

Service Improvement and Innovation in Universities Conference

19-20 October 2017, Sydney

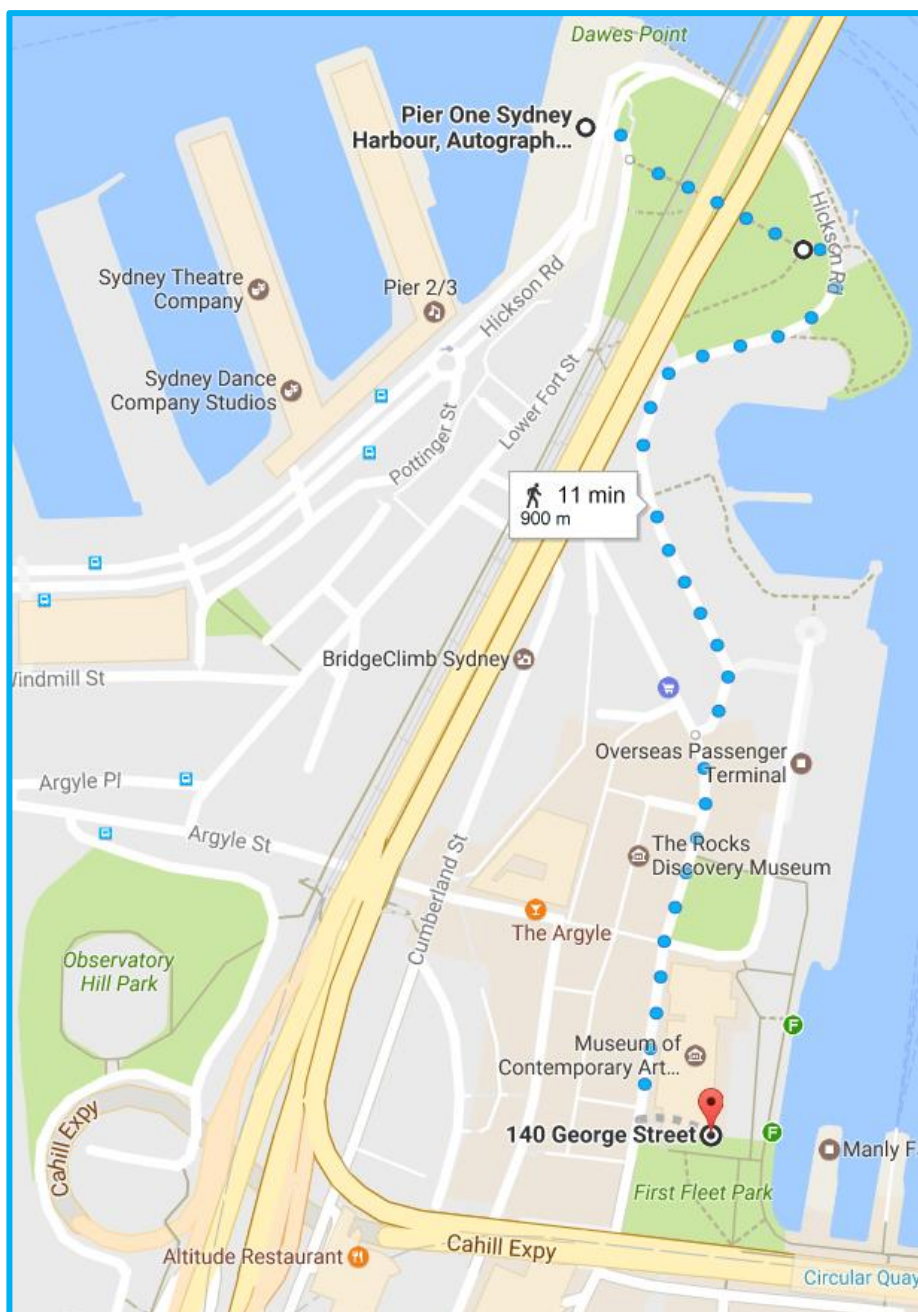
In this information pack you will find helpful information on accommodation, transport and the venue. If you have any queries regarding logistics, please contact Melissa Hendicott at Hendicott.m@unimelb.edu.au

Conference Venue:

Pier One Sydney Harbour
11 Hickson Road, Walsh Bay,
Sydney, NSW, 2000, Australia
Ph: (02) 8298 9999
www.pieronesydneyharbour.com.au

Dinner Venue:

MCA | Museum of Contemporary Art Australia
140 George Street, The Rocks
Sydney, NSW, Australia
T +61 2 9245 2418
<https://www.mca.com.au/>



Before the Conference:

This year, the conference will be taking on a new and innovative format. Participants will be asked to select a Major and a Minor to study over the two-day conference. Your Major will determine which in-depth workshop you will attend, while your Minor will determine which breakout sessions you attend (you can choose a different Minor for each day if you like).

Interactive audience-led breakout sessions give delegates a chance to showcase their own expertise and experiences, while facilitated reflection sessions and ideas factories will help you develop a return to work action plan.

At the end of this guide you will find the Pre-Conference Objectives page. We ask that delegates take some time to ponder the questions and make some notes on what you hope to achieve by attending. You can also use these objectives to demonstrate positive return on investment for your organisation, to help build your case when seeking approval to attend. Need some help framing a Letter for Approval? Please see the contacts page.

Once the final conference agenda has been published, you will be asked to select your Major and Minor. You can also choose which Audience-led breakout session you would like to attend, and pre order your copy of the navigator guide and Conference Findings Publication.

You can change these preferences at any time, however please note that space in each of the sessions is limited.

If you would like to be a part of the conference, [submit an abstract](#) for one of the Minor sessions, or [volunteer for one of the Audience-Led sessions](#).

Getting there:

Public Transport: Pier One Sydney Harbour is located just a short walk down Hickson Rd from Routes 324 and 325 bus stop. The nearest train stations are Circular Quay and Town Hall. To plan your public transport journey visit: https://tp.transportnsw.info/nsw/XSLT_TRIP_REQUEST2

From the Airport: If you are arriving on Thursday morning, we suggest heading straight to the venue where we can store your luggage securely.

Local Taxis:

13CABS Ph: 13 22 27

Premier Cabs Ph: 13 10 17

Contact Person:

If you have any questions, or for a template approval letter please contact:

Melissa Hendicott

Program Officer

hendicott.m@unimelb.edu.au

Telephone: +61 3 9035 6429

Mobile: 0431 167 782

Accommodation close by:

Pier One Sydney Harbour

11 Hickson Road, Walsh Bay, Sydney, NSW, 2000, Australia

T: (02) 8298 9999

**visit website and use code K6Y to receive a 10% discount on best available rate*

www.pieronesydneyharbour.com.au

Sydney Harbour Marriott Hotel at Circular Quay

30 Pitt Street, Sydney, New South Wales 2000 Australia

T: (02) 9259 7000

<https://www.marriott.com.au/hotels/travel/sydmc-sydney-harbour-marriott-hotel-at-circular-quay/>

Shangri-La Hotel

176 Cumberland Street, The Rocks, Sydney, NSW 2000, Australia

T: (61 2) 9250 6000 F: (61 2) 9250 6250

<http://www.shangri-la.com/sydney/shangrila/>

Four Seasons Hotel Sydney

199 George Street, Sydney, NSW 2000

T: +61 (2) 9250-3100 F: +61 (2) 9251-2851

<http://www.fourseasons.com/sydney/>

Rendezvous Hotel Sydney The Rocks

75 Harrington Street Sydney New South Wales, Australia, 2000

T: +61 2 9251 6711

<http://www.therocks.com/stay/rendezvous-hotel-sydney-the-rocks/>

Pullman Quay Grand Sydney Harbour Hotel

61 Macquarie Street, Sydney, 2000, AUSTRALIA

T: (+61)2/92564000 F: (+61)2/92564040

<http://www.accorhotels.com/gb/hotel-8779-pullman-quay-grand-sydney-harbour/index.shtml>

Amora Hotel Jamison Sydney

11 Jamison Street, Sydney NSW, 2000

T: (02) 9696 2500

<http://www.sydney.amorahotels.com/>

Miscellaneous Information:

Dress code for the conference and dinner is smart casual.

Sydney Weather in October is mostly sunny, with a chance of rain and average temperatures of 18-22°C. We suggest you bring something warm as temperatures inside the venue can be difficult to control.

Meals provided during the conference will include arrival tea and coffee at registration, morning tea, lunch and afternoon tea, and the conference dinner on Thursday 11th August. If you have any **special dietary requirements** please notify Melissa Hendicott by **6th October 2017**.

Date	What's happening?	Get Involved
12 June 2017	Early Bird Registrations close	Limited tickets are available, register early to save up to \$450 on the full conference price
30 June 2017	Draft agenda available	Agenda will be published on the conference website and circulated to registrants
Week beginning 10 July 2017	Keynote Presenter session abstracts and articles available	Check back on the conference website regularly for updates to speaker and session information
31 July 2017	Call for Papers Close	Eight breakout sessions will be held throughout the conference. If you have an interesting story to share, check the Call for Abstract page for an application form.
4 August 2017	Call for volunteers for audience led sessions close	Not sure you want to present a full breakout session? Volunteer for one of our flipped classroom sessions. Put together a mini PechaKucha or join one of the panel sessions.
Week beginning 14 August 2017	Full conference agenda available	Agenda will be published on the website and circulated to registrants
	Session selection opens	Registrants will be sent an Eventbrite link to choose their Major and Minor sessions and workshops
Friday 15 September 2017	Final registrations close	Please ensure you are registered by this date.
	Final session selection closes	Spaces in sessions are limited and we cannot guarantee your preference will still be available if you register after this date
	Conference objectives to be sent to Program Officer	Submitting your conference objectives is optional. These can be added to your nametag to let others know who you are looking to meet and what you are hoping to gain from the conference
Week beginning 25 September 2017	Personalised tickets distributed	Registrants will receive an electronic copy of the sessions and workshops they have selected
19 – 20 October 2017	Conference commences	See you in Sydney at the beautiful Pier One, Sydney Harbour!

Please note: this table is to be used as an indication only. External factors may cause delay in publication.

Defining your Conference Challenges

Think about the last conference, workshop or seminar you attended:

- Did you make notes and never look at them again?
- Collect business cards from people you can't remember?
- Find a great idea, and did nothing with it?

If you answered yes to more than one of those questions, setting some pre-conference goals and challenges can help you become a more effective conference participant. Having clearly defined problems to solve, or goals to meet will keep you focussed, help you take better notes, listen for ideas and transform these ideas into actions.

Organisational:

What 'wicked problem' is my organisation currently facing?

What is one key idea, solution or tool my organisation could benefit from?

What potential partnership or collaboration is my organisation currently looking for?

Personal:

What topic am I particularly interested in learning about?

What is one key message, idea, solution or tool I hope to take back to my work?

Who am I hoping to meet? A peer in a similar role, a mentor, a soundboard?
