Augmenting Health: Towards Better Patient Outcome, Clinical Effectiveness

MORE THAN 30 SPEAKERS, INCLUDING:

Browyn Le Grice
Managing Director, ANDHealth/Co-Founder and Health Special Advisor, BioScience Manager

Andrew Crawford
Director, Primary & Community Care Services
Advisory Director, ACS Foundation

Damian Claydon-Platt
Chief Clinical Information Officer
Epworth Healthcare

Christine Giles
CEO
Portland District Hospital

Heather Grain
Board Member, HL7 Australia
Chairperson, HL7 International Terminology Authority

Professor Erwin Loh
Executive Director, Innovation, Patient Safety & Experience/Chief Medical Officer
Monash Health

KEY THEMES

Artificial Intelligence in Healthcare
Strategic interoperability framework
Driving Patient’s journey through data & technology
Transformation into a digital hospital

Human-centered design in digital healthcare
My Health Record Updates & Latest Developments
AR & Virtualization in Healthcare
Advances in Medical Robotics

Digitization in Rural Health
Internet of Medical Things
iEHR strategies and implementation
Navigating the Uncanny Valley: when nurses work with robots

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## Top Notch Speakers Line-Up

**FEATURING C-LEVEL SPEAKERS LINE UP**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
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</thead>
<tbody>
<tr>
<td>HEATHER GRAIN</td>
<td>Board Member, Chairperson HL7 Australia, HL7 International Terminology Authority</td>
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<tr>
<td>CHRISTINE GILES</td>
<td>CEO, Portland District Hospital</td>
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<tr>
<td>DEWALD BOTHA</td>
<td>Chief Technology Officer Tristar Medical Group</td>
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<tr>
<td>DR MONICA TRUJILLO</td>
<td>Chief Clinical Information Officer Australian Digital Health Agency</td>
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<tr>
<td>CHRISTOPHER BAIN</td>
<td>Chief Health Information Services Manager Mercy Public Hospitals</td>
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<tr>
<td>DAMIAN CLAYDON-PLATT</td>
<td>Chief Clinical Information Officer Epworth Healthcare</td>
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<tr>
<td>RUSSEL WITHERS</td>
<td>Executive Director, Information &amp; Performance/Chief Information Officer Footscray Hospital/ Western Health</td>
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<tr>
<td>LISA LEWERS</td>
<td>Co-Founder Heartbeat AI</td>
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<tr>
<td>ANDREW CRAWFORD</td>
<td>Director, Primary &amp; Community Care Services, Advisory Director, ACS Foundation</td>
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<tr>
<td>PROFESSOR ERWIN LOH</td>
<td>Executive Director, Innovation, Patient Safety &amp; Experience/Chief Medical Officer Monash Health</td>
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<tr>
<td>CHRIS GUEST</td>
<td>ICT Strategic Manager, ForensiCare Victorian Government</td>
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<tr>
<td>DR STAFFAN FLODIN</td>
<td>Chief Information Officer Smart Clinics</td>
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<tr>
<td>DR BERNARD SIA</td>
<td>CEO Banksia Medical Center</td>
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<tr>
<td>DARRIN HACKETT</td>
<td>Executive Director, Virtual Care and Innovation CD Thames Hospital, CD Virtual Healthcare, Waikato DHB</td>
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<tr>
<td>DAVID MAHER</td>
<td>Managing Director Catholic Healthcare</td>
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**10 - 12 OCTOBER 2017 | PULLMAN MELBOURNE ON THE PARK, MELBOURNE**

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Top Notch Speakers Line-Up

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DR TAM C NGUYEN, Executive Officer of Research, St Vincent’s Hospital

REBECCA BELL, General Manager, Medibank

DEMOS KROUSKOS, Chief Executive Officer, North Richmond Community Health

JEREMY KESTENBERG, Managing Director, Revita Health for Seniors

DR ANDREW WALBY, Director (Emergency Medicine), St. Vincent’s Hospital

KATIE DOAN, Patient Experience Program Coordinator, Transformation and Quality, Melbourne Health/The Royal Melbourne Hospital

ANNE MENNEN, Director of Development, Victorian Heart Hospital

MATIU BUSH, Design Integration Lead, RSL Care & Royal District Nursing Service

MELISSA BAYSARI, Senior Research Fellow, Centre for Health Systems & Safety Research, Australian Institute of Health Innovation

DR TAM C NGUYEN, Executive Officer of Research, St Vincent’s Hospital

KATIE DOAN, Patient Experience Program Coordinator, Transformation and Quality, Melbourne Health/The Royal Melbourne Hospital

PROFESSOR MICHAEL BUIST, Clinical Leader (Intensive Care), Tasmania North West Area Health Service

RENEA COLLINS, Clinical Director for eHealth, Metro South Health Service

CHERYL MCCULLAGH, Director of Clinical Integration, The Sydney Children’s Hospitals Network

SANJOY NAND, Service Manager, Pharmacy & Medication Safety, Middlemore Hospital

LIAM MCGUIRE, Executive Director (Healthcare), Opaque Multimedia

RENEE CHMIELEWSKI, Director, Consumer Engagement & Volunteer Services, Austin Health

LIZ SINGLETON, Director, Business Intelligence, The Royal Melbourne Hospital

BROWYN LE GRICE, Managing Director, ANDHealth/Co-Founder and Health Special Advisor, BioScience Managers

ASSOC PROFESSOR SONJA PEDELL, Director, Future Self & Design Living Lab, Swinburne University

SANJOY NAND, Service Manager, Pharmacy & Medication Safety, Middlemore Hospital

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ASSOC PROFESSOR SONJA PEDELL, Director, Future Self & Design Living Lab, Swinburne University

IRESHA HERATH, GENERAL Counsel, Western Health

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2. At one singular platform, meet with CEOs, Managing Directors, CIOs, CTOs, Directors, Clinicians, Nursing Experts, Technology Leaders, Investors and all key decision makers in the whole healthcare ecosystem

3. Practical real-situation best practice experience to be liberally shared, no motherhood statements, with many successful digital health case studies

4. Take the front seat as new Healthcare Technologies are being rolled out, discovered and beta-tested for final clinical adoption

5. How digital health models would have to change, with the full application of human centered design and real-life user experience, with good patience outcomes as the goal, in applying technology to models of care

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The Australian Healthcare and Hospitals Association (AHHA) is Australia’s national peak body for public health care providers. We provide our members with a national voice for public health care. Our vision is for an effective, innovative and sustainable health system where all Australian have equitable access to healthcare of the highest standard when and where they need it.
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THE 3RD DIGITAL HOSPITAL & HEALTHCARE INNOVATIONS SUMMIT
Augmenting Health: Towards Better Patient Outcome, Clinical Effectiveness

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If you meet the criteria mentioned above and would like to explore the opportunity to partner with us for the 3rd Digital Hospital & Healthcare Innovations Summit, please contact Kevin Young at +61 3 9903 7310 or email kevin@claridenglobal.org.
09:00 Welcome Remarks by Clariden Global
Conference Chairman:
Dr Damian Claydon-Platt, Chief Clinical Information Officer, Epworth Healthcare

09:05 Opening Keynote Address:
The Public Sector’s Long Term Healthcare Plan & Digital Health Strategy
Senior Government Representative

09:15 Overcoming the Challenges of Inter-Operability in Digital Healthcare and Standards
Heather Grain
Board Member, HL7 Australia
Chairperson, HL7 International Terminology Authority
International Standards Organisation TC215 (Health Informatics) Semantic Content Expert
Technical Advisor to the Governments of India and Brazil on eHealth

10:10 Morning Refreshments (Sponsorship Opportunity Available)

10:40 Opportunities for New Investments in Healthcare, Digital Health and Health-Tech: Perspectives from CEO, Investors, Incubators, Business Collaborators, Hospitals
- De-risking Investment in digital Health technologies & Overcoming the barriers to commercialization of digital health technologies
- New Opportunities & Challenges in financing new healthcare projects and business
- Pricing framework for public hospital services
- Looking at how health records and data can be the center of a policy targeting new healthcare investments and state economic development
- Case studies of concrete initiatives in new healthcare investments, and their impact on developing new health initiatives
- Affordable healthcare and insurance
- Invention in the digital and health space
- How can private health insurance reshape healthcare delivery for improved health outcomes?
- Changes in future funding arrangements
- Commercialization of Medical & Healthcare Research: Business & Industry Collaboration Opportunities & Strategies
- From Lab to Ward: Translational medicine in practice
- Optimizing ROI in healthcare investments

11:20 Healthcare & Hospital CEO Forum
- What’s next for healthcare and where do we see ourselves in 15-20 years?
- Current and recently completed digital hospital projects
- The challenge of achieving optimal patient care outcomes & delivering new models of care
- Managing disrupting technologies in medicine
- Delivering cost-effective healthcare services
- Thinking outside the box
- The Whole-of-Health Approach
- Implementing transformative strategies that work
- The medical doctor’s perspective of digital healthcare
- Transforming healthcare for seniors & community health

12:10 Presentation by Senior Management, Primaxis

12:30 Networking Luncheon (Sponsorship Opportunities Available)
Main Summit Agenda

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14:00 Driving Patient’s Journey and Experience through Data and Technology
- Patient Journey Modelling - Improving Patient Flows
- Improving operational management (especially where changes have resulted from partnering with consumers)
- Reducing Medication Errors and Patient Safety in Hospitals
- ICT initiatives that demonstrate sustainable patient flow improvements
- Strategies and challenges in patient engagement
- Contingency planning, protocols including scalability of escalation/surge responses
- Utilising hospital avoidance strategies to mitigate demand
- Digital referral channels: Protocols for reassigning patients offsite for non-acute care
- Strengthening the discharge process
- Embed clinical governance to improve patient outcomes and care
- Improve the flow of information to better identify deficiencies of care
- Apply innovative patient-centered models for quality and safety excellence
- Strengthen clinician engagement and communication during handover
- Quality improvement activities towards medication safety interventions
- Understanding what part of the patient journey and therefore benefit realisation is actually attributable to a digital health record rather than the current motherhood type benefits that rely on actions as a result of information visibility not just that a risk assessment was completed

Katie Doan, Patient Experience Program Coordinator, Transformation and Quality, Melbourne Health/The Royal Melbourne Hospital
Renee Chmielewski, Director, Consumer Engagement & Volunteer Services, Austin Health

14:45 Case Study: How an existing healthcare outfit transform itself into a successful Digital Hospital
- Understanding the complexity of a Digital Hospital
- Learning from failed initiatives
- System transformation with limited resources
- Defining digital strategy and implementation: challenges to overcome and options
- Clinical engagement in digital health

Chris Guest, ICT Strategic Manager, ForensiCare, Victorian Government

15:30 Afternoon Refreshment & Networking (Sponsorship Opportunity Available)

15:45 Case Study of the Clinical & ICT Journey of a new Heart Hospital
- Planning and developing a heart hospital
- Future-proofing for capacity growth and new paradigms of care
- Strategy for clinical transformation
- Planned technology, HIMSS 6 aspirations
- Integrating eHealth solutions in design

Anne Mennen, Director of Development, Victorian Heart Hospital

16:30 Case Study of Digitization in Rural Health
How to strategize digital health for better patient outcomes for the regional and rural communities

Dewald Botha, Chief Technology Officer, Tristar Medical Group

17:00 Closing Remarks

17:15 Champagne Cocktail Networking Session (Sponsorship Opportunity Available)
Enjoy a glass of champagne whilst networking with other like-minded individuals on topics that are of most interest to you and fellow delegates.
DAY TWO – 11 OCTOBER 2017

09:00 Victoria’s Public Hospitals and Future Plans
Senior Management
Victoria Healthcare Association

09:15 Australia’s National Digital Health Plan: Latest Updates, Rollouts, Implementation, Latest on the “My Health Record” Program
- Producing a National Digital Health Strategy that reflects the needs of patients and health care providers
- Learnings from the National Digital Health Strategy consultation
- Establishing the framework for a digital healthcare system
- The Rollout Timeline and Plan Execution
- "My Health Record" adoption, implementation status quo report

Dr Monica Trujillo, Chief Clinical Information Officer, Australian Digital Health Agency

10:00 Human Centered Design and User Experience in applying technology to models of care and how those models have to change
Usability and User Experience of software based healthcare technology
- Integrating clinician concerns and requirements in the digitization process
- Educating clinicians about what to ask when it comes to usability and user experience
- Consulting with end-user clinicians to ensure systems and processes meet needs
- Enhancing clinician understanding of technology and addressing their negative experiences with technology
- Setting benchmarks for end-user functionality and driving optimal clinician experience

Design challenges for the next generation of computerised decision support
- Computerised decision support (CDS) has the potential to improve safety and efficiency of care
- CDS is a deceptively simple concept and getting it right is a major challenge
- Ongoing evaluation of CDS is critical to ensure that it remains usable and useful

Matiu Bush, Design Integration Lead, RSL Care & Royal District Nursing Service
Christopher Bain, Chief Health Information Services Manager, Mercy Public Hospitals
Melissa Baysari, Senior Research Fellow, Centre for Health Systems & Safety Research, Australian Institute of Health Innovation

10:45 Morning Refreshments (Sponsorship Opportunity Available)

11:00 Enterprise Architecture in Healthcare
- Why bother with an enterprise health-check?
- The numerous benefits of Enterprise Architecture
- Architecting our digital health future

Damian Claydon-Platt, Chief Clinical Information Officer, Epworth Healthcare

11:20 Healthcare CIO & IoT Forum
- Technological Innovation and the Future of Medicine
- From legacy systems to new tech: the transformation journey and implications for adoption
- Design challenges for the next generation of computerized decision support
- Internet of Things and sensing as a service
- Connected devices for Healthcare
- Proof of Concept for new Health-Tech startups, integrating into the hospital & healthcare ecosystems
- Evaluating for the right vendors/suppliers
- Reverse thinking: allowing business transformation to drive IT initiatives
- Driving SMD (Secure Message Delivery) interoperability
- Longitudinal patient record integration

Damian Claydon-Platt, Chief Clinical Information Officer, Epworth Healthcare
Russel Withers, Executive Director, Information & Performance/Chief Information Officer, Footscray Hospital
Andrew Crawford, Director, Primary & Community Care Services, Advisory Director, ACS Foundation
Dewald Botha, Chief Technology Officer, Tristar Medical Group
Adrian Hutchinson, Chief Nursing & Allied Health Information Officer, Royal Children’s Hospital, Melbourne

12:10 The Clinician’s Perspectives of Digital Healthcare
- The Future of Medicine and Technological Innovation
- On the ground clinical experience
- Real world constraints
- The promise of AI marred by the elephant in the room?
- Inclusiveness and patient safety

Professor Erwin Loh, Executive Director, Innovation, Patient Safety & Experience/Chief Medical Officer, Monash Health
Professor Michael Buist, Clinical Leader [Intensive Care], Tasmania North West Area Health Service
Main Summit Agenda

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12:30 Presentation by Senior Management, Siemens Healthcare

12:40 Presentation by Senior Management, Peacock Brothers

12:50 Lunch and Networking (Sponsorship Opportunity Available)

13:45 Interactive Sessions:

Advances in Medical Robotics
- Use of robotics in revolutionizing healthcare delivery
- Robotics in the surgical theatre
- Soft robotics for aftercare therapy
- Robot-human physio for seniors?
- Automation cost and acceptance

Andrew Crawford, Director, Primary & Community Care Services, Advisory Director, ACS Foundation

Jeremy Kestenberg, Managing Director, Revita Health for Seniors

14:15 Advances in Medical Virtualization, Healthcare AR/VR & Telemedicine
- Advent of Virtualization & AR in healthcare
- Beyond telehealth to virtualizing care
- The national move to facilitate digital access through health care homes
- Connected care: linking health and social care into the home
- Tele-surgery pilot projects

Darrin Hackett, Executive Director, Virtual Care and Innovation, CD Thames Hospital, CD Virtual Healthcare, Waikato DHB

Liam McGuire, Executive Director (Healthcare), Opaque Multimedia

14:45 Advances in Artificial Intelligence, Deep Learning & Big Data in Healthcare
- m-Health 2.0: Opportunities and challenges for health data analytics
- Data analytics is now a key pillar of digital health
- Smart clinical decisions and big data
- Electronic Health Records (EHRs) for private and public hospitals
- Leveraging clouding computing and deep learning for wider accessibility of advanced diagnostics

15:15 Nursing Leadership and Technological Changes
- Developing Nursing Leadership programs
- Real-time monitoring of prospective gaps in mandatory risk assessments
- The adept use of nursing information and data
- Integrating patient care
- Infection prevention in the wards
- Managing nursing shortage and talent management challenges
- Nurse humanoids: aid or foe?
- Case Study: O & G issues in IT transformation

Christine Giles, CEO, Portland District Hospital

15:45 Advances in Pharma Practice
- e-Procurement Distinctives
- ADMs in Pharma & Clinical Practice
- The National Product Catalogue: Towards an Interoperable System
- Australia’s Long Term Health Plan Budget and impact on Pharmaceutical Pricing & Reimbursement
- 3D printing for pharma

Sanjoy Nand, Service Manager, Pharmacy & Medication Safety, Middlemore Hospital

16:15 Afternoon Refreshment & Networking (Sponsorship Opportunity Available)

16:30 Case Study of an Integrated electronic medical record (ieMR) strategy and implementation

Renea Collins, Clinical Director for eHealth, Metro South Health Service
Main Summit Agenda

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17:00 Case Study of Designing the “waiting room of the future” and the role of technology
Assoc Professor Sonja Pedell, Director, Future Self & Design Living Lab, Swinburne University

17:30 Healthcare of the Future Panel Discussion
• Healthcare solutions of the future need to focus on prevention rather than cures
• Patient specific devices and the future development of bespoke healthcare
• From predictive analytics to prescriptive analytics? The rise of medical AI
• Navigating the Uncanny Valley: Getting use to new medical robotics & other disruptive innovations

Adrian Hutchinson, Chief Nursing & Allied Health Information Officer, Royal Children’s Hospital, Melbourne
Dr Staffan Flodin, Chief Information Officer, Smart Clinics
Renea Collins, Clinical Director for eHealth, Metro South Health Service
Assoc Prof Sonja Pedell, Director, Future Self & Design Living Lab, Swinburne University
Lisa Lewers, Co-Founder, Heartbeat AI
Professor Michael Buist, Clinical Leader (Intensive Care), Tasmania North West Area Health Service

18:00 Closing Remarks & End of Day 2
Post Summit Seminar & Hospital Tour

10 - 12 OCTOBER 2017 | PULLMAN MELBOURNE ON THE PARK, MELBOURNE

DAY THREE – 12 OCTOBER 2017

Workshop Timetable:  Post Summit Seminar will run from 09.00 – 12.30 with mid morning and luncheon breaks. Hospital Tour will run from 14:00 – 17:00 with a mid afternoon refreshment break. Registration begins 30 minutes before post summit seminar and hospital tour commence.

Post Summit Seminar: 09:00 - 12:30 (Sponsorship Opportunities Available)

Leading Change in Connected Health & Optimizing Digital Technology Solutions in Healthcare

Led by Darrin Hackett, Executive Director, Virtual Care and Innovation, Waikato DHB, New Zealand. Under Darrin’s leadership, Waikato DHB won the IDC Award for Connected Health in the IDC Awards recently for its SmartHealth Initiative. From 2007 to 2015, he was Chief Information Officer for a number of DHBs in New Zealand, and prior to that, an ICT expert with IBM.

By: Darrin Hackett, Executive Director, Virtual Care and Innovation, Waikato DHB

Hospital Tour: 14:00 - 17:00 (Sponsorship Opportunities Available)

Visit to Royal Children’s Hospital, Parkville, Melbourne

Hospital Tour & Presentation on RCH’s Digital Journey on Becoming a HiMSS Level 6 Hospital.

By: Adrian Hutchinson, Chief Nursing & Allied Health Information Officer, Royal Children’s Hospital, Melbourne

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- Healthcare Investors & Angels
- Health Start-Ups & Unicorns
- Healthcare Insurance
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- Medical Tech/Devices/Diagnostics/Equipment/IoT/AR/Robotics
- Healthcare Consultants
- Cybersecurity Solution Providers/Quantum Tech
- Healthcare Lawyers

In the Roles of:
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- eHealth
- Medical/Health Information
- Clinical Applications & Technology
- Nursing
- Physiotherapy
- Healthcare IT
- Healthcare Investment
- Corporate Development
- Clinical Operations
- Strategy
- Project Management
- Facilities Management
- Procurement and Administration
- Innovation
- Design
- Technology Lead
- Patient Experience
- Clinical Integration
- Virtualization/AR
- Telehealth
- Cybersecurity
- Research
- Transformation & Change
- New Investments
- Artificial Intelligence
- Business Intelligence

Seniority Level of Participants

- 50% Board / C-Level / President / Director / MD
- 20% VP / Director
- 20% Manager
- 10% Head of Departments

Welcome to the
THE 3RD DIGITAL HOSPITAL & HEALTHCARE INNOVATIONS SUMMIT
Augmenting Health: Towards Better Patient Outcome, Clinical Effectiveness

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GOOD REASONS TO JOIN US THIS OCTOBER AT THE 3RD DIGITAL HOSPITAL & HEALTHCARE INNOVATIONS SUMMIT

1. Receive Updates on the Long-Term Healthcare Plans and Digital Health Strategies from the Federal Government and the Victorian State Government
2. Track the evolving role and advances in digital hospitals and learn how you can steadily redesign the delivery of healthcare in Australia & New Zealand
3. Discover new healthcare investment opportunities and the latest technologies to improve healthcare provision and stay relevant with the changing healthcare scenario
4. Learn from hospitals that have taken the successful digital path to deal with unexpected challenges encountered, but still achieving sustainable healthcare delivery with improved ROI
5. Develop a more complete whole-of-health approach that involves all stakeholders in the healthcare of the future value chain and speed up the change management process
6. Redefine patient engagement through care and optimizing patient journey via digital platforms
7. Network and forge new collaboration with many CEOs and other high-level and C-level decision-makers
8. Quantify how investments in digital technology can translate into measurable improvements for better patient outcome, safety and the health professionals’ effectiveness
9. Recognize the critical need of cybersecurity, in the wake of new ransomware and other hackings
10. Understand how to manage chronic diseases of ageing through technology and bespoke healthcare solutions for seniors

Summit Highlights
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1st Participant Name (Mr/Mrs/Ms): ____________________________________________
Job Title:__________________________ Department:_______________________________
Telephone:________________________ Fax:_____________________________________
Email:__________________________________________ Date of Birth:_________________
Summit Package Selected:______________________________________________________

2nd Participant Name (Mr/Mrs/Ms): ____________________________________________
Job Title:__________________________ Department:_______________________________
Telephone:________________________ Fax:_____________________________________
Email:__________________________________________ Date of Birth:_________________
Summit Package Selected:______________________________________________________

3rd Participant Name (Mr/Mrs/Ms): ____________________________________________
Job Title:__________________________ Department:_______________________________
Telephone:________________________ Fax:_____________________________________
Email:__________________________________________ Date of Birth:_________________
Summit Package Selected:______________________________________________________

4th Participant Name (Mr/Mrs/Ms): ____________________________________________
Job Title:__________________________ Department:_______________________________
Telephone:________________________ Fax:_____________________________________
Email:__________________________________________ Date of Birth:_________________
Summit Package Selected:______________________________________________________

SUMMIT FEES

<table>
<thead>
<tr>
<th>Summit Packages</th>
<th>Super Early Bird Fee</th>
<th>Early Bird Fee</th>
<th>Final Early Bird Fee</th>
<th>Regular Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: 2-day Summit Only</td>
<td>AU$1,795</td>
<td>AU$1,995</td>
<td>AU$2,095</td>
<td>AU$2,195</td>
</tr>
<tr>
<td>B: 2-day Summit + Post Summit Seminar &amp; Hospital Tour</td>
<td>AU$2,295</td>
<td>AU$2,495</td>
<td>AU$2,595</td>
<td>AU$2,695</td>
</tr>
<tr>
<td>C: Post Summit Seminar &amp; Hospital Tour</td>
<td>AU$995</td>
<td>AUD 995</td>
<td>AUD 995</td>
<td>AUD 995</td>
</tr>
<tr>
<td>D: 2-day Summit Only</td>
<td>AU$2,295</td>
<td>AU$2,495</td>
<td>AU$2,595</td>
<td>AU$2,695</td>
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<td>AU$2,795</td>
<td>AU$2,995</td>
<td>AU$3,095</td>
<td>AU$3,195</td>
</tr>
</tbody>
</table>

PLEASE NOTE: The summit fee includes lunch, refreshments and conference documentation. Payments are required with registration and must be received prior to the summit to guarantee your place.

GROUP DISCOUNTS

Register with your Colleagues Today to Enjoy Group Discount*: Group discount of 10% for the 2nd participant from the same organization. For limited time only by 12 September 2017, register 3 participants and the 4th participant will receive a complimentary seat.

For 5 or more registrations, please contact Kevin at kevin@claridenglobal.org

*Only 1 discount scheme will apply. Discount will only be applicable to the package of the lowest value. Discount will compound on top of your early bird discount!

4 WAYS TO REGISTER

Email: admissions@claridenglobal.com
Fax: +61 3 9909 7788
Call: +61 3 9909 7310
Website: www.claridenglobal.com

PAYMENT METHODS

BY CHEQUE / BANK DRAFT:
Made payable to CLARIDEN GLOBAL INTERNATIONAL LIMITED and mail to: 3 International Business Park, #04-29, Nordic European Centre, Singapore 609927.

BY TELEGRAPHIC TRANSFER TO:
Bank Name: Standard Chartered Bank
Bank Code: 7144
Bank Branch Code: 001
Bank Address: 6 Battery Road, #01-01 Singapore 049909
Bank Account No: 0107775042
Bank Account name: CLARIDEN GLOBAL INTERNATIONAL LIMITED
SWIFT Code: SCBLSG22

Please note that all bank charges are to be borne by participants. Please ensure Clariden Global International Limited receives the full invoiced amount.

CREDIT CARD:
To make payment by credit card, please call our client services hotline at +61 3 9909 7310.

CONFERENCE VENUE AND ACCOMMODATION INFORMATION

Pullman Melbourne on the Park, Melbourne
10 - 12 October 2017
192 Wellington Parade, Melbourne VIC 3002, Australia
Tel: +61 3 9419 2000
Website: http://www.pullmannonthepark.com.au/

HOW TO REGISTER AND PAY

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment can be made by credit card, by bank transfer or by cheque made payable to “CLARIDEN GLOBAL INTERNATIONAL LIMITED”.

ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.

ACCOMMODATION

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

CANCELLATIONS AND SUBSTITUTIONS

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue.

Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

ALL CANCELLATIONS MUST BE RECEIVED IN WRITTEN FORM

PLEASE NOTE: CLARIDEN GLOBAL INTERNATIONAL LIMITED reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, CLARIDEN GLOBAL INTERNATIONAL LIMITED will refund the full amount and disclaim any further liability.

ENQUIRIES: If you have any queries about registration or payment please do not hesitate to contact our client services department on +61 3 9909 7310.

PRIVATE DISCLOSURE STATEMENT: Any information provided by you in relation to this event is being collected by CLARIDEN GLOBAL INTERNATIONAL LIMITED and will be held in the strictest confidence. It will be added to our database for the primary purpose of providing you with information about future events and services.

Visit us at www.claridenglobal.com for upcoming events

FOR OFFICIAL USE

FEE RECEIVED
REFERENCE L7171/LH/LF