



# PICKLES AUCTIONS IMA NATIONAL CONFERENCE

11-13 May  
**2016**  
H O B A R T

Published: 11/02/16

# total experience:

## connect

meet industry colleagues to network for new opportunities

## learn

strong program of industry speakers to build on your knowledge

## enjoy

join the fun at the welcome cocktails and conference dinner

book online today!

[www.imal.com.au](http://www.imal.com.au)

# total experience:

with a variety of sessions together with great networking opportunities, being involved provides the total experience for the Pickles Auctions IMA 2016 national conference

## be involved

in the atmosphere of Hobart and  
be engaged in the industry sessions

## celebrate

all that IMA membership means at the  
cocktail party and conference dinner

## annual tradition

join more than 120 industry professionals for 3 days of  
specialist education, networking & fun - make it your  
tradition like so many others to attend every year



# Pickles Auctions



ACCESS MERCANTILE AGENCY

**Thanks to our sponsors**



AUSDETECT PTY LTD



**AAC PROCESS SERVERS  
AND INVESTIGATIONS**



**Thanks to our exhibitors**



detectivedesk



# ACTIVITIES

## Wednesday May 11, 2016

**Why not arrive early and use your free time to check out some of the attractions Hobart and its surrounds are so popular for such as:**

Battery Point | Constitution Dock | Historic Richmond  
Maritime Museum of Hobart | Mount Nelson Lookout  
Mount Wellington | Museum of Old and New Art (MONA)  
Queens Domain | Royal Tasmanian Botanical Gardens  
Salamanca Place | Sandy Bay | Tasmanian Museum and Art Gallery

Go to [www.discovertasmania.com.au](http://www.discovertasmania.com.au) for more information.

**6.00 pm      Cocktail Party**

**Sponsor: Access Mercantile**

in the “Degraes Room” at Cascade Visitor  
Centre, 140 Cascade Road, South Hobart.

**8.00 pm      Delegates at leisure \***





# 2016 PICKLES AUCTIONS IMA NATIONAL CONFERENCE

Thursday May 12, 2016

## PROGRAM

**9.00 am IMA Annual General Meeting**

*All members welcome*

**9.45 am Welcome Coffee**

**Sponsor: The Challis Group**

**10.15 am Welcome & Opening Remarks**

**10.30 am Session 1 - Industry Observations**

*Alan Harries, Institute of Mercantile Agents*

Alan will present a snapshot of how he sees the industry in terms of regulations, compliance and opportunities.

**11.00 am Session 2 - Effective Time Management**

*Nigel Davies, NDA Tasmania*

Nigel will present two sessions designed to assist members with skills for their roles: this session will share tips on how to be efficient in managing competing time and work demands.

**12.00 pm Lunch Break**

**Sponsor: Derwent Mercantile**

**1.00 pm Session 3 - Fair Work Perspectives**

This session will review recent perspectives seen at Fair Work Australia and the possible implications for members in operating their businesses.

**2.00 pm Session 4 - Writing Effectively**

*Nigel Davies, NDA Tasmania*

This session will focus on writing effectively in reports and client correspondence.

**3.00 pm Afternoon Coffee**

**Sponsor: AAC Process**

**3.30 pm Session 5 - Super Sleuth Cyber Tracker**

*Ken Gamble, IFW Global Investigations*

Ken will share his experiences in detecting and prosecuting scams which have involved both local and international investors. Ken has recently been in the media about his investigation into Peter Foster's scam as "Sports Trading Club" in which Ken successfully recovered over \$10 million from offshore accounts - Ken will use this investigation as a case study for this session.

Following Ken's presentation, together with *Daniel Taylor, CCSG and Michael Waddell, Centauri Group* he will explore how cyber investigations play a vital role in collections and recoveries.

**Sponsor: Acceleon**

**5.00 pm** Close of sessions - delegates at leisure to make own arrangements. \*

Friday May 13, 2016

## PROGRAM

**9.00 am Session 6 - The Fine Line Between Trespass and Lawful Entry to Premises**

*Chris Wellington & Shane Sankey, Wallmans Lawyers*

In this joint presentation, litigation partner Chris will provide an update on recent cases about trespass, and the implications for IMA members. Shane, Wallmans mercantile specialist will then explain and discuss processes that can be used to obtain court approval for entry to premises to recover goods.

*Alex Caruana, Express Mercantile and Travis Carter, Advance National Services* will join Chris and Shane to workshop practical applications of trespass versus lawful entry.

**Sponsor: Advance National Services**

**10.30 am Morning Coffee**

**Sponsor: AusDetect**

**11.00 am Session 7 - Expectations for Agents**

*Mark Basman, Toyota Finance*

This session will explore perspectives from a credit provider's Senior Collections Executive of what is expected of a modern field agent.

**12.00 pm Lunch Break**

**Sponsor: National Collections**

**1.00 pm Session 8 - BPO: What the Landscape Looks Like**

*Julian Smith, Acquire BPO*

Julian will take delegates on a digital tour of Acquire's Philippines call centre to demonstrate the setup and explain what range of skills can be outsourced.

**2.00 pm Session 9 - Professional Indemnity: Risk and Experience**

*Danny Gumm, Arthur J. Gallagher*

Danny, who put together the IMA Insurance Package for Mercantile Agents, will explain the risks which PI cover is intended to cover and share the actual experience of PI claims being received.

**3.00 pm Afternoon Coffee**

**Sponsor: Ausdetect**

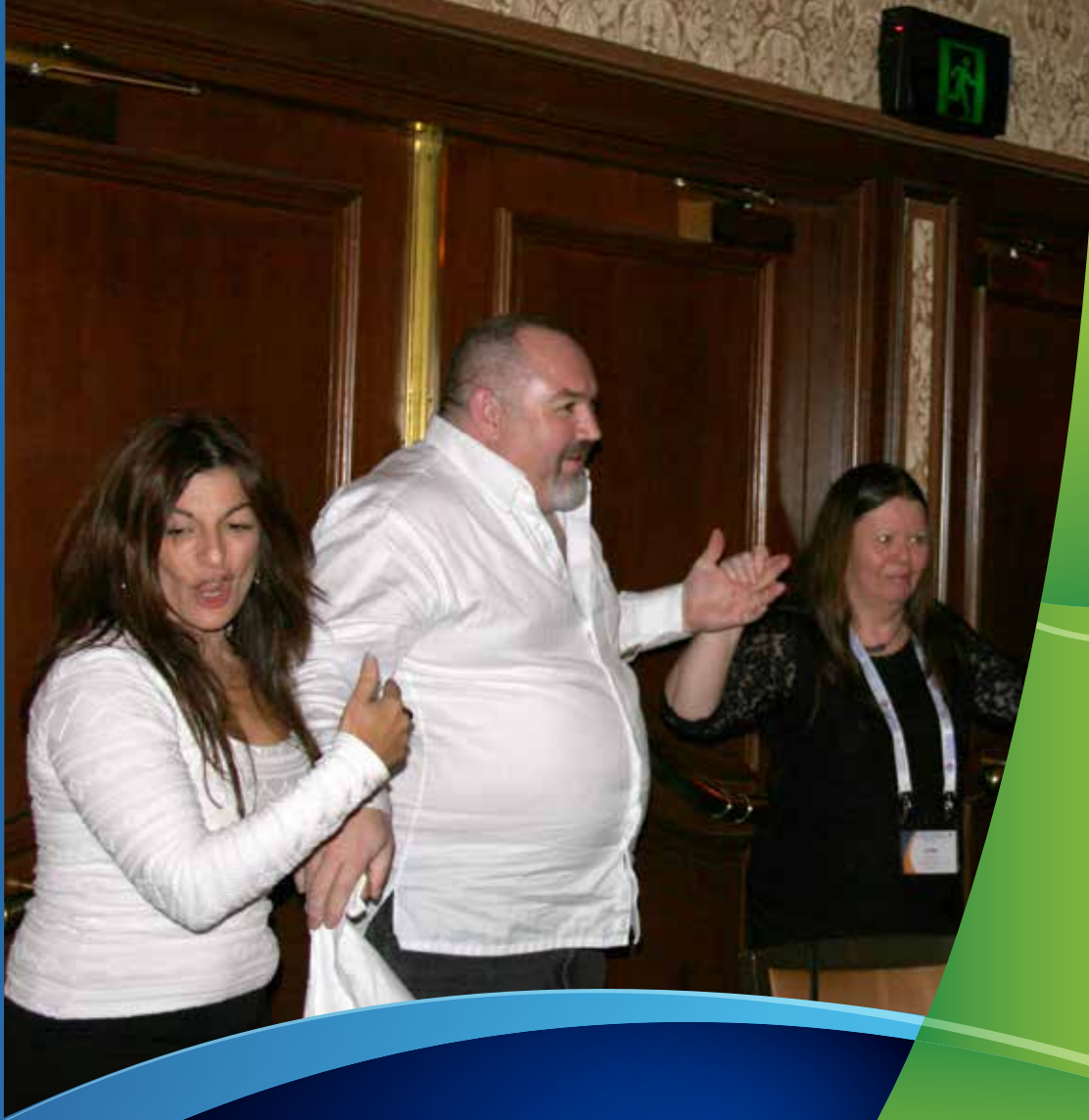
**3.30 pm Session 10 - Getting the Basics Right**

*Sara-Jane Knott, Page Seager Lawyers*

Sara-Jane will present a session looking at the elements for effective service of process and the preparation of affidavits. Additionally she will explain what is required when Orders for Substituted Service are sought from an evidentiary point of view and dealing with the issue of hearsay evidence.

Sara-Jane will then be joined by *Alex Caruana, Express Mercantile and Daniel Steers, Derwent Mercantile* for a discussion on practical processes to get the basics right.

**5.00 pm Close of sessions and break prior to Conference Dinner.**



## ACTIVITIES

Friday May 13, 2016

**7.00 pm Conference Dinner**

**Sponsor: Arthur J Gallagher**

in "The Jones & Co. Room" at The Henry Jones Art Hotel, 25 Hunter Street, Hobart.

### **Dress Standards**

AGM - smart, relaxed casual.

Conference Days - smart, relaxed casual.

Conference Dinner - smart casual.

Cocktail Party - cocktail dress / lounge suit or blazer & tie.





ABN 94 000 514 483

## 2016 National Conference Registration Form and Tax Invoice

This document shall be a tax invoice for GST purposes upon receipt of payment.  
This registration is subject to Terms & Conditions on the following page.

**REGISTER ONLINE at [www.imal.com.au](http://www.imal.com.au)**  
**OR please complete this form & return to IMA National Office**

Delegate Name \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Mobile \_\_\_\_\_ Email \_\_\_\_\_

Member of IMA ☐ Yes ☐ No Number of persons attending \_\_\_\_\_

Additional Delegate Name(s) \_\_\_\_\_

Registration Fees <i>All prices include GST (excludes program items marked with *)</i>	Early Bird registration by 31/03/16		Otherwise		Your Cost
	Member	Non-member	Member	Non-member	
Conference Registration (Cocktail Party, Conference Sessions, lunches and breaks & Conference Dinner)					
1st delegate from your firm	\$795.00	\$895.00	\$945.00	\$1,045.00	
Additional delegate from your firm	\$695.00	\$795.00	\$845.00	\$945.00	
Single Day Registration - Sessions only (Thursday 12 May or Friday 13 May)					
1st delegate from your firm	\$325.00	\$375.00	\$375.00	\$425.00	
Additional delegate from your firm	\$275.00	\$325.00	\$350.00	\$400.00	
Delegate Attending Social Events Only (not attending Conference Sessions, lunches and breaks)					
Cocktail Party & Conference Dinner	\$325.00		\$375.00		
Accompanying Social Partner (not attending Conference Sessions, lunches and breaks. Only available when combined with at least one Conference, Single Day or Delegate Attending Social Events Registration)					
Cocktail Party & Conference Dinner	\$225.00		\$275.00		
Total Payable					
By lodging this registration, the terms & conditions printed overleaf are acknowledged and accepted.					
A confirmation email and tax invoice will be issued upon registration					

☐ Cheque enclosed for \$\_\_\_\_\_ (incl GST) made payable to Institute of Mercantile Agent **OR**

☐ EFT of \$\_\_\_\_\_ (incl GST) to Institute of Mercantile Agents [BSB: 650000 Account: 966508400] **OR**

☐ Please debit my ☐ MASTERCARD ☐ VISA

in the amount of \$\_\_\_\_\_ (incl GST) [NOTE: 2% credit card payment surcharge applies]

Card Number \_\_\_\_\_ Expiry Date \_\_\_\_ / \_\_\_\_ Security Code \_\_\_\_\_

Name of Cardholder \_\_\_\_\_ Signature \_\_\_\_\_

# 2016 PICKLES AUCTIONS IMA NATIONAL CONFERENCE

## IMA Contact Details

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Email: [admin@imal.com.au](mailto:admin@imal.com.au)

Web: [www.imal.com.au](http://www.imal.com.au)



## Venue Details

The Henry Jones Art Hotel

25 Hunter Street, Hobart, Tasmania

Tel: 03 6210 7700

Email: [reservations@thehenryjones.com](mailto:reservations@thehenryjones.com)

Web: [www.thehenryjones.com](http://www.thehenryjones.com)

## Accommodation

Looking to stay at The Henry Jones Art Hotel? You will need to phone 03 6210 7700 or email [reservations@thehenryjones.com](mailto:reservations@thehenryjones.com) and **quote booking code BB760672** to secure your special rate from \$320.00 per room per night.

Alternatively there are many accommodation options in close proximity to the venue - check out sites such as [www.wotif.com](http://www.wotif.com) for options.

## Registration Terms & Conditions

Registration terms & conditions: Registrations for activities must be accompanied by payment. Registrants shall be liable for payment in the event of non-attendance unless cancellation is made in accordance with the cancellation policy below.

Cancellations: Cancellations and transfers will be permitted up to eight (8) working days prior to the start of the event. An administration fee of 20% of the total registration fee (incl. GST) will be incurred for cancellations and transfers made up to this time. No refunds will be issued from eight (8) days prior to the event, except in exceptional circumstances e.g. major illness or bereavement (a doctor's certificate must be presented to support any claim). All cancellations must be in writing. Substitute participants of equal value are allowed at any time. Registrations will not be processed unless full payment is received.

Privacy Statement: The Institute of Mercantile Agents (IMA) is committed to protecting the privacy and security of personal information provided by you to us. The personal information you provide in this form will be used by the IMA in accordance with its by-laws and specifically to \* contact you in event of cancellation \* conduct analysis or market research to identify the ongoing needs of registrants. The IMA may disclose the personal information which you provide in this form to external service providers to whom we have contracted out functions, but only for the purposes outlined above. You have the right to access any personal information which the IMA holds about you subject to the exceptions in the Privacy Act 1988 (C'th). You may also request the correction of information which is inaccurate. Access and/or correction requests can be made at the IMA's National Office.

Disclaimer: The opinions expressed by speakers, presenters and participants at this event are not necessarily those of the IMA.