

# The National Public Sector Managers & Leaders Conference 2017

**EFFECTIVE LEADERSHIP IN TIMES OF CHANGE**

**THURSDAY 16TH & FRIDAY 17TH MARCH  
RACV CITY CLUB, MELBOURNE**

*Some of this year's speakers include:*



**BRIGADIER GEORGEINA WHELAN**  
Director-General Select Strategic Issues  
Management, Office of the Chief of Defence Force



**WAYNE SWAN MP**  
Former Deputy Prime Minister and Treasurer



**SAMANTHA PALMER**  
General Manager of Governance, People and Culture,  
Australian Bureau of Statistics



**GRAEME JOY**  
Expedition Leader and First Australian  
to ski to the North Pole



**ROBERT DE CASTELLA**  
Marathon Runner and founder of the  
Indigenous Marathon Project



**KYM PEAKE**  
Department of Health and Human Services



**DR TIM SOUTPHOMMASANE**  
Australian Race Discrimination Commissioner



**ADAM BANDT MP**  
Federal Member for Melbourne



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 AUSTRALIAN SCHOOL  
OF APPLIED MANAGEMENT



## OVERVIEW

Widely considered to be one of the peak leadership events on the Australian events calendar, this national conference provides a progressive and collaborative forum for all public sector leaders and managers to share ideas and insights around effective leadership.

The conference is the most highly attended of its kind in Australia, and provides a vital platform to explore both personal and organisational leadership whilst providing leaders and managers the opportunity to develop invaluable sector-wide networks. Delegates attend from around Australia and all public sector organisations are represented including State, Local Government and Federal.

## OBJECTIVE

Throughout the vast majority of the public sector, budgets, headcounts and operations are being ever-rationalised and in most cases reduced. At the same time, governance standards have been heightened and tax-payer expectation has increased. This means that leaders and managers within the sector are being asked to do more with less and responsive leadership has become paramount.

Within this context, the conference aims to strengthen the current skills of and future talent pool of public sector leaders. The overall theme of the conference is *'Effective Leadership in Times of Change'*.

Emphasis will be placed on evidence based leadership strategy, and discussions will be built around real world practical leadership examples. Participants also benefit from the strong focus given to inter-organisational collaboration and connectivity.

*"The conference was valuable not just because of the breadth of content but because it encouraged conversation and enabled sharing of insights and experiences with like-minded people. Thank you to the speakers, participants and organisers for an engaging and rewarding forum."*

JOHN BUTLER, PROGRAM LEADER LEARNING AND CULTURE,  
KINGSTON CITY COUNCIL





83%

OF DELEGATES  
WOULD RECOMMEND  
THE CONFERENCE



SATISFACTORY  
SCORES FROM THE  
2015 CONFERENCE

83%

LIKED THE  
PROGRAM CONTENT

85%

LIKED THE  
QUALITY OF THE  
PRESENTERS

*"This event provided realistic and practical tips and strategies that I can take back to the workplace. The speakers presented on relatable and topical issues, which helped me realise we are all facing the same challenges, and that there is immense value in talking about and brainstorming concerns."*

LAUREN HOLLINGTON, PROGRAMME OPERATIONS DIRECTOR,  
DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION



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## AUDIENCE

Attendees come from a wide variety of organisations, agencies and services from across the entire public sector spectrum, including local, state and federal government employees. Content sessions and guest speakers will address key elements of effective leadership theory and practice, ensuring the program is of genuine relevance to leaders and managers of all seniorities. As in previous years, an allocation of diverse seating has been reserved to ensure representation from aspiring and emerging leaders and sectors, irrespective of age and experience.

## FORMAT

The conference format is an optimised blend of keynote presentations, panel discussions and development sessions. A key focus is to provide attendees with applicable learnings and takeaways through the examination of case studies and real-time strategies. The agenda is designed to include plenty of opportunities for audience participation and question-asking.

## GUEST SPEAKERS

The conference attracts an outstanding line-up of senior executives and leadership experts as guest speakers throughout the two days. Along with a range of esteemed keynote presenters from the public sector, some of Australia's most well-regarded and engaging leaders from the private sector also participate.

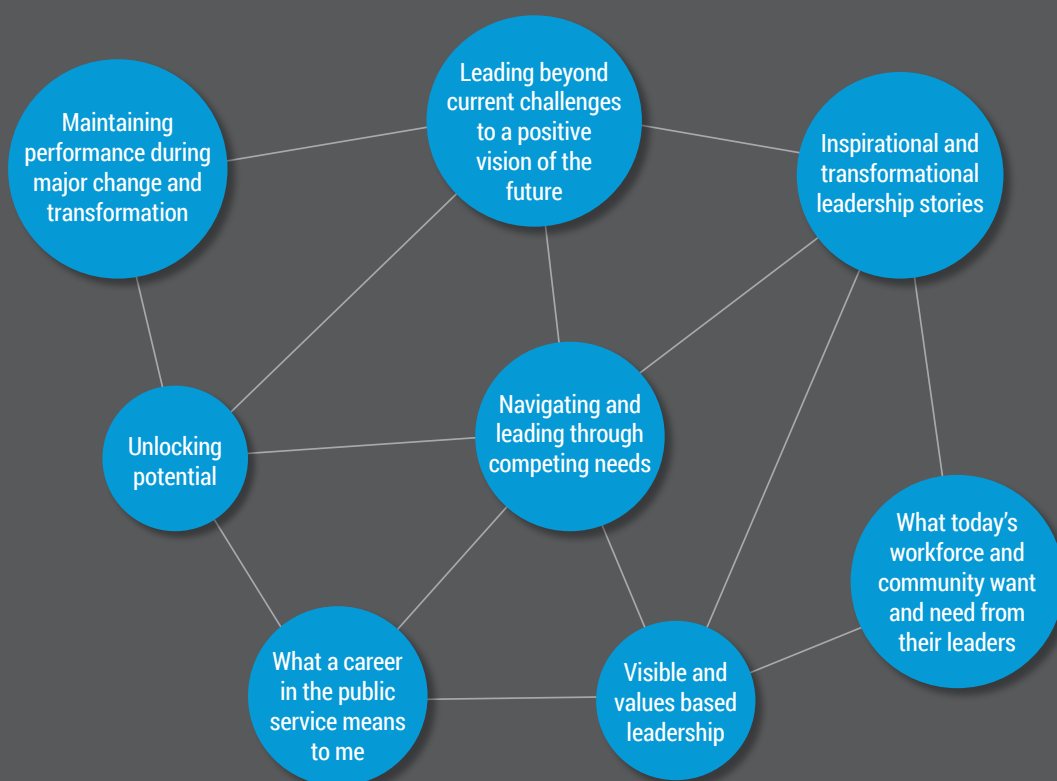
## THEMES AND CHALLENGES COVERED

The overall theme of the conference is *'Effective Leadership in Times of Change'*. Personal and organisational transformation combined with the pace of modern society has put unprecedented pressure on today's public sector leaders and managers. The conference will look at how participants can create a sustainable culture of high performance, shared ownership and values-based decision making.





## ADDITIONAL THEMES AND CHALLENGES THAT THE CONFERENCE WILL COVER INCLUDE:



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# Conference Speakers

## BRIGADIER GEORGEINA WHELAN, AM, CSC AND BAR

DIRECTOR-GENERAL SELECT STRATEGIC ISSUES MANAGEMENT, OFFICE OF THE CHIEF OF DEFENCE FORCE



Brigadier Whelan has extensive experience in the command and management of Defence garrison and combat health systems. She deployed to INTERFET in 1999 as the Operations Officer of the 1st Health Support Battalion and Operation Sumatra Assist in command of the ANZAC Field Hospital in 2005.

Brigadier Whelan was directly involved in the early development of the Army and ADF approach to managing wounded, ill and injured personnel in 2003-2004, she led the establishment of the Army Soldier Recovery Centres and the development of the Army Health Modernisation Plan over the period 2009-2011.

Georgeina is an active participant in programs that support diversity and opportunity for all members of the ADF. She was recently appointed as the Director General, Select Strategic Issues Management in the Office of the Chief of the Defence Force.

## GRAEME JOY

EXPEDITION LEADER AND FIRST AUSTRALIAN TO SKI TO THE NORTH POLE



Graeme Joy is one of the most focused, effective and highly ranked motivational speakers in Australasia. He is perhaps best known as joint leader and navigator of the International North Pole Expedition where he became the first Australian to ski to the North Pole. He subsequently ski-sailed alone to the Magnetic North Pole becoming the first and only Australian to do so. He has also led expeditions to Mount Denali in Alaska, Mount Kilimanjaro in Tanzania, across the Australian desert, and kayaking in Greenland and the Bass Strait. In his lectures, seminars and training programs Graeme draws striking parallels between success in expeditions and success in business.

## WAYNE SWAN MP

FORMER DEPUTY PRIME MINISTER AND TREASURER



MP Wayne Swan served as Treasurer of Australia for nearly six years, also serving as Deputy Prime Minister.

He was one of the longest serving finance ministers in the G20 and was recognised as one of its leading contributors.

Mr Swan was awarded Euromoney Finance Minister of the year in 2011 for his 'careful stewardship of Australia's finances and economic performance' during the global financial crisis.

During his time as Treasurer, Australia experienced a once-in-a-century terms of trade and business investment boom and came out with contained inflation and low interest rates. He helped formulate Australia's successful response to the GFC, with the country coming through the global recession with an economy 15 per cent bigger and with more than one million jobs created.

## DR NINA TERREY

PARTNER AND GLOBAL PRACTICE LEAD, THINKPLACE



Dr Nina Terrey is a partner of ThinkPlace, a global design and innovation company specialising in the transformation of public services using design methods to systematically create public value. Nina is a leading innovation co-design expert and practitioner. Her work focuses on how to solve public problems by taking a co-design approach and empowering people to co-create better solutions.

Nina's career has been at the frontier of applying design in complex contexts within the public sector. She works with government and large organisations to tackle challenges and large-scale change projects such as organisational change, the design and implementation of new technologies, the development of strategic blueprints, and leading successful business change and transition.





## ROBERT DE CASTELLA

MARATHON RUNNER AND FOUNDER OF THE INDIGENOUS MARATHON PROJECT



Robert de Castella (or 'Deek') competed internationally in the marathon, setting world records and winning World Championships, Commonwealth Games and many other international races throughout the 1980s.

He was awarded an MBE and was Australian of the Year in 1983, in 1991 his international peers in Track and Field acknowledged him as the World's Best Marathon Runner of the '80s and more recently he received the Order of Australia (AO) Award in 2014 to honour his distinguished service to the community through programs promoting children's health and fitness, as a supporter and mentor of young indigenous men and women and to marathon running.

He is a Board member of the Sport Australia Hall of Fame and is an occasional sports media commentator.

## SAMANTHA PALMER

GENERAL MANAGER OF GOVERNANCE, PEOPLE AND CULTURE, AUSTRALIAN BUREAU OF STATISTICS



Samantha has more than 20 years in senior roles in the Commonwealth and Queensland Governments, has worked in the private, University and community sectors and run her own successful business.

She has worked in areas as diverse as fair trading, child support, Indigenous health, road safety, therapeutic goods regulation, housing and environmental protection across corporate, program and policy senior leadership positions (including 10 years as a Commonwealth Division Head), with responsibility for annual budgets up to \$1.2b.

She was one of the 2013 AFR/Westpac 100 Women of Influence, 2013 Australian Human Resource Institute Diversity Champion of the Year (HR), and serves on the National Executive Board of the Institute of Public Administration Australia and an ACT councillor. She is also a member of the Board of the Australian (Employers) Network on Disability.

## ANDREW GREAVES

VICTORIAN AUDITOR-GENERAL



Andrew Greaves commenced his role as Victorian Auditor-General on 19 September 2016.

Andrew has over 30 years' experience in public sector external and internal audit at the federal, state and local government levels. He was the Auditor-General of Queensland from 2011 to 2016.

Prior to that, from 2003 to 2011, Andrew held various roles at VAGO, including Assistant Auditor General, Performance Audit; and Assistant Auditor-General, Financial Audit.

Andrew is an Executive Fellow of the Australia and New Zealand School of Government, a Fellow of CPA Australia, and the Institute of Chartered Accountants Australia and New Zealand. He also holds a Bachelor of Economics from the Australian National University.

## ADAM BANDT MP

FEDERAL MEMBER FOR MELBOURNE



Adam has portfolio responsibilities for treasury, employment and workplace relations, industry and innovation, science and research and the arts.

Before becoming an MP, Adam worked as a public interest lawyer representing some of Melbourne's lowest paid workers, including outworkers in the clothing industry.

Adam has also represented many unions and worked on cases involving freedom of speech and implementation of international covenants into Australian law.

Adam received undergraduate Law/Arts Honours degrees at Murdoch University, where he won the Sir Ronald Wilson Prize for Academic Achievement and completed a PhD at Monash University in 2008.

## KYM PEAKE

DEPARTMENT OF HEALTH AND HUMAN SERVICES



Kym Peake commenced as Secretary of the Victorian Department of Health and Human Services in November 2015. Kym has extensive experience in both state and Commonwealth Government, including as Deputy Secretary, Higher Education and Skills Group at the Victorian Department of Education and Training, Deputy Secretary Governance Policy and Coordination at the Victorian Department of Premier and Cabinet and Executive Director, Productivity and Inclusion at the Department of Prime Minister and Cabinet.

Kym possesses an Executive Master of Public Administration, a Bachelor of Arts (Hons) and a Bachelor of Laws, all from the University of Melbourne.



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# Conference Speakers

## LUKE CORNELIUS APM

ASSISTANT COMMISSIONER, VEOHRC REVIEW RESPONSE, PARTNERSHIPS & INNOVATION AT VICTORIA POLICE



Assistant Commissioner Luke Cornelius leads the Victoria Police response to the VEOHRC Review into sex discrimination and sexual harassment, including predatory behaviour, among Victoria Police personnel. Luke also leads Partnerships and Innovation across the Victoria Police. Luke was awarded the Australian Police Medal (APM) in the 2010 Australia Day Honours List for distinguished service to policing in recognition of his contribution to police reform in the Federal Police and the Victoria Police, the promotion of: ethics and integrity in policing, human rights, engagement with vulnerable communities and for his contribution to capacity building in East Timor.

## MURAT DIZDAR

EXECUTIVE DIRECTOR, PUBLIC SCHOOLS NSW



Mr Murat Dizdar is one of the four operational Executive Directors Public Schools NSW leading the model of support to schools across the NSW Department of Education. Murat is responsible for 15 Directors, Public Schools NSW who lead Principal Networks in Banks-town, Botany Bay, Campbelltown, Canterbury, Fairfield, Georges River, Glenfield, Liverpool, Macarthur, Marrickville, Port Hacking, Port Jackson, Strathfield, Wollondilly and Woronora River, comprising of more than 219,000 students enrolled in 514 primary, secondary and special schools. This senior leadership team is assisted by the Director, Educational Services; and the local Learning and Teaching; and Learning and Well being teams to ensure appropriate support for effective education service provision for Principals and schools.

## TRACY WEBBER

ORGANISATIONAL CHANGE MANAGER FOR TRANSPORT NSW



For the past twenty years Tracy has worked in both the Public and Private sectors in both Australia and the UK, with the past ten years focussed on delivering complex change programs. Before leaving the UK in 2009 Tracy delivered the first ever National Leadership Framework for the UK Department of Health, resulting in a systematic approach to developing clinical and non-clinical leadership.

In 2010, she completed a Masters in Applied Science, Psychology of Coaching at the University of Sydney.

Tracy works with executives and teams through change and challenges with the fundamental belief that there is always opportunity for positivity in the workplace. She is also involved in providing pro-bono coaching services for a young leader's development program based in Sydney, and mental toughness coaching for triathletes.

## DELFINA LANZILLI

VALUER-GENERAL, SOUTH AUSTRALIA



Delfina Lanzilli is responsible for delivering annual property valuations, both site (land only) and capital (land and improvements) which are used by the statutory authorities for the levying of rates and taxes. She also provides valuation advice to any Minister, government agency or local government upon their request.

Delfina has delivered an extensive reform agenda for her business unit, the State Valuation Office including enhancing advisory services to the government and incorporating flexible working arrangements.

Delfina considers herself a very energetic and self-motivated professional who apart from her statutory responsibilities, enjoys developing the skill sets of her staff and providing career progression and mentoring opportunities wherever possible.





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**DR TIM SOUTPHOMMASANE**  
AUSTRALIAN RACE DISCRIMINATION  
COMMISSIONER



Dr Tim Soutphommasane has been Australia's Race Discrimination Commissioner since 2013. He was previously a political philosopher and held posts at the University of Sydney and Monash University. His thinking on multiculturalism, national identity and patriotism has been influential in shaping debates in Australia and Britain.

He is the author of four books, I'm Not Racist But, The Virtuous Citizen, Don't Go Back To Where You Came From, and Reclaiming Patriotism. He was co-editor (with Nick Dyrenfurth) of All That's Left. He has been an opinion columnist with The Age and The Weekend Australian newspapers, and presented the documentary series "Mongrel Nation" on ABC Radio.

He completed a Doctor of Philosophy and Master of Philosophy at the University of Oxford, and is a first-class honours graduate of the University of Sydney.

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**JANE OLSEN**  
ASSISTANT DIRECTOR AT THE  
DEPARTMENT OF TREASURY AND  
FINANCE VICTORIA



Jane Olsen's career spans some 30 years, a number of companies in the private sector and the Department of Treasury and Finance in the public sector; and a myriad of roles.

Starting on a dealing desk at a bank, working with short term, fixed interest securities and then equities, and then "ending" as the Director Shared Services; with a 7 year stint as a partner in a consulting firm somewhere in there, Jane is a great example of how an appetite for change is a pre-requisite when leading reform in organisations.

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**GAVIN JENNINGS MLC**  
SPECIAL MINISTER OF STATE



Gavin Jennings was first elected as the Member for Melbourne Province in 1999 and has been the Member for South Eastern Metropolitan Region since 2006.

Prior to entering Parliament Gavin had varied career, including experience as a factory worker, actuarial clerk, actor, social worker and policy analyst.

From 1988-92 he was a ministerial adviser to Kay Setches, John Cain and Joan Kirner. He has held positions such as Minister for Aged Care, Minister for Aboriginal Affairs, Minister for Community Services, Minister for the Environment and Climate Change and Minister for Innovation.

In 2014 he was appointed the Special Minister of State with responsibility for the public sector, government transparency, integrity and accountability and governance for long-term infrastructure planning.

He is also Leader of the Government in the Legislative Council.

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**MARK SEARLE**  
EXPERIENCED CEO AND NON-  
EXECUTIVE DIRECTOR, AND FORMER  
CEO CITY OF MARION



Mark joined the City of Marion in 2000 and his council-wide approach brought about a turnaround in finances from 13% operating deficits to sustained operating surpluses. Staff turnover has been more than halved and, amongst numerous improvements, customer satisfaction ratings are now high and capital works performance raised.

This approach to capacity building and engagement is underpinned by the use of the Australian Business Excellence Framework with a particular focus on transformation through a focus on culture change and leadership development using Human Synergistics. The City of Marion has been recognised through the Australian Business Excellence Awards with two awards including a Gold Award in 2010, and with three Human Synergistics Cultural Transformation Awards (2007, 2009 and 2012).

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**PAT MCCAFFERTY**  
MANAGING DIRECTOR OF  
YARRA VALLEY WATER



Yarra Valley Water is one of Australia's largest water utilities providing essential water and sanitation services to 2M people across Melbourne's eastern and northern suburbs, with \$4B in assets and annual turnover of \$1B.

In a career spanning over 30 years in the water industry, Pat has significant experience across a range of functions and has played a lead role within the sector in addressing critical challenges such as extreme drought, population growth and changing customer expectations.

He holds a Bachelor of Business, an Executive MBA and is also a Graduate of the Australian Institute of Company Directors. He is currently Chair of the Water Services Association of Australia (Australia's peak body for major urban water utilities).



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# Agenda - Day 1

## THURSDAY 16TH MARCH

09:00 - 09:20	WELCOME AND OPENING COMMENTS	<b>ANTONY MAXWELL</b> Senior Facilitator & Director of Learning and Development, ASAM
09:20 - 10:00	OPENING ADDRESS	<b>GAVIN JENNINGS MLC</b> Special Victorian Minister of State
10:00 - 10:45	KEYNOTE ADDRESS	<b>GRAEME JOY</b> Expedition leader and the first Australian to ski to the north pole
10:45 - 11:10	MORNING TEA	
11:10 - 12:20	PANEL DISCUSSION: LEADING BEYOND CURRENT CHALLENGES TO A POSITIVE VISION OF THE FUTURE	<b>ADAM BANDT</b> Federal Member for Melbourne <b>TRACY WEBBER</b> Organisational Change Manager for Transport NSW <b>DR NINA TERREY</b> Design Director, ThinkPlace <b>LUKE CORNELIUS APM</b> Assistant Commissioner, VEOHRC Review Response, Partnerships & Innovation at Victoria Police
12:20 - 12:50	KEYNOTE ADDRESS	<b>KYM PEAKE</b> Department of Health and Human Services
12:50 - 13:40	LUNCH	
13:40 - 14:40	DEVELOPMENT SESSION: LEADERSHIP THROUGH COACHING	Workplace coaching is one of the most important tools available to leaders today. During the 'Leadership through Coaching' session, delegates are asked to consider a practical coaching framework which will enable them to develop and hone their coaching practice.
14:40 - 15:10	KEYNOTE ADDRESS	<b>PAT MCCAFFERTY</b> Managing Director, Yarra Valley Water
15:10 - 15:30	AFTERNOON TEA	
15:30 - 16:20	KEYNOTE ADDRESS	<b>ROBERT DE CASTELLA</b> Marathon Runner and founder of the Indigenous Marathon Project
16:20 - 16:30	REVIEW AND CLOSING COMMENTS	<b>ANTONY MAXWELL</b> Senior Facilitator & Director of Learning and Development, ASAM
16:30 - 17:00	NETWORKING DRINKS	



# Agenda - Day 2

## FRIDAY 17TH MARCH

09:00 - 09:05	DAY 2 OPENING COMMENTS	<b>ANTONY MAXWELL</b> Senior Facilitator & Director of Learning and Development, ASAM
09:10 - 09:40	KEYNOTE ADDRESS	<b>SAMANTHA PALMER</b> General Manager of Governance, People and Culture, Australian Bureau of Statistics
09:40 - 10:10	KEYNOTE ADDRESS	<b>DELFINA LANZILLI</b> Valuer General of South Australia
10:10 - 10:40	DEVELOPMENT SESSION: LEADERSHIP THROUGH COACHING	
10:40 - 11:10	MORNING TEA	
11:10 - 12:20	PANEL DISCUSSION: WHAT DO TODAY'S WORKFORCE AND COMMUNITY WANT AND NEED FROM THEIR LEADERS	<b>ANDREW GREAVES</b> Victorian Auditor General <b>MURAT DIZDAR</b> Executive Director, Public Schools NSW <b>JANE OLSEN</b> Director, Shared Services Provider, Department of Treasury and Finance Victoria <b>MARK SEARLE</b> Experienced CEO and Non-Executive Director and Former CEO City of Marion
12:20 - 12:50	KEYNOTE ADDRESS	<b>DR TIM SOUTHPHOMMASANE</b> Race Discrimination Commissioner, Australian Human Rights Commissioner
12:50 - 13:40	LUNCH	
13:40 - 14:20	KEYNOTE ADDRESS	<b>BRIGADIER GEORGEINA WHELAN</b> Director-General Select Strategic Issues Management, Office of the Chief of Defence Force
14:20 - 15:10	KEYNOTE ADDRESS	<b>WAYNE SWAN MP</b> Former Treasurer and Deputy Prime Minister
15:10 - 15:15	REVIEW AND CLOSING COMMENTS	<b>ANTONY MAXWELL</b> Senior Facilitator & Director of Learning and Development, ASAM



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# The National Public Sector Managers & Leaders Conference 2016

## ORGANISER

The National Public Sector Leaders and Managers Conference is hosted by the Australian School of Applied Management (ASAM), one of Australia's most respected and prolific providers of leadership courses and events. Representing a broad range of stakeholders across both private industry and the public sector, ASAM regularly works with thousands of individual managers and organisational decision-makers nationwide. This expansive engagement underpins ASAM's unique capacity to track ever-changing leadership needs in the contemporary marketplace, and has, over the past 13 years, enabled ASAM to establish an evolving curriculum of dynamic management development courses and events.

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#asamsocial

## FACILITATOR



**ANTONY MAXWELL**  
DIRECTOR OF LEARNING  
AND DEVELOPMENT,  
AUSTRALIAN SCHOOL OF  
APPLIED MANAGEMENT

Antony is a dynamic Leadership and Management training consultant, committed to people and their personal growth through self-awareness. His managerial, professional development and coaching expertise has been gained in both private and public sector industries over the past 19 years.

Antony's diverse career includes the management of manufacturing teams in the United Kingdom, in addition to nine years spent in the Middle East developing multi-cultural leaders from over one hundred and ten nationalities. Since arriving in Australia, Antony has developed and managed a Learning and Development Business Unit within the public sector before joining ASAM as Director Learning & Development.





## CONFERENCE DETAILS

**Venue:** RACV City Club, 501 Bourke Street, Melbourne, VIC 3000

**Dates:** Thursday 16th and Friday 17th March 2017

**Start/Finish:** Attendee registration will commence at 8:30am on Thursday 16th March.

Conference sessions will conclude at 3:00pm on Friday 17th March.

Networking drinks are included on day one

## REGISTRATION AND ENQUIRIES

To register, either:

**Book online at:** [www.publicsectorleaders.com.au](http://www.publicsectorleaders.com.au)

Complete the registration form at the back of this brochure and return it to us via

**E-mail:** [info@asam.edu.au](mailto:info@asam.edu.au)

**Fax:** 1300 451 031

Or call us on 1300 138 037 to book over the phone.



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# REGISTRATION FORM

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The National **Public Sector**  
Managers & Leaders Conference 2017

RACV City Club, Melbourne  
Thursday 16th and Friday 17th March

Today's date:

Phone:

Organisation name:

Mobile:

Email:

Contact name:

Postal address:

Title/position:

Names of participants

Title/position

Email (required for confirmation details)

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RATE	SINGLE	3 OR MORE	8 OR MORE	OFFER PERIOD
Pre-Christmas	\$1,095	\$995 pp	\$895 pp	12th Nov - 25th Dec
Super Saver	\$1,395	\$1,295 pp	\$995 pp	26th Dec - 17th Feb '17
Standard	\$2,395	\$1,995 pp	\$1,595 pp	

Fees include GST. For large group bookings contact us on 1300 138 037

## TOTALS

TOTAL DELEGATES:

TOTAL REGISTRATION FEES DUE: \$

## HOW DID YOU HEAR ABOUT THIS EVENT?

## DIETARIES

## PAYMENT METHODS

☐ Please Invoice Me

CREDIT/DEBIT CARD VISA MASTERCARD ONLY	Name	Amount \$	
	Card Number	Signature:	
	Expiry Date	Verification No.	3 digit number on card signature strip

EFT Ac Name: Workplace Training Advisory Australia P/L Bank Name: Westpac, Melbourne BSB: 033-002 A/c No. 380159

\*Please email remittance advice to: finance@wtaa.edu.au

## FURTHER DETAILS

Telephone: 1300 138 037 / Email: info@asam.edu.au / Post: PO Box 4079, Melbourne University, VIC 3052

PSML-17-EDM

A substitute delegate is always welcome with written notification. No substitution fees will be charged provided notification is provided at least one week prior to the event. For standard registrations, in the event you wish to cancel your registration more than 30 days prior to commencement of the event, you agree to pay a cancellation fee of 10% of the event fee. If you cancel your program registration less than 30 days before commencement of the Program, you agree to pay a cancellation fee of 30%. Registrations made at an "early bird" or otherwise discounted rate are non-refundable. If you wish to cancel your registration more than 30 days prior to the event, you will be provided credit towards an alternative event. Due to circumstances outside of our control, it is possible we may need to cancel, reschedule, or change the venue of an event. We will make all reasonable efforts to inform attendees of any such changes with as much notice as possible. Should your Program be rescheduled or cancelled by us, all fees you have paid will be credited towards an alternative event or refunded to you. You acknowledge and agree that, to the extent the law allows, our liability is limited to the event fee and we will not be liable for any costs, damages or expenses incurred by you as a result of a cancellation, deferral, reschedule or change of venue. None of the above is intended to compromise your rights under Australian Consumer Law. Photos and/or video may be taken by us at the event and used for marketing purposes without further notice or permissions required.

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