



RETAIL

Empowering Community Services **WEBINAR SERIES**

Part of Energy Queensland

ZOOM Housekeeping



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This webinar is being recorded and an edited version of the video will be made available on both the ICAN and ICAN Learn websites.



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The Diploma of Financial Counselling Scholarship Program & “Empowering Community Services” Webinar Series



Martin Seri General Manager Retail Service and Operations, Ergon Energy Retail

New partnership to support the development of Queensland Financial Counsellors



Nicole Maguire Manager External Communications, Powerlink Queensland

New partnership to support the development of Queensland Financial Counsellors



Rebecca Richards, RTO Manager, ICAN Learn

Q&A: The Ergon/Powerlink Diploma of Financial Counselling Scholarship Program explained



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ICAN Learn respectfully acknowledges the Traditional Owners of these Lands, Sea and Water, that we are privileged to walk, to work on and to work with.



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What's coming up in September & October?

Empowering Community Services Webinar Series

Webinar 2 - Q&A on energy savings & hardship strategies with **Chris Samuelsson, Vulnerable Customer Manager, Ergon Energy Retail**

Wednesday, 16 September at 11am



What's coming up in September & October?

Empowering Community Services Webinar Series

Webinar 3 - Q&A with Jane Pires, Energy and Water Ombudsman of Queensland about consumer rights and the impacts of COVID-19

Wednesday, 7 October at 11am



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Thank you



Key Dates

- Key dates for the Ergon/Powerlink Diploma of Financial Counselling Scholarship Program and Webinar Series.

Scholarship Application

- Download the scholarship application at <https://icanlearn.edu.au/courses/ergon-and-powerlink-diploma-of-financial-counselling-scholarship-program/>

Survey

- Survey Monkey feedback to help with ICAN Learn's continuous improvement process.

Thank You

- Thank you everyone for your time and look forward to seeing you all in Webinar 2.

Key Dates & Web Links



Webinar 2

- Energy Savings & Hardship Strategies with Ergon Energy, 11am Wednesday, 16 September 2020. Register here <https://zmurl.com/4ktss6u>

Webinar 3

- Energy Consumer with the Energy and Water Ombudsman of Queensland (EWOQ), 11am, Wednesday, 7 October 2020.
- Register here <https://zmurl.com/seuk7ds>

Scholarship Application Process

- Applications open 10 August and close 11 September. Applicants notified on 5 October 2020.
- Download the scholarship application here <https://icanlearn.edu.au/courses/ergon-and-powerlink-diploma-of-financial-counselling-scholarship-program/>

Diploma Commencement

- Ergon/Powerlink Diploma of Financial Counselling Scholarship program commences on Tuesday, 17 November 2020.