Associate, MST Lawyers Speakers: Derek Minus, Franchising Mediation Adviser, OFMA Cecily Zhu, General Manager, The ACCORD Group Alan Wein, Principal, Wein Mediation
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4.30 - 5.30	Ethics MC: Stewart Germann, Principal, Stewart Germann Law Office Speakers: Stafford Sheppard, Director of QLS Ethics Centre, Qld Law Society Ramsay Andary, Principal, DMAW Lawyers Chris Nikou, Partner, K&L Gates
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5.35	Closing Comments Derek Sutherland, FCA Legal Committee Chairman
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NFC17 PROGRAM Monday 9 October

7.00 - 8.00	Franchising Keynote Breakfast Natalie Brennan, General Manager, Muffin Break Convention Lobby
8.30 - 8.40	Day One Official Opening MC Andrew Klein Plenary Marquis
8.40 - 9.00	FCA 2020 Vision Bruce Billson, Executive Chairman, FCA Damian Paull, CEO, FCA Plenary Marquis
9.00 - 10.00	Fair Work Keynote Panel Facilitator: Damian Paull, CEO, FCA Panellists: Brendan Green, CEO, Hire A Hubby Natalie James, Fair Work Ombudsman Ken Rosebery, MD, The Cheesecake Shop Tanya Robertson, National Store Operations Manager, Sigma Healthcare Plenary Marquis
10.00 - 10.30	Keynote Hon Michael McCormack, MP - Minister of Small Business Plenary Marquis
10.30 - 11.00	Morning Tea - Expo Hall
11.00 - 11.45	Keynote Futuristic Andrew Wildblood, Executive Director of Premier Business, Telstra Plenary Marquis

11.50 - 12.40	Roundtables Facilitator: Jason Gerhke, Director, Franchise-Advisory Centre and Director, FCA Convention Lobby
12.40 - 1.40	Lunch - Expo Hall
CONCURRENT SESSION ONE	
1.40 - 2.25	Funding Stream - The role of private equity in franchising Facilitator: Tony Garret, Partner, Deloitte Panellists: Denis Heizmann, Board Member and Investment Manager, Lazer Clinics Michael Thompson, Associate Director, Livingbridge Martin Checketts, Partner, Mills Oakley Convention Lobby
1.40 - 2.25	Technology Stream - How technology is revolutionising franchising Facilitator: Brad Rappell, Founder, Franchising 1st Panellists: Christian McGilloway, Head of Digital, Retail Zoo/Boost Juice Brendan Green, CEO, Hire A Hubby Makarla Cole, Head of Post Office Partnerships & Channel Management, Australia Post Plenary Marquis
1.40 - 2.25	Marketing Stream - Don't underestimate the power of brand equity Facilitator: Sam Haydon, Sales Manager - Commerical Solutions, Pitney Bowes Panellists: Audrey Lucas, Marketing Manager, Salts of the Earth Sophie Howlie, Marketing Manager, Jetts Fitness Marcel Lal, Head of Business Australasia, Novus Auto Glass Cypress 1 & 2

CONCURRENT SESSION TWO	
2.30 - 3.15	Operations Stream - Creating a Mentally Healthy Franchise Network Facilitator: Greg Nathan, Psychologist & Founder, The Franchise Relationships Institute Panellists: Kate Memish, Small Business Project Manager, BeyondBlue Meda Royall, Founder & CEO, Your Law Firm Cypress 1 & 2
2.30 - 3.15	Trends Stream - How to keep ahead of disruption Speakers: David Francis, Head of Sales, Zappar Carli Johnston, Chief Experience Officer, Virtual Method Plenary Marquis
2.30 - 3.15	Expansion Stream - Interdependent Growth - strategic alliances Facilitator: Bill Lang, Executive Chairman, Human Performance Company Panellists: Serge Infanti, MD, FoodCo Group Lawrence Cusdin, Co-founder, Croc's Playcentre Robbie Rae, Corporate Accounts Manager, Storage King Andrew Rickett, Sales Director of Australia & New Zealand, Europcar Convention Lobby
3.14 - 3.45	Afternoon tea - Expo Hall
3.45 - 4.30	Franchisor Keynote Panel Facilitator: Claire Wilson, Owner, The Alternative Board Panellists: David Christie, CEO, Bakers Delight Tim Cockayne, CEO, Total Tools David Bell, MD, Kwik Kopy Plenary Marquis
4.30 - 5.15	Closing Keynote Tim Reed, CEO, MYOB Plenary Marquis
7.00 - 10.30	Franchise Cloud Solutions FCA Networking Night Paradise Country Gold Coast

NFC17 PROGRAM Tuesday 10 October

7.30 - 8.15 Breakfast - Expo Hall

8.25 - 8.30 Day Two Opening

MC Andrew Klein
[Plenary Marquis](#)

8.30 - 9.15 Keynote Leadership

Steve Simpson, Corporate Culture Expert, UGR
[Plenary Marquis](#)

9.15 - 10.00 Keynote International

Ray Titus, CEO, United Franchise Group
[Plenary Marquis](#)

10.00 - 10.30 Morning tea - Expo Hall

10.30 - 11.10 NextGen in Franchising Competition

Facilitator: Roger Wilson OAM, Past Chairman, FCA Hall of Fame
Panellists: Murray D'Almeida, Founder, Retail Food Group
 Roger Gillespie, Chairman-Founder, Baker's Delight
 Tom Potter, Founder, Eagle Boys

[Plenary Marquis](#)

11.10 - 11.50 Hall of Fame Keynote Panel

Facilitator: Amber Turnbull, General Manager, Just Cuts
Panellists: Murray D'Almeida, Founder, Retail Food Group
 Roger Gillespie, Chairman-Founder, Baker's Delight
 Tom Potter, Founder, Eagle Boys

[Plenary Marquis](#)

11.50 - 12.50 Lunch - Expo Hall

12.50 - 1.40 Roundtables

Facilitator: Jason Gerhke, Director, Franchise-Advisory Centre and Director, FCA

[Convention Lobby](#)

CONCURRENT SESSION ONE

1.40 - 2.25 Finance / Funding Stream - Improve finance access for new and existing franchisees

Facilitator: Darryn McAuliffe, CEO Australia, FRANdata
Panellists: Thomas Reeh, Co-founder, Finn Group
 Lise Stothart, CFO, San Churro
 Tony Cotter, National Manager Franchising, ANZ

[Convention Lobby](#)

1.40 - 2.25 Trends Stream - The Future of Fintech and Franchise

Facilitator: Simon Dennis, Head of Partnerships, MYOB
Panellists: Alan Tsen, General Manager, Stone & Chalk
 Charlene Batson, Head of Partnerships, OnDeck
 Adam Neill, General Manager, Soul Origin

[Cypress 1 & 2](#)

1.40 - 2.25 Recruitment / Culture Stream - Culture fit - how to get the right franchisees

Facilitator: Sarah Stowe, Editor, Inside Franchise Business
Panellists: Aaron Smith, CEO & Founder, KX Pilates
 Antony Moore, Head of Retail, Tatts Group Lotteries
 Ross Worth, CEO, Hogs Breath Café
 Scott Bradley, Retail Operations Manager, Associated Retailers Limited

[Plenary Marquis](#)

2.30 - 3.00 Afternoon tea - Expo Hall

CONCURRENT SESSION TWO

3.00 - 3.45 Marketing / Tech Stream When loyalty, technology and the rise of automation collide

Facilitator: Oliver Ranck, CEO, Octomedia
Panellists: Simon Rossi, General Manager, UberEATS
 Lawrence Pelletier, Sales & Marketing Director, Redcat
 Carlos Antonius, General Manager, Chatime
 Adam Neill, General Manager, Soul Origin

[Cypress 1 & 2](#)

3.00 - 3.45 Expansion Stream - Franchising lessons from around the world (challenges and opportunities on globalisation of brands)

Facilitator: Alan Branch, President - Global Business Development, Optivance360
Panellists: Douglas Stalgren, Vice President, Panda Express International
 Jurgen Kernbach, Franchise Development Director, The Source Bulk Foods
 John O'Brien, CEO & Founder, Poolwerx
 David Chiem, CEO & Founder, Mindchamps

[Convention Lobby](#)

3.00 - 3.45 Human Resources Stream - Practical solutions for your legislative obligations

Facilitator: Damien Gooden, CEO, HR Central
Panellists: Leisa Rennie, HR Specialist, HR Central
 Samra Tripodi, CFO, Plus Fitness
 Ken Rosebery, MD, The Cheesecake Shop

[Plenary Marquis](#)

3.45 - 4.30 Closing Keynote

Raagulan Pathy, Workplace Enterprise Growth, APAC, Facebook
 Presented by Brad Rappell, Founder, Franchising 1st

[Plenary Marquis](#)

4.30 - 5.15 Franchisor Closing Keynote

Dr Glen Richards, Founding MD, Greencross

[Plenary Marquis](#)

7.00 - 12.00 MYOB FCA Excellence in Franchising Awards Gala Dinner

[Royal Benowa Ballroom](#)