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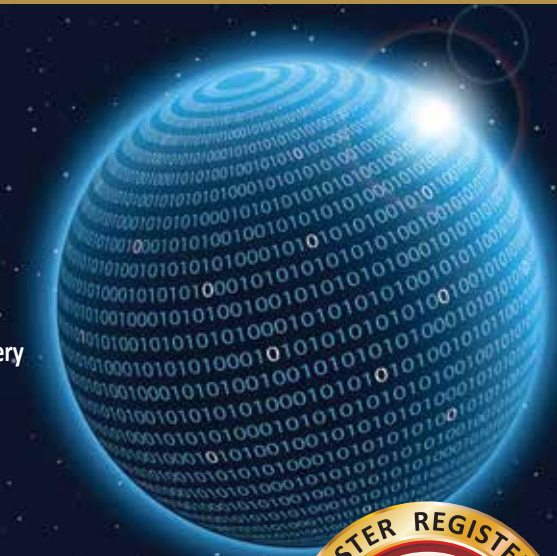
GOVERNMENT DIGITAL TRANSFORMATION CONFERENCE

27 & 28 November 2017 | Rex Hotel Canberra

How innovative technology, people and processes are driving improved service delivery and efficiency

8 REASONS TO ATTEND

1. Gain insights from government thought leaders
2. Learn how to improve business processes and efficiencies
3. Find out how emerging technology can improve productivity, efficiencies and service delivery
4. Explore the key elements of Government digital strategy
5. Overhaul existing government service delivery to end users
6. Learn from government transformation journey
7. See how to improve service and government delivery through innovative case studies
8. See how services can increasingly become simpler, faster and easier to use



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SPEAKERS



Hon Alan Tudge MP
 Minister for Human Services



Mathew Smorhun
 Assistant Secretary Strategy
 Realisation Branch, Department
 of Defence



Venetia Blackman
 Assistant Commissioner,
 Digital Program Delivery,
 ATO



Mark Radcliffe
 iVote Manager, NSW
 Electoral Commission



Dr. Asif Gill
 Director DigiSAS Lab School
 of Software, University of
 Technology Sydney (UTS)



Rob Gravestocks
 Project Manager, Articulous
 Communications



Darren Whitelaw
 Chief Customer Officer
 Service Victoria



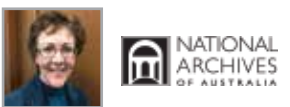
Rob Livingstone
 Principal Livingstone Advisory
 and Fellow at University
 Technology Sydney Faculty
 of Engineering and IT



Joana Valente
 Advisory Partner,
 Ernst & Young



Andrew Ramsden
 Founder, Alpha Transform



Monique Nielsen
 Assistant Director, Policy and
 Digital Strategy Information
 Policy and Systems



Peter Evans-Greenwood
 Fellow Centre for the Edge AU,
 Deloitte Consulting



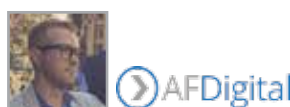
Nick Giurietto
 Australian Digital Commerce
 Association



Mike Feghali
 Director, Expiriti & senior lecturer
 for the Post-Graduate User
 Experience (UX) programme
 at Torrens University



Petrhycy Donovan
 Communications & Community
 Engagement Lead
 Bayside Council, Sydney



Robin Leonard
 CEO & Co-Founder
 AFDigital



Dr John Gray
 Principal Consultant,
 Catapult BI

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Developing Capability in a 'Doing More with Less' Operating Environment

The 2nd annual Digital Government Transformation Conference 2017 explores the next phases of digital government transformation, looking in-depth at how digital technologies and open standards are transforming the public sector and reducing ICT spend, improving service delivery and delivering best value for government customers. The Digital Government Transformation 2nd annual Conference 2017 will provide vital information about industry trends and emerging technologies through the presentation from thought leaders, IT government leaders and industry experts. There will be opportunities to network with peers on strategy, technology and leadership and the new ways of implementing complex change, whilst reflecting on the power transformative government change.

The 2nd Digital Government Transformation Conference 2017 is for the three tiers of government and features presentations on the following:

Conference Topics

- Key priorities and trends influencing digital transformation in Australian government organisations
- Digital transformation – what are the opportunities, threats and challenges
- Driving innovation and change through technology
- Innovation in Government ICT procurement
- Digital Engagement for Government
- Streamlining government processes and service delivery through ICT
- Government eServices
- Government cloud
- Improving service delivery through data analytics
- Cybersecurity
- The importance of building and maintaining a culture of innovation
- How organisations are responding to digital disruption in their organisations to drive efficiency and innovation

10 Benefits

1. Hear from leading case studies across the three tiers of the Australian Government
2. See how to build capability of staff to embrace innovative solutions
3. Future proofing service delivery and become nimbler and responsive to change
4. Learn about digital transformation opportunities, threats and challenges
5. Driving innovation and change through technology
6. Managing your IT budget and delivering cost savings through IT
7. Taking an integrated approach to managing technology, people and processes
8. Gaining strategic value and improving service delivery through data analytics
9. Streamlining government processes and service delivery through ICT
10. Cybersecurity

Who Should Attend

This conference will bring together IT executives, directors and managers from the three tiers of government and the wider public sector - including CIOs and CTOs, CDO, Chief Innovation Officer, Digital Transformation Project Leaders, Department Secretary, ICT Strategy, E-Government, Shared Services- as well as private companies whose work relates to the IT operating environment.



Sponsorship Opportunities

Government Digital Conference offers sponsors an excellent opportunity to demonstrate thought-leadership and leverage networking opportunities to build brand-value. If you would like to know more about sponsorship, exhibition and business development opportunities please just get in touch with us. amanda@ibrc.com.au
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GOVERNMENT DIGITAL TRANSFORMATION CONFERENCE

27 & 28 November 2017 | Rex Hotel Canberra

Day One: 27 November 2017 Monday

8.30 Registration and Networking

9:00 Opening remarks from the Chair

Andrew Ramsden, *Founder, Alpha Transform*

BEYOND DIGITAL BY DEFAULT

9.10 HUMAN SERVICES INNOVATION

The Hon Alan Tudge MP, *Minister for Human Services*

9.45 TRANSFORMING E-GOVERNMENT SERVICE IN VICTORIA

- Effective disruptive Innovation in a digital economy
- Transforming government transactions so they are end-to-end digital and above all, are easier, simpler and faster for every citizen

Darren Whitelaw, *Chief Customer Officer, Service Victoria*

10.20 Morning Refreshment

10.50 THE JOURNEY TO LOCAL GOVERNMENT TRANSFORMATION AND A SMARTER CITY:

- The challenges we face at the frontlines
- Securing support for a digital strategy
- Implementing user-centred design and
- Working towards a smarter city.
- What other arms of government can do to help.

Petryce Donovan, *Communications & Community Engagement Lead Bayside Council, Sydney*

11.25 TRANSFORMATION AND CONSOLIDATION – DEFENCE STRATEGIC REFORM PROGRAM SHARED SERVICES

- Cost savings
- Innovation in service delivery
- Focus on core applications and streamlining government processes
- Introducing shared service agreements and service delivery through ICT

Mathew Smorhun, *Assistant Secretary Strategy Realisation Branch, Department of Defence*

12.00 Lunch and Networking

ADAPTIVE ARCHITECTURE & CULTURE

1.00 BUILDING ADAPTIVE ARCHITECTURE AS A STRATEGIC PLATFORM FOR DIGITAL TRANSFORMATION

- Digitising the physical and focusing more on business execution and outcomes
- Designing for adaptive products, services and seamless multi-channel experience
- Designing actionable customer-centric adaptive business, analytics information, technology and security reference models for effective and less risky digital transformation
- Exploring the case of a digital transformation involving analytics, IoT, mobile and web technologies

Dr. Asif Gill, *Director DigisAS Lab School of Software, University of Technology Sydney (UTS)*

1.35 ESTABLISHING AN ENTERPRISE ADAPTIVE STRATEGY DESIGN AND EXECUTION CAPABILITY IN A RAPIDLY CHANGING AND INCREASINGLY DIGITAL WORLD

- Identifying needs for establishing the adaptive strategy capability
- Establishing an adaptive strategy capability using a meta framework
- Operating the adaptive strategy capability

Rob Livingstone, *Principal Livingstone Advisory and Fellow at University Technology Sydney Faculty of Engineering and IT*

2.10 Refreshments and Networking

2.40 COMMUNITY COLLABORATION WITH A FOCUS ON THE COMMUNITY

- What is community engagement and how can you incorporate it on an ongoing basis?
- What is citizen co-design and why is it important?
- What are some tools for collaboration?
- Evaluating your collaboration and engagement activities.

Rob Gravestocks, *Project Manager, Articulous Communications*

3.20 AI, ROBOTS, AND OPPORTUNITIES FOR GOVERNMENT SERVICE DELIVERY

Peter Evans-Greenwood, *Fellow Centre for the Edge AU, Deloitte Consulting*

4.00 EMERGING METHODS & TOOLS FOR MANAGING INFORMATION SECURITY AND REDUCING RISK

- What is sensitive data, and why is it important?
- Understanding the limitations of contemporary data security
- Assessing the risks and costs of a sensitive data breach
- Complying with legislation, and meeting community expectations around privacy protection
- Implementing a data-centric information security methodology
- Future state – on-demand, scalable, and cost-effective services approach to managing data, delivering analytics, and ensuring information security

Dr John Gray, *Principal Consultant, Catapult BI*

4.10 CLOSE OF DAY ONE

4.20 NETWORKING DRINKS



GOVERNMENT DIGITAL TRANSFORMATION CONFERENCE

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Day Two: 28 November 2017 Tuesday

8.30 Registration and Networking

9:00 Opening remarks from the Chair



Andrew Ramsden, Founder, Alpha Transform

BEYOND DIGITAL BY DEFAULT

9.10 CHANGE LEADERSHIP THROUGH TRANSFORMATION

- How organisations can shift to building internal design capabilities
- How to galvanise decision makers
- Leading staff through complex change
- People and culture initiatives to support change



Joana Valente, Advisory Partner, Ernst & Young

9.50 THINK LIKE A STARTUP? BUT 95% OF STARTUPS FAIL!

Many government agencies are now actively trying to disrupt themselves through digital transformation. But there are still blockers holding us back. One of the biggest is a culture of risk aversion. This (illogical) yet natural fear of even non-fatal failure has a debilitating effect on staff and the organisation, suffocating innovation and reinforcing existing solutions and the status quo. Find out not only why government agencies must embrace failure, but how to lead that culture change from within.



Andrew Ramsden, Founder, Alpha Transform

10.30 Refreshments and Networking

11.00 THE POWER OF INFORMATION – DIGITAL CONTINUITY 2020

- The Digital Continuity 2020 Policy as part of the government's transformation agenda
- Information governance – changing culture and realising information value
- Digital information management and interoperable information, systems and processes
- Measuring changes across government



Monique Nielsen, Assistant Director, Policy and Digital Strategy Information Policy and Systems, National Archives of Australia

11.40 PROMOTING UX TRANSFORMATION IN GOVERNMENT

- UX transformation: "Research, Design, Measure"
- Digital transformation - inside and out!
- Innovation, UX and the myth of 'creatives'.
- Case studies: Transport for NSW and MySchool



Mike Feghali, Director, Expiriti

12.20 Lunch and Networking

1.20 NSW Electoral Commission transforming voting: iVote

The iVote® system has been successfully used at ten NSW State elections and also at the recent State general election in Western Australia. The system accepted over 280,000 votes at the NSW State general election in 2015, making it the largest internet voting project for a government election in the world so far. The NSW Electoral Commission expects close to 10% of the vote at the 2019 State general election will be cast using the iVote system. The presentation will cover:



- The unique challenges of electronic voting
- Who is voting digitally instead of on paper
- The use of mobile devices for voting

Mark Radcliffe, iVote Manager, NSW Electoral Commission

2.00 BLOCKCHAIN AND OPPORTUNITIES FOR GOVERNMENT



- Uncovering the strengths and weaknesses of blockchain
- Opportunities for Government departments and agencies
- Case study analysis of applications in Government
- Using Blockchain for payment processing and service delivery

Nick Giurietto, CEO & Managing Director, Australian Digital Commerce Association

2.40 REFRESHMENTS AND NETWORKING

3.10 USING VOICE BIOMETRICS TO ENABLE ENHANCED CONSUMER INTERACTION

- Assessing how voice biometrics improved user experience
- How voice biometrics is boosting call completion rates, streamlining operations and improving security for customers using the ATO contact centre
- Quantifying the impact on the bottom line and measuring its results on customer experience
- Next steps – an overview on ATO plans for future projects



Venetia Blackman, Assistant Commissioner Digital Program Delivery, ATO

3.50 APPLYING THE ENTERPRISE MARKETING THINKING TO GOVERNMENT

Governments and large private organisations share similar challenges when scaling digital marketing including the costs of fragmented agency relationships, inconsistent skills and governance, and varying levels of maturity when it comes to process and platform. This talk exposes how large companies are addressing some of these challenges, and how government could apply the same thinking to their own digital transformation.

Topics covered:

- Smart Customer Journeys
- Centre of Excellence
- Driving Transformation with Command Centres
- Marketing Shared Service Centre
- Social Customer Service
- Bots



Robin Leonard, CEO & Co-Founder, AFDigital

4.30 CLOSING REMARKS FROM THE CHAIR

CLOSE OF DAY TWO

2017 SPEAKERS TO-DATE



The Hon Alan Tudge MP
Minister for Human Services



Australian Government
Department of Human Services

Minister Tudge was elected to the Federal Parliament in the seat of Aston in Melbourne's outer east in 2010. He was appointed Parliamentary Secretary to the Prime Minister following the 2013 election. In 2015 he was appointed as Assistant Minister to Prime Minister Turnbull and Assistant Minister for Social Services. On 18 February 2016, he was promoted as the Minister for Human Services, also retaining responsibility for the introduction of the cashless welfare debit card, drug and gambling policy.



Mathew Smorhun
Assistant Secretary Strategy Realisation Branch, Department of Defence

Mathew is a young leader within the Australian Public Service. His career in the Australian Public Service commenced at the Australian Taxation Office where he worked on the major platform sourcing programs to modernise desktop, network and data centre infrastructure and services. After six years at the Australian Taxation Office, Mathew redirected his career by transferring to the Department of Defence. He has undertaken a number of roles within the Department of Defence over the last four years from leading major reform projects such as Terrestrial Communication network modernisation, the Data Centre remediation - Centralised Processing Program to building and running the strategic relationship and contract management function within Group Commercial. More recently, Mathew led the Defence Enterprise Resource Program through a critical phase of program definition and strategy development.

Currently, Mathew is leading the implementation of the Defence ICT strategy in his role as Assistant Secretary Strategy Realisation, within the Chief Technology Officer Division in the Chief Information Officer Group.



Darren Whitelaw
Chief Customer Officer, Service Victoria



Darren Whitelaw is Chief Customer Officer at Service Victoria. Service Victoria was established to make Victorian government transactions quick, simple and easy to use, and is helping transform the way public sector agencies interact with citizens. Before coming to Service Victoria, Darren has been in senior leadership roles at the departments of Justice, Premier & Cabinet, and Planning and Community Development, helping modernise the way government communicates.

He was behind the first government iPhone app, established the first social media command centre following the Black Saturday bushfires, and helped set up the first paperless government office in Australia.

He's a former member of the Victorian Government's innovation advisory council. Darren holds an undergraduate degree in Communications, a Masters in Public Administration, and has studied at Harvard University's Kennedy School of Government.



Mark Radcliffe
iVote Manager, NSW Electoral Commission



From a career in Financial Services and Management Consulting, Mark was engaged by NSWEC to prepare the 2010 feasibility report on electronic voting for the NSW Parliament. He then was the Project Manager for the "iVote(r) System" that was introduced for the 2011 NSW State general election with great success. Subsequent work in the field of electronic voting, including projects with Elections Ontario and the New Jersey Division of Elections, expanded Mark's expertise before he joined NSWEC in 2014 for the delivery of a new version of iVote for the 2015 NSW State general election. Approximately 284,000 electronic votes were accepted via the iVote System in 2015, making it the world's largest use of internet voting for a government election.



Dr. Asif Gill
Director DigiSAS Lab School of Software, University of Technology Sydney (UTS)



Dr. Asif Gill specialises in designing and implementing actionable adaptive architecture driven strategy and solutions for business optimisation, innovation and transformation. He has extensive experience in both agile and non-agile environments, displaying a deep appreciation of their different perspectives in a number of IT-enabled improvement and transformation industry projects of varying sizes. He has developed a comprehensive adaptive architecture framework (a.k.a The Gill Framework® V 3.0).



Petrhycy Donovan

*Communications & Community Engagement Lead
Bayside Council, Sydney*



Nick Giurietto

CEO & Managing Director, Australian Digital Commerce Association



Nick Giurietto leads the Australian Digital Currency & Commerce Association, Australia's industry representative council for organisations driving business change and developing new business models using blockchain technology. ADCCA exists to encourage the responsible adoption of blockchain technology as a means to drive innovation in service delivery across all sectors of the economy. Successful innovation using blockchain will require new levels of collaboration between business partners and with government. Nick's focus is on education, collaboration and regulatory reform to enable this to happen. Nick is a member of the Standards Australia Technical Committee on Blockchain and Distributed Ledger Standards and a participant in the International Standards Organisation Study Group on Identity on the Blockchain. Nick has lived and worked in 6 countries - Australia, Egypt, Germany, Austria, UK and USA - in a number of roles ranging from business process design, customer insight, marketing and product management. The common thread that unites these roles is a focus on the customer as the foundation for business success. His personal passion is travel having recently visited his 94th country.



Rob Livingstone

Principal, Livingstone Advisory



For more than three decades Rob has amassed senior managerial experience, substantially as CIO in multinational corporations. Prior to entering the IT world as a CIO in the mid '90s, Rob held several senior operational, strategic advisory and executive positions in a range of industries both locally in Australia and overseas.

These included defense-aerospace, manufacturing, public utility, packaging, construction through to logistics. Now a sought-after mentor, consultant and industry advisor, he is also an author, columnist, speaker and regular news media commentator. A Fellow of the University of Technology, Sydney's Faculty of Engineering and IT, Rob lectures to higher-degree students on leadership, strategy and innovation as part of their flagship MBT program. Rob has a BSc Mechanical Engineering, Masters Degree in Industrial Engineering and MBA in Technology Management.



Andrew Ramsden

Founder, Alpha Transform



Andrew Ramsden is one of Australia's leading experts in digital and large organisation cultural transformation with over 15 years experience. His successes include leading cultural and technical transformations to deliver seamless online service experiences across Queensland Government, boasting significant increases in customer satisfaction and staff engagement.

Andrew regularly speaks at conferences around Australia on digital strategy, organisational transformation and leadership.

Andrew is the host of the Alpha Geek Podcast, showcasing great technical leaders from around Australia, in particular their leadership journeys and lessons. He is now writing a book combining his tools and frameworks with the stories and lessons gathered on his travels. The book is scheduled for release in late 2017.



Mike Feghali

Director, Expiriti & senior lecturer for the Post-Graduate User Experience (UX) programme at Torrens University



Mike has designed and researched the user experience for some of Australia's best-known digital experiences including CBA, Optus, Taste.com.au, Westpac and Transport for NSW. He is also senior lecturer for the Post-Graduate User Experience (UX) programme at Torrens University.

He advises commercial, government and startup organisations about transforming their traditional ICT delivery to include Design Thinking and deliver usable and user-centred digital products.

He is co-founder of Sydney User Experience agency, Expiriti, with keen interests in information architecture and retrieval as well as the emerging role of artificial intelligence on user experience.



Rob Gravestocks

Project Manager, Articulous Communications

Rob has more than 20 years' experience in stakeholder and community engagement, communications, marketing and training. He gained those skills having worked in both the private and not-for-profit sector.

He also has significant experience in learning and development having worked with a number of institutions from TAFE to UNSW Global and the University of Sydney where he recently tutored and guest lectured in the post graduate School of Business. Rob spent three years in an executive role in IAP2 Australasia where he honed his knowledge of community and stakeholder engagement and also managed and coordinated the training arm of the organisation. He project managed the new Australasian Certificate in Engagement in his final year in the organisation and is a highly-experienced educator in the adult learning arena.

Rob is currently enjoying the challenges of facilitating stakeholder meetings in the sustainability, climate change and waste sectors with Articulous, an engagement, communications and training consultancy that operates nationally.



Joana Valente

Advisory Partner, Ernst & Young

At EY Joana leads the Digital Technology Capability where they work with clients and technology partners to shift the engagement between the public sector and its key stakeholders. Before joining EY, Joana was a partner with IBM's systems integration and consulting arm



Monique Nielsen

Assistant Director, Policy and Digital Strategy Information Policy and Systems

Monique has advised local, state and federal governments and private enterprise about better practice information and records management for more than 20 years. More recently she has worked as part of a team developing the Archives' whole of government Digital Continuity 2020 Policy and the Archives' performance measurement tool Check-up Digital.



Peter Evans-Greenwood

Fellow Centre for the Edge AU, Deloitte Consulting

Peter is a Fellow at Deloitte's Centre for the Edge where he's trying to understand how technology is changing the world. An original thinker, he has the ability to cut through hype and provide a clear and succinct understanding of the opportunities and challenges confronting us. Trained as an engineer, Peter has a unique background that has seen him working in distributed artificial intelligence at a research institute through startups to holding multiple senior and CTO roles in global companies.



Robin Leonard

CEO & Co-Founder, AFDigital

Robin has had a great deal of experience in the Customer Experience game. A Sydney-based New Zealander with an unwavering passion for disruptive technology and creative ideas to improve customer journeys. Based in Sydney, his business AFDigital, a Salesforce Marketing Cloud Gold Partner, operates across APAC providing consulting and managed services.



Dr John Gray

Principal Consultant, Catapult BI

Jon has 30 years of computing experience in industry and academia both in Australia and the UK. Jon's research interests have encompassed parallel and distributed systems design, database technologies, software engineering methods and tools, organisational capability development, and business process improvement. From 2006-2013, Jon led a research initiative for National ICT Australia Limited (NICTA) in Canberra focused on software methods and tools for the improvement of business processes in government. From 2013-2017, Jon ran Performance Assurance, a spin-out company from NICTA, specialising in predictive modeling and risk management. Jon is currently working as Principal Consultant for Catapult BI, a Dialog Group company.



GOVERNMENT DIGITAL TRANSFORMATION CONFERENCE

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