



AUSTRALIA'S LEADING ANNUAL PORTFOLIO, PROGRAM AND PROJECT MANAGEMENT CONFERENCE



Incorporating the PMI Australia National Conference

7th Annual Project Management Australia Conference

Brisbane Convention & Exhibition Centre, Queensland, Australia
23 – 26 August 2010

Registration Brochure

Early Bird Closes
01 July 2010

"Building the Global Recovery"

Managing Partner



Delivering World Class Portfolio, Program and Project Management Conferences

Association Partner



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AUSTRALIAN PROJECT & CONSULTING SERVICES



CHARLES STURT UNIVERSITY



Co-locating with the 2nd Improving Systems & Software Engineering Conference



www.pmoz.com.au

7th Annual Project Management Australia Conference

Invitation to Attend

Managed by PMGlobal, Project Management Australia Conference is the leading Project Management Conference in Australia. Now in its seventh year, PMOZ will once again offer a range of dynamic and exciting presentations encompassing all aspects of "creating success" from the high level concepts of translating strategy into action through the tools and techniques employed at the coalface to make individual projects a success.

We have covered the globe and brought some of the best in the business to you to address the current local and global project management business environment issues. We aim to educate in an environment to develop new skills across various industries and sectors within the project management and the enterprise management community.

In line with our philosophy of supporting the recognition of excellence, we are also again incorporating the highly recognized and regarded PMI Awards, as part of the program and after the highly successfully collocation of the inaugural Improving Systems & Software Engineering Conference in 2009, it is with great pride that we provide this opportunity to you again in 2010.

I'm sure this years Conference will be the most successful yet and we look forward to welcoming you to Brisbane.



The Directors PMGlobal

Pamela Holsinger
Andrew Leicester
Scott Coleman



The PMI Australia State Presidents

Rina Brettell, PMI Canberra
Leigh Moyle, PMI Sydney
Greg Hedlefs, PMI Queensland
Lynda Bourne, PMI Melbourne
David Boschma, PMI Adelaide
Nigel Rarp, PMI Western Australia

Important Information

- When:** 23 - 26 August 2010
- Where:** Brisbane Convention & Exhibition Centre, Queensland, Australia
- Education Program:** Access to two conference programs including 20 workshops, over 50 session presentations, 7 keynote speakers, panel sessions and post-conference workshops.
- Networking Program:** Conference Dinner, Industry Networking Function, Trade business centre and a C-Level Luncheon
- Who:** Project Managers, Project Directors, Portfolio and Program Managers, CEO's, CIO's, CTO's, Government Planners, Managers and Buyers, Academics, Students, Business and General Managers, Human Resource Specialists, Transport and Logistics Managers, Property and Infrastructure Developers, Engineers and Resource Managers, Project Management Office (PMO) staff and managers
- Why:** The best networking & learning opportunities this year with the best "value for money" conference program, earn valuable PDU's (for PMI members).
- Register Now:** www.pmoz.com.au

What's New?

Workshops:

This year, we are very excited to provide you with a day of Workshops included in your standard registration fee. Choose from up to 20 workshops that cover a wide range of aspects vital to your daily role in Project Management.

PMOZ Global Gold Paper Prize:

PMOZ has this year introduced the Global Gold Paper Prize. This is illegible for any post graduate student worldwide and strict guidelines have been put in place. See the 3 finalists throughout the program.

Accreditation

7th Annual Project Management Australia Conference is now recognised with a B-Grade certification by the ERA. Please see our website or www.arc.gov.au/era/tiers_ranking.htm for more information.

Earning PDU's & CPD's

The PMOZ conference program is designed as a structured learning experience to enhance the knowledge and skills of the delegates. Delegates may earn professional development units by attending presentations and workshops at the Conference. Attendance at PMOZ is likely to attract recognition under most certification schemes. Delegates should check with their association prior to claiming professional development units. For some Associations you may be required to keep a journal of your attendance.

The Events

Continuing its tradition of value adding, PMOZ is once again proud to bring together four major interest groups and activities for one low conference fee.



Australia's leading Portfolio, Program and Project Management Conference for Business, ICT, Engineering, Construction, Mining, Human Resources and Organisational Project Leaders. PMOZ caters for all levels of expertise and also provides an opportunity to find support through the partnering and supporting associations who will be available to speak with you and other attendees.

www.pmoz.com.au



PMOZ is proud to partner once again with PMI Australia and to incorporate their national conference. For membership or general enquiries for your local PMI chapter, please visit your local state's website.

www.pmichapters-australia.org.au



Improving Software and Systems Engineering Conference for Systems Engineering, Software Engineering, Process Improvement, Systems Integration, Safety Management and Software Assurance.

www.issec.com.au



The prestigious Project Manager of the Year and Distinguished Contributions awards will again be held during PMOZ. Nominations are currently being sought from the Best of the Best for these distinguished awards and we encourage you to submit your nomination. For nomination packs and further information please see <http://www.pmichapters-australia.org.au/awards.htm> or e-mail awards@pmi.org.au

All non delegates must register at attend the awards. Please visit the website for more information.

Supporters & Sponsors

Special recognition must go to the many organisations that sponsor and support PMOZ. Without Industry support PMOZ would not be possible. The organisations acknowledged below have committed to the development of the Project Management profession and have aligned with PMOZ because it promotes the learning and the sharing of knowledge specific to Project Management.

Association Partner

Project Management Institute Australian Chapters



The Australian Project Management Institute (PMI) Chapters (APC) are pleased to not only support the PMOZ conference but to incorporate our own National Conference with PMOZ. PMI is a non-profit professional association which has over 200,000 members and more than 230 chapters representing 125 countries. Locally PMI has Chapters based in all mainland states and the ACT. The APC is proud to be associated with PMOZ and we believe the 2010 conference program will contribute significantly to the practice, science, sustainability and professionalism of Project Management in Australia. We encourage your active participation and look forward to meeting you there. www.pmi.org.au

Association Supporter

Chartered Institute of Building, Australasia



CIOB Australasia is part of CIOB International Network of CIOB branches comprising CIOB China, CIOB Hong Kong, CIOB Malaysia, CIOB Singapore and CIOB Africa. CIOB Australasia counts over 500 members from students to construction professionals who play an active role in promoting professionalism and innovative thinking in the construction industry. We are pleased to once again support PMOZ and encourage those with an interest in project, program or portfolio management to attend to increase their professionalism and education. www.ciob.org.au

Sponsors

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AUSTRALIAN PROJECT & CONSULTING SERVICES



All Supporters and Sponsors listed are current at the time of printing. Opportunities are still available. Please contact the Conference Office on 07 3334 4400, pmoz@eventcorp.com.au or visit www.pmoz.com.au

The Conference Theme

Building on the Global Recovery

Skilled project management has been a key underpinning of the global recovery and stimulus packages world-wide. In projects, ranging from the 100s of small school projects started in 2009 to the major nation building projects now beginning, the role of effective project management in helping spend the public's investment wisely has been paramount. But this is only part of the picture! As we move into the second decade of the 21st century, rebuilding and development will be central to the success of every organisation.

Sub themes will include:

- Rebuilding and developing the profession
- Rebuilding and developing business and industry
- Emerging trends and issues



Keynote Speakers



Dr Edward Hoffman

Presentation: Requirements for Building Technical Teams

Dr Edward Hoffman serves as the Director of the NASA Academy for Program/Project and Engineering Leadership (APPEL). In this role he is responsible for the development of program/project leaders and engineers within NASA. Under his leadership, the Academy provides the agency's comprehensive career development curriculum, consulting services for technical and mission teams, knowledge sharing activities and publications that disseminate lessons learned, and special studies on program/project management and engineering. He works both within NASA and externally with leaders of industry, academia, and other government agencies to build the agency's capabilities in program/project management and engineering.

Dr Hoffman holds a Doctorate as well as Master of Arts and Master of Science degrees from Columbia University in the area of social and organizational psychology. He received a Bachelor of Science in psychology from Brooklyn College in 1981. He serves on the faculty of The George Washington University Project Management Program. Has served as the Chair of the Project Management Institute's Global Corporate Council, and is frequently a keynote presenter at conferences and association events. He has published numerous articles and two books on program and project management, *Project Management Success Stories: Lessons of Project Leaders* (Wiley, 2000) and *Shared Voyage: Learning and Unlearning from Remarkable Projects* (NASA History Division, 2005).



Paul D. Nielsen

Paul D. Nielsen is the Director and CEO of Carnegie Mellon University's Software Engineering Institute. Prior to joining SEI in 2004, he served in the U.S. Air Force, retiring as a major general and commander of Air Force research after 32 years of distinguished service.

The Software Engineering Institute is sponsored by the U.S. Department of Defense. SEI develops and transitions technologies in software architecture, integration and interoperability, network systems security, process improvement, performance critical systems, and systems engineering related to software.

Nielsen received a B.S. in Physics and Mathematics from the U.S. Air Force Academy; an M.S. and Ph.D in Applied Science from the University of California, Davis, and an M.B.A. from the University of New Mexico. He graduated from the National War College.

Nielsen is a Fellow of AIAA and IEEE. In 2010, he was elected as a member of the US National Academy of Engineering (NAE). He is a past president of AIAA and serves on the boards of the AIAA Foundation and the Hertz Foundation. He also serves on several advisory boards including the US Air Force's Scientific Advisory Board.

He and his wife Dotty have been married for 35 years and have three grown children.



Dr Charlie Pellerin

Presentation: Five Tricks of "Human-Physics"

Charles J. (Charlie) Pellerin has had a diverse career ranging from roles as an Engineer, Inventor and Research Astrophysicist to a Manager and NASA's Director of Astrophysics. He is currently a University Professor at the University of Colorado.

Some of Charlie's key inventions include a magnetometer that has flown on a number of missions since 1970 and saved NASA many thousands of dollars, receiving the Center's highest-ever patent related monetary award. Charlie also created the *Great Observatories Program* that garnered over \$8B for space astrophysics. Charlie also founded "4-D Systems" with Ernst and Young as his first client and now has sales of approximately \$5 Million per year.

As part of his role as NASA's Director of Astrophysics, Charlie led NASA's astrophysics program for a decade launching 12 satellites with annual budget of \$750 Million / year— one of the largest scientific programs in history.

Charlie has a BS in Physics, a MS and PhD in Astrophysics as well as graduating from Harvard Business School's "Program for Management Development".

Charlie has published the book *How NASA Builds Teams: Mission-critical Soft-Skills for Scientists, Engineers, Project Teams, and their Leaders* (Wiley, 2009) and has also had articles in *Solar Physics* and *Astrophysical Journal*.

He has also received a number of awards including NASA's Outstanding Leadership Medal and the American Astronautical Society's Space Flight Award. He also received NASA's Distinguished Service Medal in recognition of his work developing NASA's post-cold-war strategy.



Dr Aaron J Shenhar

Presentation: The Myth and Reality of Project Management

Dr Aaron J. Shenhar, is a Professor of Project, Program, and Technology Management at Rutgers Business School, and is widely regarded as one of the world's leading experts in project leadership and execution management.

Dr Shenhar has degrees in engineering and management from Stanford University and the Technion in Israel. He was named Engineering Manager of the Year by the Engineering Management Society of IEEE and was the first recipient of the Project Management Institute (PMI) Research Achievement Award. He is also Fellow and Member of the Science Council of NASA USRA Center for Program and Project Management Research.

Prior to his academic career, Dr Shenhar served in the Israeli Navy, before joining the defense industry in Israel where he has been involved in managing projects, innovation, R&D, and high technology businesses for almost 20 years. He served as Corporate Vice President, Human Resources, and later, President of the Electronic Systems Division.

Dr Shenhar's work focuses on research, teaching, and consulting in project and program management, strategic project leadership, technology and innovation management, product development, and the leadership of professionals in technology-based organisations.

With more than 150 publications to his credit, including his most recent, *Reinventing Project Management: The Diamond Approach to Successful Growth and Innovation* (Harvard Business School Press), his writings have influenced project management research and education throughout the world.

Dr Shenhar has also served as a consultant to major corporations such as 3M, Honeywell, AT&T, Trane, Dow Jones & Co., US Army, NASA, NSA, Compaq, BMG Entertainment, Lockheed Martin, and Israel Aircraft Industry.



Prof Ali Jaafari

ME (Dist), MSc (Dist), PhD (Citation & Award), FIEAust, CPEng

Presentation: How Billions can be saved on Projects and Programs Through New Thinking and Approaches

As a long time international consultant, author, researcher and educator in project, program, business and systems management

Professional Jaafari has wide expertise and professional experience.

Professor Jaafari has acted as an expert consultant to industry and governments worldwide for more than 17 years. He has also held a number of senior appointments in Australia, the US, UK and the Middle East working on major projects and program and advising top level government bodies.

Professor Jaafari has authored 190 publications in project, program, organisations and business management. He also specialises in graduate education and professional development and has conducted course and seminars for over 4,500 executives, managers and professionals in Australia, Asia and Europe including presenting at IPMA World Congresses on Project Management.

His current research focuses on strategic project, program and portfolio management, organisation management, innovation and change management, information management systems, TQM and management of risks and liabilities.

Professor Jaafari is on the editorial board of the International Journal of Information Technology Management, as well as a contributor and assessor of the International Journal of Project Management. He acts a Doctoral examiner for a number of European and Australian Universities.



Mr Vince Gill

Presentation: IT is not about me

Vince is Managing Director of Capability Management - a boutique consultancy that increases the certainty of value delivery from projects by employing an advanced, yet focused and simple, approach through proven professionals. Prior to joining Capability,

he held a number of lead roles in prominent firms that include Oakton and KPMG.

He is a principal advisor to high-profile organisations across multiple industries and has been assisting them with their technology-dependent programs for over twenty years. They include premier Global and National organisations in Banking, Federal and State Government, High-Technology Manufacturing, Consumer Products, and Communications.

Vince's advisory experience includes design and review briefs for enterprise project portfolio optimisation, methodology and process improvement, capability assessment and development, and program/project diagnostics and remediation.

His delivery background is characterised by numerous progressive roles in successful, transformational business software implementations.

The research activities include several large campaigns that had a traditional focus on project delivery practices. Over the past year, he has led the CIO Executive Council and Capability Management joint-research which interviewed CIOs across Australia to shift this focus. He has previously authored and delivered several key-note conference presentations, including PMOz.

Vince holds an MBA from Melbourne Business School, Bachelor of Accounting and a Bachelor of Computing from Monash University, and a host of relevant professional accreditations.

Conference Workshops

This year, the half day Monday workshops are included in your conference registration. You will have the option to choose a Refresher, Advanced or Instructive workshops.

Please view the website for more information on each workshop.

Agility with PM	Advanced	Dave Wright
Earned Value - beyond the basics	Advanced	Pat Weaver
Improving Project and Organisational Performance through Project Diagnostics	Advanced	Ali Jaafari
Introduction to Fast Track	Refresher	Primavera
Introduction to Onq methodology, where to find it, how to use it, what is it	Refresher	Scott Boyle
Introduction to project scoping and schedule development	Refresher	Shilo Brosnan
Procurement and Financing of Major (Infrastructure) Projects	Advanced	Alan Whitehead
Stakeholder Management	Advanced	Lynda Bourne
Taming your Risk Register	Refresher	Pat Weaver
The science and Art of Effective Communication	Refresher	Lynda Bourne
Value Management	Advanced	Alicia Aitken
Vive la BoK Revolution!	Advanced	Jon Whitty & Barrie Todhunter

Prior confirmation of any workshops is required at time of registration.

Please note:

All workshops are subject to availability and will only proceed with a minimum of delegates. Maximum numbers also apply. Sorry, no waitlists.

Conference Program

A full conference program, including timings and sessions will be available from the PMOz website soon. The updated program and conference information will be emailed to all registered delegates when available. Speaker abstracts and biographies are available at www.pmoz.com.au

Industry Streams

Papers from all sub-themes have been grouped into Industry focused streams that will be of interest to delegates from different industry backgrounds. Each stream will be presented in its own room. Visit the website for full program details including abstracts.

-  Business and/or ICT
-  Corporate Governance & Organisation
-  Construction, Mining and Engineering
-  Academic

Speaker	Abstract Title	Industry Streams
Alicia Aitken	Sustaining our people – an exploration of project based stressors	
Victor Anyosa	Simplifying the Project Complexity: Going further than eating the elephant in pieces	
Cory Banks	Leveraging Experience: Learning from our past to build a better future.	
Timothy Bates	Adapting leadership styles to the project environment	
Jason Bingham	Theoretical foundations of career development and project management	
Danny Burns	Training for Success - Project Titan	
Sankar Chandrasekaran	GRWPM (Global Resource Wave in Project management)	
Y.K. Fiona Cheung	Agree or disagree? Level of alignment between project managers and stakeholders on performance indicators	
Lynn Crawford	Strategic drivers of delivery capability	
Diane Dromgold	PMO's – contributor or hindrance? Our chance to rebuild and refocus, or become extinct.	
Bryan Fenech	The Role of Project Portfolio Management (PPM) in Rebuilding and Developing Business and Industry	
Tony Frangou	Building Project Management Capability	
Peter Hals	Realistic performance measurement – what's the benefit?	
David Levick	Transitioning from reductionism to robust, holistic and integrative models of project management	
Robert Loader	Getting Real About Portfolio Delivery – how Enterprise Project Management is essential to industrialise strategic execution	
Martin Loosemore	Managing stakeholder perceptions of risk and opportunity in social infrastructure projects	
Bob McGannon	The Real Life of Programme Managers - Delivering in a Rebounding Economy	
Terry McKenna	Perfect Storm: Reality and Risk, Reward and Regret in Complex Project Environments.	
Peter Moutsatos	Ten Value Improving Practices that Project Managers Can Use to Help Restore a Company's Performance in a Recovering Economy	
Lynn Nortje	Project Management is Not Enough	
John Paterson	Agile and plan-driven software development methodologies co-existence: a case study	
Johann Pretorius	The Increasing Importance of Customer Management in the Project Environment.	
Paul Purdon	The Challenge of Building Quality into Projects, to Support Improved Competitiveness	
Geoffrey Rankins	Time to Professionalise Project Governance?	
Michael Ryan	On the format of a Project Purpose statement	
David Schrapel	Exercising Governance across Portfolios, Projects and Programmes using CobiT, PRINCE2 and MSP	
Graham Scott	Effective Relationship Management in Projects - A long way to go - Success through using a rigorous approach	
Ian Sharpe	Rebuilding capability through sustainable communities of practice	
Amanda Symonds	Managing Difficult Stakeholders	
Barrie Todhunter	Developing a sustainable profession – putting project management education and training in the spotlight	
David Tuffley	Leadership of complex virtual teams: new challenges for project managers in the 21 st century	
Patrick Weaver	Seeing the Road Ahead - the challenge of communicating schedule data	
Doug Wheeler	Inhibitors to optimal project portfolio selection	
Jonathan Whitty	21st Century Project Management = Open Source Body of Knowledge	
David Wright	The PMBOK and Agile - how to take advantage	
Ofer Zwikael	Generating Project Outcomes	

Post-Conference Workshops

The Post-Conference workshops are on Thursday, 26 August 2010 and are not included in any conference registration type.

Please view the website for more information on each workshop.

High Performance Project Teams. The NASA Experience	Ed Hoffman & Charlie Pellerin
Global Alliance for Project Standards (GAPS)	Lynn Crawford
Reinventing Project Management	Aaron Shenhar
Agile Methods & Process Discipline	Mark Paulk

Registration

PMOZ Member Registrations:

Member rates are available to financial members of PMOZ supporting associations including PMI. When registering, you will be required to provide your Association Name and current membership number to receive the discounted Members Rate. Member Registrations where information is not provided or not provided completely will automatically revert to the Non-member rate.

PMOZ Group Registrations:

Group rates are applicable to groups of three (3) or more from the one organisation who register at the same time. Please register your group together selecting the group rate.

PMOZ Bulk Registrations:

Bulk rates are applicable to groups of ten (10) or more from the one organisation. Please contact the Conference Office on 07 3334 4400 or email pmoz@eventcorp.com.au for further details.

Student Registrations:

You must be a full time student and provide your student ID by fax to +61 7 3334 4499. If this is not provided, the conference organisers reserve the right to amend your registration to the applicable full registration type.

Registration Inclusions:

- PMOZ Conference Registration (Early Bird and Standard)
- Entry to 2 Workshops (Monday)
- Entry to all PMOZ Conference and ISSEC Sessions (Tuesday and Wednesday)
- Morning tea, lunch and afternoon tea daily
- One ticket to the Official Conference Dinner (Monday, 23 August 2010)
- One ticket to the Industry Networking (Tuesday, 24 August 2010)
- One ticket to the Project Manager of the Year and Distinguished Contribution Awards
- Access to the trade business centre
- PMOZ Conference satchel and materials
- Workshop materials
- PMOZ and ISSEC Workbook and Proceedings on CD Rom

PMOZ Day Registration (Monday to Wednesday)

- Entry to Sessions/Workshops on the day registered
- Morning tea, lunch and afternoon tea on the day registered
- Access to the trade business centre on the day registered
- PMOZ Conference satchel and materials
- PMOZ and ISSEC Workbook and Proceedings on CD Rom

Networking Program

All networking activities are combined with ISSEC and the PMI National Conference offering greater opportunities to further your business contacts.

Casual Dinner

Venue: Plough Inn, South Bank
 When: Sunday, 22 August 2010 at 6:30pm – 9.30pm
 Dress: Casual
 Cost: Tickets can be purchased at \$50.00 per ticket

Conference Dinner

Venue: Brisbane Convention & Exhibition Centre
 When: Monday, 23 August 2010 at 6:30pm – 11.30pm
 Dress: Smart casual
 Cost: Additional Tickets can be purchased at \$120.00 per ticket
 Inclusive with all Full Registrations

Industry Networking Function

Venue: Brisbane Convention & Exhibition Centre, Trade Business Centre
 When: Tuesday, 24 August 2010 at 5.00pm – 7.00pm
 Dress: Smart casual
 Cost: Additional Tickets can be purchased at \$70.00 per ticket
 Inclusive with all Full Registrations

Registration Rates

Please register online at the conference website www.pmoz.com.au or the attached manual registration form.

- Please note a Manual Interaction Fee of \$22.00 will apply to all Registrations made using the Manual Registration Form.
- A late fee of \$100.00 will apply to all registrations made from **Wednesday, 4 August 2010**.

Please refer to Terms and Conditions for details.

	Member*			Non Member		
	Full	Day	Group [‡]	Full	Day	Group [‡]
Early Bird (on or before 1 July)	\$1,150.00	\$700.00	\$990.00	\$1,350.00	\$800.00	\$1,100.00
Standard	\$1,350.00	\$700.00	\$1,150.00	\$1,550.00	\$800.00	\$1,350.00
Student	\$500.00	\$200.00	N/A	\$500.00	\$200.00	N/A

* Member rate is available to financial members of supporting Associations. Please include your membership number when registering to receive this rate.

[‡] For Group rates please see above information.

Accommodation

Special accommodation rates have been negotiated at various hotels in Brisbane, all within walking or easy transport distance from the Convention Centre.

Rates

Prices quoted are per room, per night, room only unless otherwise stated

Rydges Southbank

Rydges South Bank is located in the heart of Brisbane's arts and entertainment precinct and is the closest hotel to the Brisbane Convention & Exhibition Centre. CBD Brisbane and the bohemian village of West End are a 10 minute stroll away.

Standard Queen	\$229.00 per room per night
Superior room	\$249.00 per room per night

Sofitel Brisbane

Renowned for its imposing arrival and breathtaking views, the hotel's reputation as the leading choice in luxury accommodation is absolutely deserved. Located above the Central train station, the Brisbane Convention & Exhibition Centre, is only a short train ride away.

Superior King	\$265.00 per room per night
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Mantra South Bank

Located on the southern bank of the Brisbane River, opposite the Brisbane Convention & Exhibition Centre and is within walking distance of several major tourist attractions including the Queensland Performing Arts Complex.

Studio Apartment	\$200.00 per room per night
One Bedroom Apartments	\$245.00 per room per night

Mercure Hotel

Experience the spirit and style, enjoy the service, love the absolute convenience and comfort of Brisbane's best riverside location. Just steps from the Queen Street Mall, Treasury Casino and just across the river from the Brisbane Convention & Exhibition Centre.

Superior City View Room	\$179.00 per room per night
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Ibis Hotel

Ibis Brisbane is conveniently located in the centre of the city, within easy walking distance of the Queen Street Mall shopping precinct, South Bank Parklands, Brisbane Convention and Exhibition Centre and Roma Street Transit Centre.

Standard Room	\$159.00 per room per night
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Booking your stay

Bookings are subject to availability and are only available by booking through the Conference Office. To take advantage of these, please read the following information:

- Accommodation will not be held unless you have registered for the Conference.
- All rooms rates are based on a per room per night, room only basis.
- Rooms will only be confirmed where credit card details are supplied. Your card will be passed to the hotel as a guarantee. The hotel at its discretion may process this debit prior to your arrival or wait until your check in. You will be required to provide a credit card upon check-in to guarantee payment for any incidentals (mini bar, room service etc).
- Cancellations must be made in writing to the PMOZ Conference Office before **Monday, 19 July 2010** will be entitled to a full refund less an administration fee of \$66.00 (incl. GST).
- No refunds will apply for accommodation cancellations where less than 30 days written notice is given, the price of the full accommodation booking will be charged to your credit card.
- If you fail to cancel your accommodation in writing prior to the cancellation dates, the above stated cancellation penalties will be charged to your credit card nominated on the registration form.

Terms & Conditions

Payment

All prices are in Australian dollars and are GST inclusive. Payment can be made by cheque or credit card. Cheques must be made in Australian currency, drawn on an Australian Bank and made payable to *Eventcorp Pty Ltd - PMOZ* acting as Agents ABN 15 125 587 546. Payment by credit card is acceptable for Visa, MasterCard and American Express card.

Faxed registration forms are acceptable only if payment is by credit card. Please post registration forms with accompanying cheques or credit card details. Registrations will not be confirmed until payment is received. Please refer to Manual Interaction Fee below for details of fees payable.

Manual Interaction Fee

Self-managed online registrations at www.pmoz.com.au with direct debit or credit card payment do not attract a manual interaction fee. Submission of a manual registration form, payment by cheque, printing of invoices and replacement delegates will attract a manual interaction fee of \$22.00 per registration.

Late Fees

All registrations received from **Monday, 9 August 2010** will incur a late fee charge of \$100.00, regardless of how your registration is submitted. Notice of replacement delegates do not attract this fee.

Confirmation of bookings and changes

Registration forms and fees will be acknowledged including accommodation confirmations by email. When you register online you will be provided with an access key. This will enable you to confirm/edit your details online until **Monday, 16 August 2010**. The cut off date for online registration is **Monday, 16 August 2010**. Registrations will be accepted after this date, however will not be processed until on-site at the Conference.

Cancellations and refunds

Cancellations must be made in writing to the Conference Office. Cancellations received before **Friday, 16 July 2010** will be entitled to a full refund, less an administration fee of \$220.00. After this date, no refunds will apply, however substitute delegates will be welcome.

Disclaimer

All information is correct at time of printing. The Conference organisers reserve the right to change speakers, events and/or time slots, dates, prices and other details as necessary. All prices quoted in this brochure include GST. The organisers reserve the right to charge delegates for the correct amount where the wrong amount of money has been provided.

Managed by:

Eventcorp and Eventscental have proudly and successfully managed PMOZ for the entirety of the 7 year history. If you are looking for a Conference, Congress, Incentive or a Special Event Manager, please contact one of our staff members.



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