

The power of partnerships

Working together to create healthier communities



Conference Program

Monday 17 and Tuesday 18 November 2008
Melbourne Cricket Ground
Melbourne, Victoria

The power of partnerships

Together we can achieve so much more

Overview

In cultures all around the world people are confirming one simple and enduring truth: in business, finance and politics, from giant multinationals to kindergarten working bees, more is achieved, more efficiently, and to greater effect, when we work together.

This is particularly so in the case of the human services system.

It is the power of partnerships that is keeping our community healthy. In a context of increasing demand, and increasingly limited resources, partnerships are not simply making the system more efficient; they are making it better.

Evidence from Australia and overseas clearly demonstrates the value of partnerships in achieving a stronger human services system.

Victoria's human services system is vast and complex. Thousands of workers are engaged in a professional environment with standards that are among the highest in the world. And yet they're only as effective as the next link in the chain. For a system to be truly effective it needs to operate as a whole. It needs to integrate.

Effective partnership isn't always easy.

It must work across organisational boundaries. Sometimes cultures collide.

But it's worth the effort, because when partnerships work, they build sustainable, well-managed and efficient human services. In short, they can transform a system.

This is the power of partnerships.

Conference themes

The power of partnerships conference will explore:

- **Partnerships**
 - Theory: what does the latest theory say about partnerships?
 - Evidence: what is the supporting evidence for partnerships?
 - Policy: how does the policy context support partnerships?
 - Imperative: why is it imperative to develop partnerships in the human services system?
- **Partnerships—a report card**
 - How are partnerships contributing to a more integrated human services system?
 - Who is involved?
 - What are they achieving?
- **Human services system reform**
 - What are the current and emerging policies that are driving reform?
 - What are the implications for partnerships across Victoria and nationally?
 - How can successful partnerships in human services work to improve the health and wellbeing outcomes for the most disadvantaged members of our community?
 - Partnerships for
 - Health
 - Social inclusion
 - Environment and community sustainability
 - Children, youth, families and seniors

Primary Care Partnerships

Primary Care Partnerships have been established for 8 years. They are accountable, flexible and offer local system integration solutions to create healthier prosperous communities.

The Primary Care Partnership Strategy commenced in 2000 with the aim of creating a health system that improves the experience and outcomes for clients of the human services system and reduces the preventable use of hospital services. Since that time Primary Care Partnerships have been a major change management mechanism across primary care and between primary care and other sectors delivering service system integration. There are 31 across Victoria and membership of these voluntary alliances includes the following core members: community health services, local governments, Divisions of General Practice and metropolitan and rural health services (hospitals). In addition, many Primary Care Partnerships have increased the number and breadth of their membership to include disability, housing, mental health and a range of community welfare agencies. Some also engage with their local schools, police and ambulance services.

Who should attend?

Senior government and non-government representatives who are leading human services reform.

The power of partnerships—conference dinner

17 November 2008

Conference Dinner

Date: Monday, 17 November

Time: 6pm–9pm

Venue: Olympic Room, MCG

A three course meal and soft drinks are included in the dinner ticket.

Alcohol will be available for purchase.

Proudly sponsored by the Department of Justice

The Department of Human Services and the Department of Justice have been working closely together on an integrated health promotion strategy as part of the new Department of Justice Community Education and Awareness Strategy. Since 1 July 2008 the Department of Justice has invested \$2.1M over three years in the Department of Human Services Primary Care Partnership Integrated Health Promotion strategy as an important initiative in the new Department of Justice Community Awareness and Education Strategy.

The Community Awareness and Education Strategy provides the overarching direction, education and communication activities to promote responsible gambling and reduce gambling-related harm in Victoria. This strategy is providing the overarching direction for a new series of evidence-based, thematically linked and integrated campaigns, the first of which will be launched on 26 October 2008.

The Department of Justice look forward to working collaboratively with the Department of Human Services and the Primary Care Partnerships over the next three years to rollout this important public health initiative.

Master of Ceremonies:

ANDREW HOLLO,
Director Workwell Consulting

Guest speaker:

DON WATSON, writer and public speaker



Don Watson has written on Australian history, culture and politics for more than twenty-five years. He is considered one of Australia's greatest living speech, script and dialogue writers.

With Paul Keating he co-wrote the famous Redfern Speech that was delivered at Redfern Park in Sydney on 10 December 1992 to celebrate the Australian Launch of the International Year for the World's Indigenous People. This began the modern and ongoing journey of reconciliation between indigenous and non-indigenous Australians.

Through the eighties he wrote political satire particularly for the actor Max Gillies and speeches for the Victorian premier John Cain.

He joined Paul Keating as speechwriter in January 1992 and stayed until the final defeat in 1996.

His most recent books include *DEATH SENTENCE: THE DECAY OF PUBLIC LANGUAGE*, Don Watson's best-selling and critically acclaimed book on the decay of public language, and the much-requested companion volume, *WATSON'S DICTIONARY OF WEASEL WORDS*, an invaluable handbook and guide to modern managerial language, newspeak, and linguistic political chicanery. Books for people who really want to know what an 'asset footprint' and an 'aggressive timeline' are, and for those who want to mock the very idea. The books and Don are serious and amusing (deadly serious and soberingly amusing) taking a blowtorch to the bellies of those whose words kill meaning and challenge sanity.

Music provided by:

JACQUELINE GAWLER

A longstanding singer/composer with internationally award-winning original vocal group Coco's lunch. Jacqueline Gawler is one of Australia's most spontaneous and original jazz singers.

The Department of Human Services appreciates the support of the Department of Justice and the opportunity to demonstrate the power of partnerships.

Keynote speakers

Speakers

- **The Honourable DANIEL ANDREWS MP**, Minister for Health
- **PHILLIP ADAMS**, Broadcaster, filmmaker and author
- **JULIE McDONALD**, Research Fellow, Centre for Primary Health Care and Equity, University of New South Wales
- **PETER ALLEN**, Under Secretary, Victorian Department of Human Services
- **MICHAEL LENNON**, Chief Executive Officer, Housing Choices Australia
- **CLARE AMIES**, Chief Executive Officer, Western Region Health Centre and Co-Chair, HealthWest
- **SILVIO PONTONIO**, Executive Director, Community Integration and Allied Health, Western Health
- **GEOFF ALLEN**, Director, The Allen Consulting Group
- **FRAN THORN**, Secretary, Victorian Department of Human Services
- **PENNY ARMYTAGE**, Secretary, Victorian Department of Justice
- **PHILIP DAVIES**, Deputy Secretary, Commonwealth Department of Health and Ageing
- **TERRY FINDLAY**, Former Lead Director, Glasgow City Community Health and Care Partnership
- **PROFESSOR DES GORMAN**, Head, School of Medicine, The University of Auckland

Dinner Speaker

- **DON WATSON**, Writer and public speaker

Conference dinner supported by the Department of Justice

Facilitator

- **ANDREW HOLLO**, Director, Workwell Consulting



THE HON. DANIEL ANDREWS, MP

Daniel Andrews was elected to the State Parliament of Victoria in 2002, representing the newly established seat of Mulgrave. Daniel was appointed as the Parliamentary Secretary for Health in December 2002. In this role he worked closely with the Minister for Health, Bronwyn Pike, in a number of important and challenging policy areas including Ambulance, Mental Health and Community Health services. In 2006 Daniel was allocated the portfolios of Consumer Affairs and Gaming and Minister Assisting the Premier on Multicultural Affairs. Daniel took on the health portfolio in August 2007. He is one of the younger members of the Victorian Parliament and one of the youngest Health Ministers in Australian political history.



PHILLIP ADAMS

Broadcaster, filmmaker, author, archaeologist, controversialist, social commentator and satirist, Phillip Adams was elected one of Australia's 100 National Living Treasures in the inaugural poll conducted by The National Trust (NSW). In his speaking engagements, broadcasts and writing Phillip tackles the urgent questions facing society in the 21st century using wit, humour and provocative opinions to challenge thought and stimulate debate. Adams' has worked extensively as a writer and producer in film and television, and played a key role in the establishment of organisations such as the Australian Film Development Corporation and the Australian Film Commission.



JULIE MCDONALD

Julie McDonald is a Research Fellow and PhD candidate with the Centre for Primary Health Care and Equity at UNSW. Her major area of research involves primary health care reforms with a particular focus on coordination and collaboration across the primary health care sector. She led a systematic review in 2005–2006 on organisational, financial and workforce models of comprehensive and collaborative primary health care, and is part of an international team updating this review. Her PhD topic is relationships between the networks of primary health care providers involved in management of people with Type 2 diabetes.



PETER ALLEN

Peter Allen is Under Secretary, Portfolio Services and Strategic Projects in the Victorian Department of Human Services and Victoria's Chief Drug Strategy Officer. Since joining the Victorian Public Service in 1986 Mr Allen has been Secretary of the Department of Tourism, Sport and the Commonwealth Games, Secretary of the Department of Education, Director of Schools, Deputy Secretary Community Services, and Director of the Premier's Drug Advisory Council. Before joining the public service Mr Allen was Director, Social Policy and Research at The Brotherhood of St Laurence.



MICHAEL LENNON

Michael Lennon has recently taken up the position of Chief Executive Officer of Housing Choices Australia—a new affordable housing organization, with a particular emphasis upon disability accommodation. He also is currently an advisor to the Commonwealth Government on the new National Affordable Housing Agreement. Michael's career has encompassed a number of executive leadership positions in a wide range of public agencies associated with housing, planning and urban development. This included overseeing the transfer of 80,000 public sector houses from Glasgow City Council to The Glasgow Housing Association in 2003, making it the biggest housing transfer in Europe and the largest social landlord in the UK.



CLARE AMIES

Clare Amies has been Chief Executive Officer of Western Region Health Centre for the past six years. The Centre is based in metropolitan Melbourne's western suburbs. The service provides a wide range of services across western region. These include: medical (GPs and specialists), dental, aged care, mental health, refugee health, aboriginal health, counselling, family violence and health promotion.

Clare has been involved in Primary Care Partnerships since 2000. Clare held the Statewide Chairs position for approximately 5 years. In her role as CEO at Western Region Health Centre she is committed to a number of local partnerships to improve access to health and welfare services in the Western suburbs of Melbourne.



SILVIO PONTONIO

After completing degrees in Arts and Social Work, Silvio worked at St Vincent's Health for ten years, working largely in his special interest field of drug and alcohol addiction. Silvio went on to hold positions in operational portfolios across a range of acute and community hospital demand management programs. In 2002 Silvio became the Assistant Director of Operations, Allied Health and Clinical Support Services, Ealing Hospital Trust, London. In 2006 Silvio was appointed to his current role as the Executive Director, Community Integration and Allied Health at Western Health, and is currently undertaking a Masters of Applied Science in Organisation Dynamics.

Keynote speakers



GEOFF ALLEN

Geoff Allen has been a public servant, Senior Advisor to the Federal Treasurer and Leader of the Opposition. Geoff is the founder of the Allen Consulting Group, a firm specialising in economics, social policy and a range of other public policy areas for major corporations and governments. He is also the founder and Chairman of the Centre for Corporate Public Affairs and was co-founder and foundation CEO of the Business Council of Australia. He is National Chairman, Committee For Economic Development of Australia.



FRAN THORN

Fran Thorn was appointed Secretary of the Department of Human Services in 2007. As Secretary, Fran is responsible for a portfolio which encompasses health, community services, housing, aged care and disability, with a total budget of \$13.1 billion (as at 2008–09), representing approximately 40% of the Victorian State Government outlay, as well as portfolio assets of \$21.5 billion. Between 2005 and early 2007, Fran was Secretary of the Department of Innovation, Industry and Regional Development, prior to which she held executive positions with the Department of Sustainability and Environment and the Department of Premier and Cabinet and was a Director of KPMG Consulting.



PENNY ARMYTAGE

Penny Armytage has been the Secretary of the Victorian Department of Justice since 2003. The justice portfolio is diverse and incorporates six ministerial portfolios—Attorney-General; Police & Emergency Services; Corrections; Consumer Affairs; Racing; and Gaming—concerned with the administration, reform and enforcement of the law, as well as with social regulation in areas such as problem gambling and liquor. The Department has a budget of \$3.58 billion and more than 5000 staff. Before becoming Secretary, Ms Armytage worked as Executive Director, Operations at the Department of Human Services; and prior to that as the Commissioner for the Office of Correctional Services with responsibility for Victoria's correctional system.



PHILIP DAVIES

Philip Davies has been a Deputy Secretary in the Australian Government's Department of Health and Ageing since August 2002 and brings to the role almost 30 years international experience of health care policy and management. Immediately before taking up his current position he was working as a Senior Health Economist with the World Health Organisation in Geneva. Prior to that he was a Deputy Director-General in New Zealand's Ministry of Health where he was responsible for sector-wide policy issues.



TERRY FINDLAY

Until recently Terry Findlay was the Lead Director of the highly successful Community Health Care Partnerships in Greater Glasgow and Clyde National Health Service and Glasgow City Council. He is an Honorary Lecturer at the University of Glasgow teaching in various aspects of change management in Scotland's National Health Service. Before moving to Scotland, Terry held several key senior management positions in primary and community health for the Australian Capital Territory government and the NSW Department of Health.



PROFESSOR DES GORMAN

Professor Des Gorman is the Head of the University of Auckland's School of Medicine. Professor Gorman's clinical, research and teaching interests include medical education and sociology, neurology, toxicology and occupational medicine. He has a doctorate in medicine and a doctorate in philosophy—both were awarded for research on brain injuries. Professor Gorman served in both the Royal Australian Navy (RAN), and in the Royal New Zealand Navy (RNZN). During his service in the RAN, he trained as a Submarine Officer and as a Clearance Diving Officer. He was the RAN Officer of the Year in 2004.



DON WATSON

Don Watson is one of Australia's most distinguished writers and public speakers. As well as writing for notables such as Paul Keating, John Cain and the actor Max Gilies, Don's books include *Recollections of a Bleeding Heart: Paul Keating Prime Minister*, *Death Sentence*, *Watson's Dictionary of Weasel Words* and *American Journeys*. In addition to regular books, articles and essays, in recent years he has also written feature films, including *The Man Who Sued God*, starring Billy Connolly and Judy Davis.



FACILITATOR— ANDREW HOLLO

Andrew Hollo is Workwell's director and principal consultant. His skills and experiences are wide ranging, having designed and delivered over 1200 presentations, tailored trainings and facilitations and assisted over 100 organizations with vision & strategy planning. In addition, he makes cutting-edge concepts such as The Trusted Adviser, Deep Support and Spiral Dynamics accessible and relevant to his clients in the government, not-for-profit, health & human service sectors.

The program

DAY 1: MONDAY 17TH NOVEMBER 2008

Partnerships: the past and the present

Time	
8.15am–9.15am	REGISTRATION, TEA, COFFEE
9.15am	Official Welcome/Welcome to Country Ceremony
9.30am	CONFERENCE OPENING Partnerships: the imperative and the policy agenda <i>The Hon. Daniel Andrews MP, Victorian Minister for Health</i>
9.40am	CONFERENCE OUTLINE Our objectives, conference format, expectations and mindsets <i>Facilitator Andrew Hollo, Workwell Consulting</i>
9.50am	KEYNOTE PRESENTATION Partnerships are <i>the</i> vital ingredient <i>Phillip Adams, Broadcaster, filmmaker and author</i> Primary Health Care Partnership models—How do they compare? <i>Julie McDonald, Research Fellow, Centre for Primary Health Care & Equity, University of N.S.W.</i>
10.45am	MORNING TEA
11.20am	KEYNOTE PRESENTATION The Achievements of Primary Care Partnerships <i>Peter Allen, Under Secretary, Victorian Department of Human Services</i>
11.35am	KEYNOTE CASE STUDIES Leading examples of Primary Care Partnership work Climate change adaptation—framework for local action <i>Rosie Rowe, Deputy Director, Community Services, Western District Health Service</i> Improving the journey <i>Jim Killeen, Chair, Inner East Primary Care Partnership and Chief Executive Officer, Whitehorse Community Health Service</i> We're all in it together <i>Robbi Chaplin, Chair, Inner South East Partnership in Community and Health and Chief Executive Officer, Inner South Community Health Service</i>
12.10pm	CONCURRENT SESSION ONE How Primary Care Partnerships have made a difference in: a. Health b. Social inclusion c. Environment and community sustainability d. Children, families, youth and seniors Primary Care Partnerships will cover integrated work across the broad range of human services portfolios. This will incorporate how Primary Care Partnerships are improving the health and wellbeing of local communities through facilitating: better access to services, integrated health promotion and prevention activities and integrated chronic disease management. <i>Please refer to the Concurrent Sessions information in this program for details on the presentations.</i> <i>Delegates to make their selection at the registration desk upon arrival.</i>

Time	
1.10pm	LUNCH
2.05pm	What successful partnership models exist other than Primary Care Partnerships? <i>Andrew Hollo</i>
2.10pm	<p>KEYNOTE PRESENTATION</p> <p>Meningococcal and housing: who would have guessed? <i>Michael Lennon, Chief Executive Officer, Housing Choices Australia</i></p> <p>People with chronic and complex needs—hospitals and community agencies working together <i>Clare Amies, Co-Chair HealthWest and Chief Executive Officer, Western Region Health Centre and Silvio Pontonio, Executive Director, Community Integration and Allied Health, Western Health</i></p>
2.50pm	<p>CONCURRENT SESSION TWO</p> <p>Diversity in partnerships</p> <ul style="list-style-type: none"> a. Health b. Social inclusion c. Environment and community sustainability d. Children, families, youth and seniors <p>Presentations will include a diverse number of partnerships</p> <p><i>Please refer to the Concurrent Sessions information in this program for details on the presentations.</i></p> <p><i>Delegates to make their selection at the registration desk upon arrival.</i></p>
3.45pm	AFTERNOON TEA
4.15pm	What, then, do we <i>know</i> are the key success factors in partnerships?
4.30pm	<p>KEYNOTE PRESENTATION</p> <p>The Future: Partnering with the private sector <i>Geoff Allen, Director, The Allen Consulting Group</i></p>
5.00pm	CLOSE—DRINKS
6.00pm–9.00pm	<p>CONFERENCE DINNER</p> <p><i>Dinner Speaker: Don Watson, writer and public speaker</i></p> <p><i>Conference dinner supported by the Department of Justice</i></p>



The program

DAY 2: TUESDAY 18TH NOVEMBER 2008

Cross-Sectoral Partnerships: Possibilities and Potentials

Time	
8.15am–8.45am	ARRIVAL, TEA, COFFEE
8.45am	“What is the ultimate scope for partnerships in resolving complex social issues in Australia?” <i>Andrew Hollo</i>
9.00am	KEYNOTE PRESENTATION Cross Government partnerships <i>Fran Thorn, Secretary, Victorian Department of Human Services</i> <i>Penny Armytage, Secretary, Victorian Department of Justice</i>
9.30am	KEYNOTE PRESENTATION Primary health care reform and the development of the National Primary Health Care Strategy <i>Philip Davies, Deputy Secretary, Commonwealth Department of Health and Ageing</i> Q&A
10.15am	MORNING TEA
10.55am	KEYNOTE CASE STUDIES Story #1: “What can we learn from the enlightened Scots?” <i>Terry Findlay, Former Lead Director, Glasgow City Community Health and Care Partnership</i> Story #2: “What can we learn from over the pond? The NZ Primary Health Care Reform experience” <i>Professor Des Gorman, Head, School of Medicine, The University of Auckland</i> Q&A
12.00pm	LUNCH
1.10pm	CONFERENCE HYPOTHETICAL “Making it work: Can we solve complex social problems using partnership approaches?” <i>Convened by Andrew Hollo</i>
3.00pm	AFTERNOON TEA
3.30pm	CONFERENCE SUMMARY AND NEXT STEPS “Now, our mission—and our actions” <i>Andrew Hollo facilitates panel summary remarks</i>
4.00pm	CLOSE

Concurrent Session One—Primary Care Partnerships

Monday 17 November, 12.10pm–1.10pm

Delegates must choose to attend one themed session from the following:

Health

Refugee health: A systems redesign initiative

HealthWest

Clare Amies, Co-Chair HealthWest and Chief Executive Officer, Western Region Health Centre

Impact of an integrated planning for diabetes services

Moonee Valley Melbourne and Hume-Moreland Primary Care Partnerships

Joan Nankervis, Executive Officer, Moonee Valley Melbourne Primary Care Partnership

E-referral supporting practice

Inner East and Outer East Primary Care Partnerships

Anne-Marie Deeka, Emergency Care Coordinator and Jonathan Pietsch, Partnership Development Manager, Eastern Health

Social Inclusion

Paving the way to a 'no wrong door' service system

Central Hume Primary Care Partnership
Renee Williams, 'No wrong door' Coordinator, Ovens and King Community Health

Making Two Worlds Work—Building the capacity of the health and community sector to work effectively and respectfully with our Aboriginal community

Upper Hume Primary Care Partnership
Kylie Stevens, Health Promotion Worker, Women's Health Goulburn North East

Mothers Living Well Program

Outer East Primary Care Partnership
Annette Rudd, Team Coordinator—Health Promotion and Community Development, Knox Community Health Service and Leonie Deacon, Peer researcher and Member of the Mothers Living Well partnership work group

Children, youth, families and seniors

Vigour, energy and inspiration—the power of local partnerships

South East Healthy Communities Partnership

Mary Rydberg, Chair and Wendy Mason, Executive Officer, South East Healthy Communities Partnership

Go for your life: health promoting communities, being active eating well with young people

Campaspe Primary Care Partnership
Emma Brentnall, Executive Officer and Kate Whitecross, Health Promoting Communities Project Manager, Campaspe Primary Care Partnership

Moovers and Shakers—increasing the level of physical activity across the Wimmera community

Wimmera Primary Care Partnership
Di Trotter, Executive Officer, Wimmera Regional Sports Assembly

Environment and community sustainability

Drought and the need to work together: what we have done—what is yet to do

Southern Mallee Primary Care Partnership and Grampians Pyrenees Primary Care Partnership

Anne Boadle, Primary Care Coordinator, East Wimmera Health Service

Catchment planning and intervention portfolios for health promotion—Gippsland's approach

Central West Gippsland Primary Care Partnership, East Gippsland Primary Care Partnership, South Coast Health Services Consortium and Wellington Primary Care Partnership

Diane Wilkinson, Chairperson, Gippsland Health Promotion Task Group

Creating a virtual organisation

Central Victorian Health Alliance
Anne McLennan, Director—Community Wellbeing, Macedon Ranges Shire Council

Concurrent Session Two—Diversity in partnerships

Monday 17 November, 2.50pm–3.45pm

Delegates must choose to attend one themed session from the following:

Health

Hospital Admissions Risk Program

Janine Dureau-Finn, Chronic Illness Program Manager, South West Healthcare

General Practitioners Access and Support Service

Anne Peek, Chief Executive Officer, Dandenong and Casey General Practice Association

Partnership & innovation that makes a difference—the Gold Coast & Queensland CHIC Initiative (Connecting Healthcare In Communities)

Marcia Dwonczyk, Partnership Program Manager, Gold Coast Primary Care Partnership Council

Social Inclusion

Taking the problem out of gambling through Primary Care Partnerships

Chris Freethy, Acting Executive Officer, Council of Gambler's Help Services

Healthy communities through social engagement

Eloisa Costoso, Community Development Officer, City of Greater Dandenong

Strengthening partnerships through placement

Rebecca Kelleher, Aboriginal Health Promotion and Chronic Care Partnership Officer, Darebin Community Health

Children, youth, families and seniors

A partnership approach to school absenteeism

Margaret Kent, Central Goldfields Best Start Project Facilitator, Maryborough District Health Service

A partnership at many levels: the development of Direct 2 Care

Ronda Held, Chief Executive Officer, UnitingCare Community Options

Getting people active through General Practice: a partnership approach

Sally Philip, Executive Officer, West Vic Division of General Practice

Environment and community sustainability

Sustainable Farm Families

Sue Brumby, Director Community Services, Western District Health Service

Lets GET Connected—a transport connections partnership in East Gippsland

Sheryl McHugh, Transport Project Officer, Wellington Shire Council

Neighbourhood Renewal—Energy and Water Taskforce project

Amanda Leck, Frankston City Council

Conference information

Price

Two day conference program:
\$250 (GST inclusive)

Conference dinner:
\$30 (GST inclusive)

Venue

Olympic Room,
Melbourne Cricket Ground (MCG)
Yarra Park
Jolimont, Melbourne

Conference Dinner

Date: Monday, 17 November
Time: 6pm–9pm
Venue: Olympic Room, MCG

A three course meal and soft drinks
are included in the dinner ticket.
Alcohol will be available for purchase.



*Conference dinner supported by
the Department of Justice.*

**General Conference
enquiries to:**
Maria Bahceci
Department of Human Services
Tel: 03 9096 8994

**Conference payment
enquiries to:**
Jacqui Muir
The Conference Manager
Tel: 03 9363 6111

Accessing the Melbourne Cricket Ground (MCG)

The Melbourne Cricket Ground is located on the junction between inner-city Melbourne suburbs Richmond and East Melbourne. The MCG is situated in Yarra Park, bordered by Brunton Avenue, Jolimont Street and Jolimont Terrace.

To access the Olympic Room, please enter through Gate 3, near light tower 1 and take the lift/escalator to Level 2.

Parking

Park at Melbourne & Olympic Parks northern car park. Enter car park from Swan St, walk across footbridge to the MCG. At the end of the foot bridge you will see light tower 5. Head to your left, you will see GATE 3, enter here.

Tram

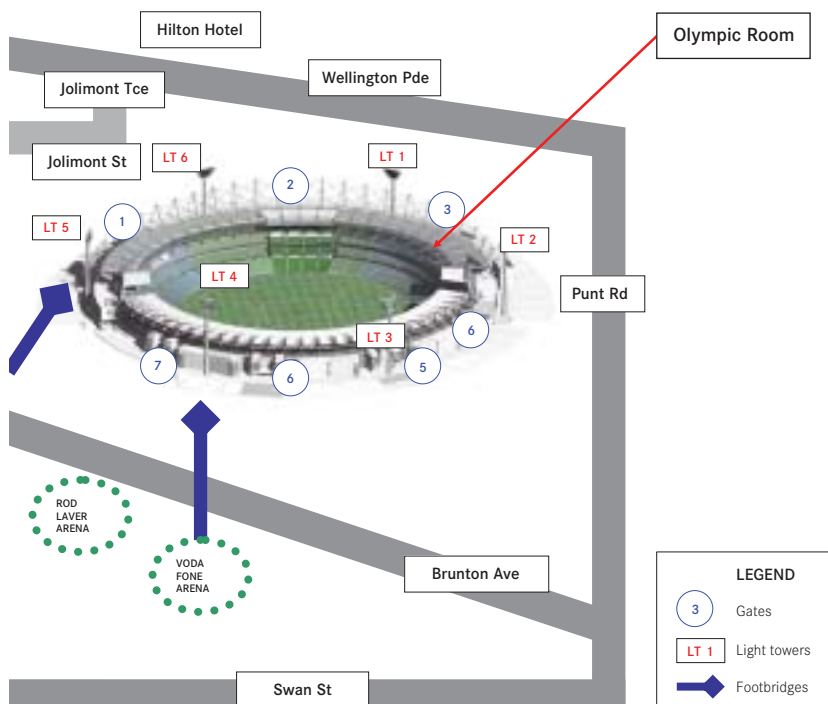
Both the No. 75 (City–Vermont South) and No. 48 (City–North Balwyn) stop just outside the MCG.

The No. 70 (City–Wattle Park) detour from Flinders Street along Swan Street and it's a short walk across the footbridge to the ground.

Train

Jolimont station is north of the ground. From any railway station in the central business district, take the Hurstbridge or Epping lines. To get to Gate 3, exit the station and head through the park towards the MCG (light tower 1) veer to the left and you will see GATE 3, enter here.

Richmond station is on the south eastern side of the ground. To get to Richmond station from the city, take any train on the Lilydale, Belgrave, Alamein, Glen Waverley, Dandenong, Pakenham, Cranbourne, Frankston or Sandringham lines. To get to Gate 3, exit the station and cross Punt Road. Walk towards the MCG, along Brunton Ave, you will see some stairs, go up the stairs towards light tower 3, walk around the concourse with the ground on your left hand side to light tower 2, just a little further around you will see GATE 3, enter here.



Important information and terms and conditions

Registration fee

The conference registration fee for 2 days is \$250 (including GST) and includes daily catering, name badge, pen and pad.

The conference dinner fee is \$30 (including GST) to be held on the first day, Monday 17 November and will include a three course meal and soft drinks. Alcohol will be available for purchase.

Please note that only conference delegates are eligible to attend the conference dinner.

Registrations close

Registrations close on Tuesday 11 November 2008.

Registration desk

The conference registration desk will open at 8.15 am in the foyer of the Olympic Room on Monday 17 November 2008. Delegates are asked to be registered and seated by 9.15 am.

Registration payment

All conference payments will be facilitated by The Conference Manager on behalf of The Department of Human Services.

Please note it is essential for all participants to complete online, fax or mail a completed registration form together with payment of the applicable registration fee. Your registration will not be processed or confirmed if payment does not accompany your registration.

The Department of Human Services reserves the right to refuse entry if payment has not been received.

Privacy

The conference is an opportunity for individuals to network both during the event and in the future. We would like to make names of participants, their

organisations and email addresses available to other participants. Delegates must indicate on the registration form whether they give their permission for this to occur.

Payment methods

Full Payment must accompany your registration and payment must be made prior to the start of the event.

- PayPal
Payment can be made by EFT, VISA and MasterCard using Paypal. Please note Paypal is a secure on-line payment system. You do not have to register with Paypal to use this service.
- Fax payment option using Credit Card (VISA and Mastercard) please download form. Please fax to (03) 9363 6133
- Telephone payment option using Credit Card (VISA and MasterCard only) please call The Conference Manager on 03 9363 6111
- Cheque payments are not accepted

An official receipt, tax invoice and confirmation letter will be emailed to you once payment has been received and your registration processed.

All prices are shown in Australian Dollars and are inclusive of GST. Credit card payments are collected in Australian dollars at the equivalent amount to international currency using the conversion rate on the date the payment is processed.

Cancellation and refund policy

Cancellations must be received in writing by email to Jacqui@theconferencemanager.com.au (The Conference Manager) by Thursday 6 November 2008 will receive a full refund. No refunds will be issued after this date.

Insurance

Delegates are strongly advised to secure appropriate travel and health insurance. Delegate registration fees do not provide any such insurance coverage. The organising Conference Committee and the conference office accept no responsibility for loss of monies incurred by delegates or liability for damages of any nature sustained by participants or their accompanying persons or loss or damage to their personal property as a result of the conference or related events.

Name badges

All delegates will receive a name badge upon registration. This badge is the official pass and must be worn to obtain entry to all conference sessions, social events and associated activities.

Security

We aim to run a safe and secure conference. Please assist by wearing your name badge. To improve security the following measures will be put in place:

1. All delegates must wear their name badge at all times. If a delegate is not wearing their name badge at all times during the conference they will be questioned by staff.
2. If a delegate is turned away from entering a session because they do not have a name badge they will have to produce ID to obtain a new name badge at the registration desk.

Disclaimers

The speakers, topics and times are correct at the time of printing. The 'Power of partnerships' organising committee, reserves the right to delete or alter items within the Conference program.

Registration form

2008 The power of partnerships conference

Who should attend? Senior Government and non-government representatives who are leading human services reform.

A tax invoice and confirmation letter will be emailed to your email address once payment has been received.

Please complete all sections of the form. Registrations close Tuesday 11 November 2008.

Please fax completed form to 03 9363 6133.

Registration is also available online at: http://www.health.vic.gov.au/pcps/publications/pcp_conf.htm

Single day registrations are not available for this conference.

Delegate contact details

Title:	First Name:
Surname:	
Job Title:	Organisation:
Street:	
Suburb:	State:
Postcode:	Country:
Contact Number:	Email:

Conference registration—please note that places are limited

Please indicate below the events you are planning to attend.

Event	Price	Attending	Not attending
Conference Monday 17 and Tuesday 18 November Conference Registration includes attendance at all conference sessions and day catering.	\$250.00 Inc GST	<input type="checkbox"/>	
Conference Dinner Monday 17 November Dinner ticket includes three course meal and soft drinks. Alcohol will be available for purchase. <i> Only conference delegates are eligible to attend the conference dinner.</i>	\$30.00 Inc GST	<input type="checkbox"/>	<input type="checkbox"/>
Total Cost	\$		

Special Dietary Requirements Please provide details of any special dietary requirements you may have.

Privacy

The conference is an opportunity for individuals to network both during the event and in the future. We would like to make names of participants, their organisations and email addresses available to other participants. Please advise whether you give permission for this to occur:

- Yes, I give permission for my name, organisation and email address to be included in attendee lists and available to other participants.
- No, I do not give permission for this.

Payment

Please note that we are unable to accept cheque payment.

VISA MasterCard

Name on Card: _____

Card Number: _____

Exp Date: _____ CCV Code: _____

Total amount: \$ _____

Cardholders Signature: _____

I have read and understand the terms and conditions of registration.

Delegate Signature: _____

