

Conference Program

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2025 Pickles
IMA Conference
Gold Coast
4-5 September 2025

Current as of 22 April 2025

Next Gen Agency: Adapt, Lead Thrive.

The industry is changing – fast. With disruptive technologies like agentic AI, evolving legal landscapes, rising safety concerns and a renewed focus on empathy and ethics, today’s agencies must not only keep up, but lead the way. This conference equips participants to become “Next Gen” professionals: agile, ethical and future-ready.

This program may be subject to change.




JW MARRIOTT
GOLD COAST RESORT & SPA

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Thursday 4 September – Conference Day 1

12.00pm Registration Desk Open

12.00pm to 5.00pm Exhibitors Hall Open

12.00pm to 1.00pm Welcome Lunch including Welcome and Opening Remarks

IMA CEO: Jody Wright
 Pickles: Gareth Rattray
 MC: Nick Wright

1.00pm to 2.00pm Session 1

Panel: Industry Sector Forum
 Chair: Daniel Taylor, IMA National President
 Panellists: Marvin Rivas, Collections Manager – Taurus Motor Finance
 Mark Basman, Operations Executive Banking & Equipment Finance – Hyundai Capital
 Johnny Kelepouris, Executive Manager Customer Assist – Angle Auto Finance
 James Friel, Risk & Compliance Analyst – Volvo Finance
 A representative from Gadens
 Précis: An opportunity to liaise with industry experts in a Q & A style discussion.
 Time: 60 minutes

2.00pm to 3.00pm Session 2

Panel: Agent Sector Forum
 Chair: Jody Wright, IMA CEO
 Facilitators: Mark Stevens, Field Services Sector Chair
 Sharon Barker, Collections Sector Chair
 Daniel Jennings, Investigations Sector chair
 Précis: An opportunity for interactive discussion about challenges and issues being faced by agents throughout Australia and developing solutions and actions for the IMA leadership to take moving forwards.
 Time: 60 minutes

3.00pm to 3.30pm Afternoon Coffee Break

3.30pm to 4.15pm Session 3

Presentation: From Clues to Closure: Life as an Investigator and Beyond
 Speaker: Graeme Crowley, Former Private Investigator and Commercial Agent
 Précis: This session offers an inside look into the dynamic and challenging world of investigative work, from solving cases to navigating the highs and lows of the profession. It also explores the transition into exiting the business world, highlighting the skills, experiences and mindset that shape life after leaving the field.
 Whether its mentoring, consulting or embracing new passions, Graeme will shed light on the lasting impact of an investigator/commercial agent's career and the opportunities that come next.
 Time: 45 Minutes

6.00pm to 9.00pm Welcome Drinks and Canapes

Observation Deck, Level 78 Skypoint, Surfers Paradise
 Join us for a memorable evening of welcome networking drinks at the iconic SkyPoint, where the vibrant energy of the Gold Coast meets the relaxed elegance of our opening social event. This is the perfect opportunity to reconnect with familiar faces, forge new connections, and ease into the conference in style—all set against the stunning backdrop of the Gold Coast skyline at sunset.

As the sky transforms into a canvas of golden hues and city lights begin to twinkle below, enjoy a relaxed, friendly atmosphere with delicious drinks, light canapés, and unbeatable panoramic views from one of the city's most breathtaking vantage points. Whether you're here to catch up with old friends or meet new colleagues from across the industry, this is your chance to mingle, unwind, and set the tone for an inspiring conference. An opportunity to catch up with old friends and meet new ones with a spectacular Gold Coast skyline backdrop at Sunset and beyond.

Friday 5 September – Conference Day 2

8.30am Registration Desk Open

8.30am to 5.00pm Exhibitors Hall Open

9.00am to 10.00am Session 4 – Keynote Presentation

Presentation: From Generative to Agentic: The Evolving Impact of AI on Industry and Ethics

Speaker: Eric Parker, Technology Director – IPScope

Précis: AI is no longer just generating content – it's making decisions, taking actions and reshaping the world around us. This presentation dives into the thrilling shift from generative to agentic AI, where machines move beyond prediction to autonomy. Eric will unravel the hidden biases baked into different models, confront the ethical minefields of hallucinations and misinformation, and spotlight the urgent need for responsible AI use. You'll get a front row look at the newest breakthroughs, explore how AI is disrupting entire industries, and discover what this revolution means for your work, your organisation and your future. Ready or not, the age of agentic AI is here – let's dive in!

Time: 60 minutes

10.00am to 10.30am Morning Tea/Coffee Break

10.30am to 11.15am Session 5

Presentation: Beyond the Knock: Staying Safe, Sharp and Sane in High-Risk Encounters

Speaker: Fran Southward, CEO – Auscontact Association

Précis: Debt collection, process serving and investigations aren't just tough jobs – they're front-line roles where every day can bring confrontation, crisis or compassion. From managing aggressive debtors to navigating delicate encounters with vulnerable individuals or volatile situations like domestic violence, professionals in these fields face intense emotional and physical demands. This high-impact session dives into real world challenges you face and arms you with practical, proven strategies to protect your mental health, defuse high-stress situations and stay safe while doing your job ethically and effectively. Whether you're seasoned or just starting out, this is about more than survival – it's about thriving under pressure.

Time: 45 minutes

11.15am to 12.00pm Session 6

Presentation: Compliance Refresher – “Debunking the Myths”

Speaker: Jody Wright, CEO IMA Ltd and Nick Boyd, CEO and Founder, Beebox Training

Précis: Compliance doesn't have to be confusing – or costly. Misunderstandings often fuel unnecessary fear, inefficiency and escalating costs across the mercantile agent sector. In this engaging session, Jody and Nick cut through the noise, busting persistent myths and delivering a practical no-nonsense perspective on compliance. Learn how embracing your legal obligations and adopting smarter practices can streamline operations and enhance your business' credibility and reputation. It is time to view compliance as a competitive advantage – not a burden.

Time: 45 minutes

12.00pm to 1.00pm Networking Lunch Break



Friday 5 September – Conference Day 2 (Continued)**1.00pm to 2.00pm Session 7 – Keynote Session**

Presentation: Empathy and Ethics in a World of AI: Why we need to be More Human than Ever

Speaker: Daniel Murray, CEO – Empathic Consulting.

Précis: In a world where AI is rapidly evolving, what role do humans play? As artificial intelligence takes over routine tasks and decision making, ethical leadership, empathy and human judgement become more critical than ever. In this engaging and interactive keynote, Daniel Murray explores the power and limitations of AI and the ethical dilemmas that leaders face today. Backed by cutting edge psychology, behavioural economics and neuroscience, Daniel challenges audiences to rethink their approach to leadership, decision making and problem solving through the age of AI.

Through real world examples and thought-provoking insights, this session will equip you with practical strategies to lead with curiosity, empathy and integrity – ensuring you stay ahead in a world increasingly shaped by technology.

Time: 60 minutes

2.00pm to 3.00pm Session 8

Presentation: Dodging Disasters and Ditching Dinosaurs:

Service done Right + Law on the Move

Speaker: Justin Burghardt, Partner – Broadside Lawyers

Précis: A quick practical guide to avoiding the most common mistakes in Affidavits of Service. Learn what courts actually care about, what trip ups to dodge and how to make your affidavit bulletproof. Justin will also touch on the evolving landscape of employment and commercial law, where fairness, flexibility and freedom are taking centre stage. Discover how recent and proposed changes are reshaping restraint of trade provisions in employment contracts and share sale agreements—trending toward narrower, more enforceable terms that reflect modern views on competition and equity. Justin will also unpack the emerging “right to disconnect” laws and what they mean for workplace culture, employer obligations, and employee expectations.

Time: 60 minutes

3.00pm to 3.30pm Afternoon Coffee Break**3.30pm to 4.15pm Session 9**

Presentation: TO BE CONFIRMED

Speaker: Jodie Bedoya, Director – eMatrix

Precis: TO BE CONFIRMED

Time: 45 minutes

4.15pm to 5.00pm Session 10

Presentation: TO BE CONFIRMED

Speaker: Kiran Patell, Head of Debt Sale Delivery and DCA Management, Collections & Recoveries – Equifax

Precis: The Agency of Tomorrow - What does your Agency need to look like to survive to 2030 and beyond

7.00pm to 11.00pm Conference Dinner

As the conference comes to a close, we invite you to join us for a memorable evening at the Closing Dinner—a chance to unwind, reflect, and celebrate the connections made over the past few days. Enjoy a delicious meal in great company, followed by live entertainment that promises to delight and inspire. It's the perfect finale to a successful event—don't miss it!