



 Adelaide

Women in Tax

 1 May 2026

 CPD 1

Supporting vulnerable clients: Practical strategies for financial professionals

This timely panel brings together representatives from the lending sector, the tax profession, the Australian Taxation Office and the community sector to explore how we can better support clients experiencing vulnerability, financial abuse and complex personal circumstances.

Drawing on practical experience, the discussion will examine how financial abuse and disadvantage impact long-term financial stability, the barriers vulnerable clients face in meeting tax and financial obligations, and the importance of cross-professional collaboration to achieve sustainable outcomes.

Panellists will share practical strategies for recognising red flags, responding safely and appropriately, balancing empathy with compliance, and adapting processes to reduce barriers for clients. Attendees will leave with practical tools, greater awareness and a clearer understanding of how coordinated, professional support can make a meaningful difference to vulnerable clients.

Key discussion points include:

- Recognising the signs of financial abuse and other forms of vulnerability
- Working collaboratively across professions to achieve better client outcomes
- Practical strategies to support clients while maintaining compliance obligations
- Understanding available Australian Taxation Office and community support pathways, including referral options.

Panelists: Sara Darmenia, Australian Taxation Office, Amanda Martin, Zahra Foundation, Louise Stanton, Saltbush Finance, Dr Rob Whait, CTA, Adelaide University Tax Clinic

Facilitator: Chanel Martin, Resolve

Event Details

Friday, 1 May 2026

Adelaide Pavilion

Cnr South Terrace & Peacock Rd

12:00 – 2:00pm



We welcome all supporters of
diversity and empowering
women in the workplace - no
matter what your gender

Speakers

Sara Darmenia is a Director at the Australian Taxation Office working within the Vulnerability Program as part of the Individuals and Intermediaries business line. With over 10 years of experience in tax, Sara has worked across compliance, strategy and tailored support roles.



Amanda Martin is Head of Business Services at Zahra Foundation Australia, a leading organisation addressing the financial impact of domestic and family violence and supporting women's recovery towards economic independence. With three years at the Foundation, Amanda focuses on delivering practical, trauma-informed programs that build financial capability, confidence and long-term stability. She is a strong advocate for recognising and responding to financial abuse, coercive control and economic manipulation. Passionate about cross-sector collaboration, Amanda works to strengthen awareness, build confidence in identifying red flags, and empower professionals to help create a future where women are economically secure and safe.



Chanel Martin is Managing Director at Resolve, leading a team of family law specialists supporting separating families to achieve better outcomes. An Accredited Specialist in Family Law with a Master of Laws, she practises in complex financial and parenting matters, with a focus on business structures, taxation and asset protection. Chanel is known for her multidisciplinary approach, working with accountants and advisers to deliver commercially practical solutions. Collaboratively trained and experienced in litigation, including as a judge's associate in the former Family Court of Australia, she brings strategic insight and courtroom perspective.



Louise Stanton has been a mortgage broker for over 14 years, her business Saltbush Finance provides individual holistic support to a broad range of clients. After a first career in science and project management, Louise made a career change in her '40's to enable her to blend parenting with flexible working, while still maintaining a professional career that kept her mentally challenged and offered good income opportunities. Louise's key strength is connection with clients, looking at the big picture and weighing up short and long term goals. She is very 'hands on' and manages the loan process from initial contact through to settlement and beyond. Clients are for life.



Dr Rob Whait, CTA, is a Senior Lecturer in Taxation at Adelaide University. He is the Founder and Director of Adelaide University Tax Clinic which is part of the National Tax Clinic Program and provides free assistance and representation to those who cannot afford a tax agent and cannot complete their tax by themselves. His research is directed toward making the tax system fairer and easier to negotiate by removing legal and administrative barriers, improving consistency in ATO decision making and ensuring that taxpayers' rights are protected, especially for the vulnerable. His research also focuses on tax and superannuation reforms for workers participating in the Pacific Australia Labour Mobility Scheme. Prior to becoming an academic, Rob was employed for several years in the tax profession in small and large firms, including one of the 'Big 4'.



“Women in Tax is a very open and inclusive community where professional contacts are built and friendships are made. Over the years I have found the Women in Tax network to offer a very welcoming and encouraging environment where we can all learn and share our experiences together. I highly recommend this group to anyone looking for a supportive community that fosters connection, growth and inspiration.”

Cathi Norman, Pitcher Partners SA

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The Tax Institute gratefully acknowledges the generous assistance of members of the Organising Committee:

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