Service Improvement and Innovation Conference  
October 15 - 16, Melbourne

In this information pack you will find helpful information on accommodation, transport and the venue. If you have any queries regarding logistics, please contact Melissa Hendicott at hendicott.m@unimelb.edu.au

Conference Venue:  
RACV City Club  
501 Bourke Street Melbourne 3000  
+61 3 9944 8888  

Public Transport:  
The closest public transport stops are located on William St/Bourke St and Queen St/Bourke St. To plan your journey please visit: http://ptv.vic.gov.au/journey#jpsearch[action]=showPlanner
Dinner Venue:
Intercontinental Melbourne the Rialto
495 Collins St, Melbourne VIC 3000, Australia
+61 3 8627 1400
http://www.melbourne.intercontinental.com

Public Transport:
The closest public transport stops are located on Collins St/Williams St. To plan your journey please visit:

Getting to and from Melbourne Airport
1. Taxi – there is a taxi rank located outside both the international and domestic arrivals terminals. A taxi into the CBD will cost approximately $50AUD. Please note that surcharges have not been included in this price.
2. Skybus – departs every 10 minutes from Melbourne Airport and travels directly to Southern Cross Station. An adult one-way ticket will cost $18AUD, while a return is $36AUD. Look for the red booths on exiting the terminals, you can purchase tickets and wait for the next bus here. To book in advance, or to arrange a hotel transfer through the Skybus service, please visit their website: www.skybus.com.au
Accommodation

RACV City Club
501 Bourke Street Melbourne 3000.
+61 3 9944 8888

Rydges on Swanston
701 Swanston Street, Carlton, VIC 3000
+61 3 9347 7811

$175.00/ night Room Only + $19.00 breakfast (including espresso)
Please contact Teearn Bishop (Teearn_Bishop@rydges.com) at Reservations and quote the conference name to access the above rates.

Quest on Bourke
155 Bourke St, Melbourne VIC 3000, Australia
+61 3 9631 0400

Room Types and prices:
1 bed Standard $148.00/night
1 bed executive: $155.00/night
2 bed standard: $215.00/night
2 bed executive: $245.00/night
Please advise reservations at time of booking that you will be attending the Service Improvement Conference to access the rates above. Please note these rates are room only.

Citadines on Bourke
131-135 Bourke St, Melbourne VIC
+61 3 9039 8888
www.citadines.com/australia/melbourne/bourke.html

To receive a 10% discount on the best available rates, please email your accommodation requirements to tuan.lizie@the-ascott.com and quote the conference name.

Intercontinental Melbourne the Rialto
495 Collins St, Melbourne VIC 3000, Australia
+61 3 8627 1400
http://www.melbourne.intercontinental.com/accommodation/

Currency and travel Exchanges
Locations of currency exchanges in Melbourne:
- Travelex - 261 Bourke Street, Melbourne - (03) 9654 4222
  For information go to: http://www.travelex.com.au/AU/Store-Locator/
- UAE Exchange Foreign Currency & Money Transfers - 283 Swanston Street Walk - (03) 9206 8501
  For information go to: http://wwwuaeexchange.com/index.php?option=com_blocator&view=detailslist&Itemid=426
Transportation and Tourism

Melbourne has many public transport options including bus, train and tram. To travel on a tram, train and bus you will require a re-usable plastic card called a Myki. These cards hold a monetary value that decreases each time it is used on a tram, train or bus.

An alternative for getting around Melbourne is by using the free shuttle bus or the City circle tram. The free Melbourne City Tourist Shuttle bus operates with three buses travelling the circuit at 15-minute intervals between 9:30am and 4:30pm, seven days a week. The complete trip takes 50 minutes and the passengers are able to listen to on-board commentary. The bus also stops at key tourist attractions and destinations in and around the city. Passengers can hop on and off at any of the following stops:
- Harbour Town Shopping Centre
- the Docklands precinct
- Melbourne Museum and Carlton Gardens
- Queen Victoria Market
- Melbourne Aquarium
- Immigration Museum
- Southbank
- the Shrine of Remembrance
- Royal Botanic Gardens
- Chinatown

For more information go to: http://www.thatsmelbourne.com.au/visitors/transport/shuttle/Pages/VisitorShuttle.aspx

The city circle trams run in both directions approximately every twelve minutes between 10am and 6pm Sunday to Wednesday and extended hours, 10am - 9pm Thursday, Friday and Saturday.

Australian weather and seasons

During your visit to Australia you can expect temperatures from around 7°C at night to 16°C in the middle of the day in Melbourne. It can be sunny, rainy, cloudy, foggy and windy during winter – the city is famous for having weather which changes every hour. Please bring clothing that enables you to adapt accordingly to weather changes - warm sweaters, jackets and long pants; as well as clothes for hot conditions that provide protection from the sun. You may also wish to bring an umbrella.

For weather forecasts for Melbourne go to: http://www.abc.net.au/melbourne/weather/