



The Right Blend

Innovation & Transformation



Call for Papers
& Registration

TEM C

Adelaide Convention Centre
16-19 September 2012
www.temc.org.au

Invitation to Participate



Transformation in all levels of education is upon us and for those involved in tertiary education, this is an exciting time. The tertiary education sector is changing rapidly in response to local, national and global agendas about education and the knowledge economy as well as a range of challenging social, environmental and economic issues. As tertiary education workers there is a lot for us to do and this conference provides an opportunity for you to refresh, reflect and stimulate your senses with inspirational papers, thoughtful conversation and lots of practical ideas; in SA in September 2012, we present - **the right blend**.

There is nothing more important than ensuring the success of our students and graduates, as well as realising the potential and building on the strengths of institutional research outcomes. We know that there must be a focus on the learning experience of students but how do we define the right blend of content knowledge and experiential learning, teaching and research, online and interactive experiences, on campus and off campus, online services or good old fashioned personal assistance? In research too there are many challenges and lofty ambitions. There are great examples of collaboration and yet the competition for success is fierce. Is this what makes us stronger? At the 2012 conference you will have an opportunity to learn and share good practices in managing in the new knowledge economy - the services, the spaces both actual and virtual, the management of data and information - all important for both teaching and research. As service providers we know that there is a greater diversity of customers and suppliers and in an increasingly competitive world it is essential that all clients, suppliers and partners receive the right blend of services characterised by responsiveness, effectiveness and collaboration. Across our diverse sector we can all learn more about the right blend to better equip ourselves for the future.

The Central Region is pleased to invite you to the 36th TEMC conference 'The Right Blend: Innovation and Transformation' to be held at The Adelaide Convention Centre in Adelaide, South Australia from 16 - 19 September. This conference offers professional administrators and managers within the tertiary sector, including members of both the Association for Tertiary Education Management (ATEM) and the Tertiary Education Facilities Management Association (TEFMA), an opportunity to explore innovative developments and new ideas around people, services, facilities and environment. Our focus will be ensuring positive outcomes for students as well as a productive working and learning environment for staff and our broader institution communities.

Add these dates to your calendars now! This conference is one not to be missed. And as you think about visiting South Australia for either the first or subsequent time, remember that we have the right blend of wine, food, culture and hospitality to make this conference one you will remember.

On behalf of the organising committee we look forward to seeing you in Adelaide in 2012.

David Banks
Director, Buildings and Property
Flinders University



TEMC 2012 Organising Committee



David Banks
Director, Buildings and Property
Flinders University

Convenor

Mark Moses
Manager, Maintenance
Flinders University

Sponsorship Committee Chair

Jessica Raeburn
Project Officer
University of Adelaide

Social Committee Chair

Louise Seaman
Manager: Human Resources, Division of Business
University of South Australia

Program Committee Chair

Dominic Marafioti
Campus Facilities Manager
University of South Australia

TEMC Steering Committee Representative

Judy Szekeres
College Director and Principal
South Australian Institute of Business and Technology
University of South Australia

Sponsorship Committee & Executive Officer

Rachel Guyatt
Division Accountant, Division of Business
University of South Australia

Finance Chair

Conference Managers



Leishman Associates

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Phone: 03 6234 7844
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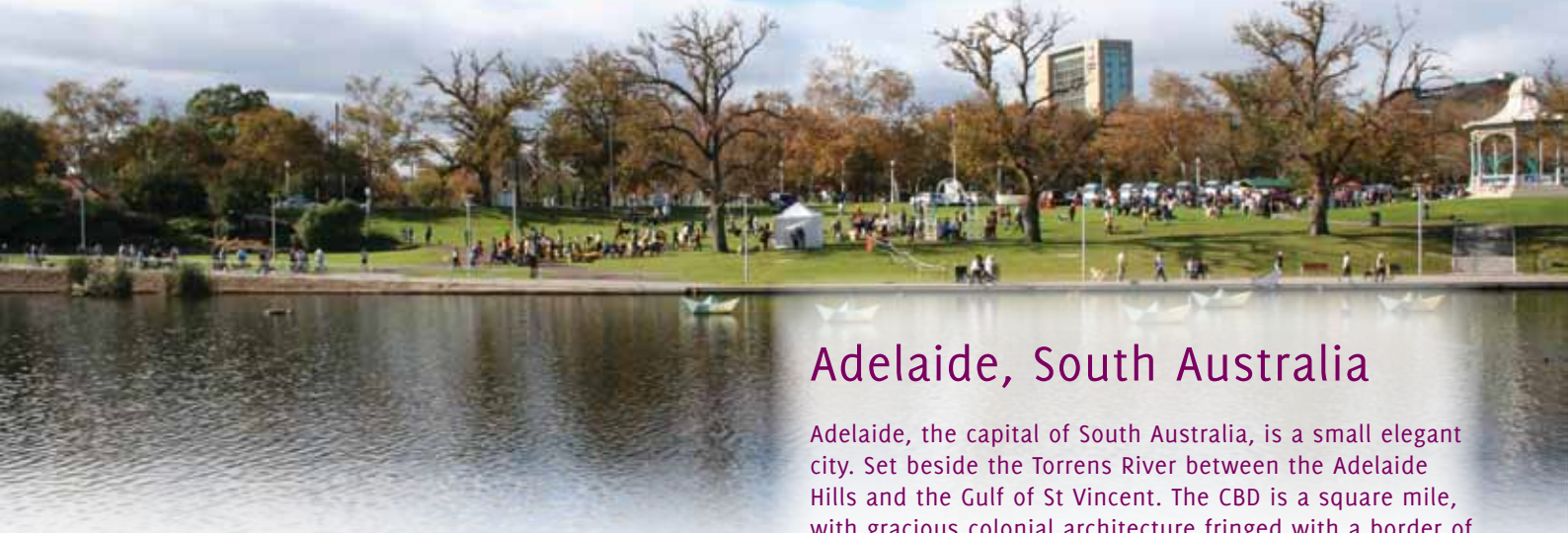


Important Dates at a glance



Welcome Reception:	Sunday 16 September 2012
Conference Program:	Monday 17 – Wednesday 19 September 2012
Conference Dinner:	Wednesday 19 September 2012
Registration OPEN:	NOW
Call for Abstracts OPEN:	NOW
Call for Abstracts CLOSE:	Friday 30 March 2012
Abstracts in Review:	Monday 2 April – Friday 27 April 2012
Acceptance to Presenters:	Wednesday 9 May 2012
Program Released:	Monday 14 May 2012
Early Bird Registration CLOSE:	Friday 15 June 2012
Full Papers Due (ATEM Referred Stream):	Friday 6 July 2012





Adelaide, South Australia

Adelaide, the capital of South Australia, is a small elegant city. Set beside the Torrens River between the Adelaide Hills and the Gulf of St Vincent. The CBD is a square mile, with gracious colonial architecture fringed with a border of beautiful parklands. Known as the city of food and wine; a place to experience the buzz, culture and convenience of a big city without the frustrations.

A beautiful garden city rich with parks and greenery also offering visitors exciting nightlife, great shopping, fine dining and plenty to see and do. Across the Torrens River, but still within the green belt, sits North Adelaide with its' bluestone and sandstone Victorian and Edwardian homes.

Adelaide is the centre of South Australia's booming wine industry and the closest vineyard is a cork toss from the city centre. The National Wine Centre is a showcase for Australia's wine industry and includes a wine-tasting gallery, an interactive exhibit that covers all aspects of winemaking and a working vineyard. You'll find Penfolds Magill Estate in the Adelaide foothills. Drop in for tastings, or join a winery tour - including one about Australia's most famous wine, Grange.

If fresh produce markets are an indication of a city's quality of life, then Adelaide holds the nation's trump card. The celebrated Adelaide Central Market has been trading ever since 1869 when a band of industrious market gardeners first carted their home-grown fruit and vegetables to the market site between Grote and Gouger Streets.

The climate is perfect for alfresco dining much of the year, and the international influences range from the Mediterranean and Asia. All this makes for a relaxed and high quality food and wine culture where fine dining, café culture and great pubs and bars mix together. You'll find entire streets devoted to dining. Any visit to South Australia isn't complete without a visit to Haigh's Chocolates, the only chocolatier in Australia that still imports and roasts their own beans.

Delegates to the 2012 TEM Conference are sure to enjoy their time in Adelaide.



The Adelaide Convention Centre

The Adelaide Convention Centre is located in the CBD of Adelaide, adjacent to the picturesque River Torrens and parklands. The Adelaide Convention Centre's unique design and exceptional versatility is unparalleled, and will guarantee a convention that is tailored to your individual requirements.

The Adelaide Convention Centre is seeking to be the nation's most environmentally responsible convention centre. Combining Gold Service with Green Attitude, they are doing everything in their power to make the centre and the events, as ecoconscious as possible. They are ensuring the venue operates in the most environmentally responsible ways possible.

Keynote Speakers



The 2012 Organising committee are delighted to announce the following keynote speakers have been confirmed. The committee will announce other speakers as they confirm in 2012.



KHOA DO Film Director and Screenwriter

Khoa Do is a film director, screenwriter and teacher who has had extensive experience working with the most disadvantaged in our community, inspiring them and guiding them to incredible success. Khoa's belief is that everyone on a team, no matter

what their background or experience, is extraordinarily gifted, and our goal is to help others to realise their true potential.

In the past ten years, Khoa has specialised in working with marginalised communities, including at-risk and homeless youths, former convicted prisoners and refugees of many nationalities.

In 2002, a group of young kids in Cabramatta, South Western Sydney, had come to a welfare centre seeking help. One was homeless, sleeping in refuges and in McDonald's play areas, another was a shy Aboriginal young man who never spoke a single word, another a long-term drug addict, and another was an accused criminal currently on parole. None had ever finished high school.

Two years later, they were all AFI Award nominees, walking the red carpet opposite Geoffrey Rush, Naomi Watts and Cate Blanchett. Hear their extraordinary story, and how Khoa harnessed their talents and abilities to make an internationally acclaimed film, which became a true lesson in teamwork, motivation and inspiration.

Khoa's own amazing story – arriving in Australia as a refugee on a tiny fishing boat crammed full of people to becoming the 2005 Young Australian of the Year is a journey of courage, resilience and hope amidst incredible opposition. Growing up in the western suburbs of Sydney, Khoa recalls going to school with sticky-taped shoes and coming home to find out that their electricity had been cut off because the family couldn't afford to pay the bills.

In 2004, he was the youngest film director in Australian history to be nominated for an AFI Award for Best Director. Over the years, he has received many awards for his work in the community and with young people – Young Vietnamese Australian of the Year Award 2000, Young Citizen of the Year Award 2001 and the Young Australian of the Year Award 2005.



Dr. Bob Bontrager

Bob Bontrager is Senior Director of Consulting and Strategic Enrollment Management Initiatives for the American Association of Collegiate Registrars and Admissions Officers (AACRAO). He has 25 years of experience in enrollment management at all types of institutions, with particular expertise in strategic planning, recruitment, marketing,

financial aid, institutional budget strategies, and transfer programs. Most recently as Assistant Provost for Enrollment Management at Oregon State University, Bob's leadership resulted in a 40% increase in enrollment, including increases in the academic and diversity profile of the student body.

Dr. Bontrager has contributed to the ongoing evolution of the strategic enrollment management profession in the U.S. and abroad as a frequent conference speaker, workshop presenter, consultant, and contributor to the SEM literature. He recently edited two books, SEM and Institutional Success: Integrating Enrollment, Finance and Student Access and Applying SEM at the Community College. His work has extended to a number of international locations, including Australia, Canada, Kazakhstan, Mongolia, Syria, and the United Arab Emirates.

Prior to his work at Oregon State, Bontrager served as Vice President for Enrollment Management at Eastern Mennonite University in Virginia and was Assistant Registrar at Arizona State University. He earned his Master of Counseling degree and Ed.D. in Educational Leadership & Policy Studies at Arizona State University. He earned his bachelor's degree at Goshen College, Goshen, Indiana.

Program at a Glance



SUNDAY 16 September

TEFMA Board Meeting
ATEM Council Meeting
Welcome Reception – Adelaide Zoo

MONDAY 17 September

Introduction
Opening Comments
Keynote Speaker
Concurrent Session A
Concurrent Session B
Concurrent Session C
Keynote Speaker
TEFMA Awards Dinner
Optional Dine Around Evening

TUESDAY 18 September

TEFMA Breakfast and AGM (TEFMA Members Only)
ATEM Breakfast (ATEM Members Only)
Keynote Speaker
Concurrent Session D
Concurrent Session E
ATEM Ghosts Lunch
Concurrent Session F
Concurrent Session G
Keynote Speaker
Exhibitors and Sponsors Thank you Function (Invitation Only)

WEDNESDAY 17 September

Keynote Speaker
Concurrent Session H
Concurrent Session I
Poster Defence
Concurrent Session J
Keynote Speaker
Conference Dinner, Adelaide Entertainment Centre

Social Program



Again the TEM Conference will be enhanced by an enjoyable and lively social program including a Welcome Reception and Conference Dinner. The cost of the welcome reception and conference dinner are included in a full registration. Additional tickets can be purchased for all social functions for day registrants, partners or accompanying persons.

Welcome Reception

Date: Sunday 16 September

Time: 1800 - 2100

Location: Adelaide Zoo

Dress: Smart Casual yet warm and comfortable as this function will be held outdoors (weather permitting)

Coaches will depart the Adelaide Convention Centre at 1800 to take delegates the short distance to the Adelaide Zoo. Delegates are also more than welcome to take the 20 minute river walk to the zoo.

The reception will be held amongst the exhibits at the zoo including the famous Pandas Wang Wang and Fumi.

Included in the cost of a full registration.

Additional tickets can be booked at a cost of \$100.00 per person.

Conference Dinner



Date: Wednesday 19 September

Time: 1900 - 000

Location: Adelaide Entertainment Centre

Dress: After Five Formal or Rock Legend

Come join us and celebrate a night of music legends. Turn Back Time and enjoy the Glory Days as legends like Cher, Freddie Mercury, Tina Turner, Elvis Presley and the Boss light up the night. Dust off your Blue Suede Shoes, take those old records off the shelf and enjoy some Old Time Rock n Roll. It'll be A Kind of Magic!

Included in the cost of a full registration.

Additional guests can be booked at a cost of \$170.00.



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TEMC Dine Around Evening

Date: Monday 17 September
Time: 1800
Location: Various Restaurants Around Adelaide
Dress: Smart Casual

For the first time the TEM Conference is offering delegates a chance to enjoy some of the host cities favorite restaurants in an organised informal dinner setting. The organising committee have selected a few of their favorite restaurants and we have arranged a booking and special menu at each place. Each menu will be banquet style or a three course meal.

This is an optional event and delegates can choose a restaurant that suits their tastes and budget while enjoying the company of other delegates. All restaurant prices are for a meal only and must be paid for in advanced as part of your registration. Drinks can be purchased from the restaurant direct on the night. All restaurants are within an easy 20 minute walk or less of the Adelaide Convention Centre

British India (Indian)

Cost: \$55 per person

Taking inspiration from its name, Adelaide's British India restaurant offers striking cuisine in equally distinctive surrounds, where Raj meets Taj among zebra skin rugs and chandeliers. You will want to eat at British India for the decor alone.

Star of Siam (Malay/Thai)

Cost: \$55 per person

Located in the heart of Gouger Street opposite the Central Market, this popular restaurant has a reputation for serving quality Thai food at reasonable prices. The atmosphere along Gouger Street at dinner time is energising: people everywhere catching up with friends, sitting down with families, strolling with loved ones. In the middle of it all sits Star of Siam, one of the busier restaurants on the strip and one of its brighter stars.

Eros Ouzeri (Greek)

Cost: \$60 per person

Featuring a Grecian frieze of dancing goddesses, a pressed iron ceiling and old curvy-backed chairs, this restaurant feels full of history and passion. The focus is on traditional food as you would find in a Greek family home. Try dolmathes, homemade dips, seafood and boutique Greek wines.

Rigonis (Italian)

Cost: \$55 per person

Since 1979, Rigoni's has been a unique Adelaide dining institution for South Australian business people and politicians serving up the best of Italian food in a relaxed bistro atmosphere, with great service and superb wines. Winner Best Informal Dining SA Restaurant and Catering Industry Association of Australia Awards for Excellence 2010.

Gauchos (Argentinian)

Cost: \$90 per person

The first Argentinian restaurant in Australia, Gaucho's is spread over two rooms, each with a distinctive ranch-like ambience. The speciality is char-grilled meats and seafood, and cuts are selected by the diner from a glass-fronted fridge. Try thick steaks, butterflied quail, prawns and blue swimmer crab.

Cos (Modern Oz)

Cost: \$75 per person

Cos Restaurant is housed within a beautiful Victorian style heritage listed building located on Leigh Street in Adelaide's West End. Catering to all occasions, Cos is a great all rounder - great food, great service and a great location. The high ceilings and polished floors, space plus a shaded courtyard for outdoor dining make Cos a very pleasant restaurant for diners.

Andre's Cucina & Polenta Bar

Cost: \$55 per person

There is a new kid in town. Andre's Cucina and Polenta Bar is Mr. Ursini's first restaurant and he has brought Adelaide rustic Italian food that has flavour and flair.



Association Events



TEFMA Specific Events

TEFMA Dinner

Date: Monday 17 September
Time: 1830 - 2300
Location: National Wine Centre
Dress: After Five

Join TEFMA members to celebrate the achievements of the year. The annual dinner is a great occasion and this evening will be no exception.

The TEFMA Dinner will be held at The National Wine Centre of Australia which has a unique atmosphere and is on the edge of Adelaide's stunning Botanic Gardens, it is a combination of eye-catching architecture and smooth functionality. The exterior architecture provides a dramatic entrance to start off your evening.

The Hickinbotham Hall overlooks the outdoor terrace area and the Centre's vineyard. The room is dominated by a stunning wooden ceiling that rises to 23 metres. The Hickinbotham Hall also features 100-year-old jarrah floorboards and a spectacular rammed earth wall that serves as an amazing backdrop.

TEFMA members - \$55.00

Accompanying Persons - \$170.00

TEFMA Members need to register to attend this function.

Please note this function is open to TEFMA members and their partners ONLY.

TEFMA Breakfast and AGM

Date: Tuesday 18 September
Time: 0700 - 0900
Location: Adelaide Convention Centre

Shake off the hangover from the TEFMA Dinner with breakfast and get the latest information on the year that was and future plans for our association. Breakfast will be followed immediately by the TEFMA AGM from 0815 - 0900. All members are encouraged to attend. Attendance is free for TEFMA members.



Association for Tertiary Education Management

ATEM Specific Events

ATEM Breakfast

Date: Tuesday 18 September
Time: 0700 - 0900
Location: Adelaide Convention Centre

For those that enjoy an early start, share a hearty breakfast with colleagues and find out what has happened in your association over the last year and what lies ahead. ATEM members are encouraged to attend and attendance is free for ATEM members.



Call for Abstracts



We invite you to submit an abstract for consideration in the conference program. Abstracts will be reviewed and presented within the program and published on the conference website along with the full papers from the participants who wish to submit under the “full paper” guidelines.

Under the conference theme The Right Blend: Innovation and Transformation we invite papers which address:

THE RIGHT.....

- **PEOPLE** – staff, students supplies, independent contractors, staff wellbeing
- **LEADERSHIP** – change, vision, innovation, strategy, HE sector, values, budgets
- **TECHNOLOGY** – blended learning, on-line services, Web 2.0 applications, social networking, virtual world, Intellectual Property, Network Security
- **FACILITIES** – space, campus operations, security development, grounds, asset management, maintenance.
- **STUDENT EXPERIENCE** – transition to employment, pathways in and out, students, graduate program, experiential learning, 24/7 service
- **ENVIRONMENT** – local HE, sustainable environment, external markets, industry competitors
- **BRAND** – student recruitment (local and international), no caps, “Brand Australia”, marketing



Presentations can be in the form of case studies on innovative investments or practices that have been implemented by institutions, or alternative projections on how the sector will need to adapt to address the challenges it will face in the future.

Participants will be able to submit their interest under two categories:

1. Call for Papers – this will require delegates to submit an abstract and, if selected, a full paper **MUST** be prepared and is subject to peer review.
2. Call for Abstracts- this will require delegates to submit an abstract and, if selected, a power point presentation only is required.
3. Poster - this will require delegates to submit an abstract and, if selected, a poster is to be prepared and displayed for the duration of the conference. At least one author must be present on the day of poster defence.

All oral presentations will be 50 minutes in length including questions and answer time.

Please read the following instructions carefully before preparing your abstract. All abstracts must be submitted via the conference website. Go to the Abstracts page and click on the “submit abstract” button or connect from the home page.

CLOSING DATE FOR SUBMISSION OF ABSTRACTS – FRIDAY 30 MARCH 2012

Abstract Submission In Brief

1. Go to the conference website www.temc.org.au
2. Click on the **SPEAKERS ZONE** link
3. Follow the instructions to register as a user.
4. You will be sent an email confirmation with your access key.
5. Follow instructions on how to submit you abstract, it is a very simple step by step process.
6. Complete all fields of the submission form as this information will be used in the development of the conference handbook
7. Abstract must be no longer than 750 words.

Please note even if you have used this online submission process previously you will need to register as a new user for TEMC 2012.

All accepted abstracts will be published exactly as they are submitted. Abstracts will not be proof read or edited by the conference managers or conference organizing committee. It is the responsibility of the presenting author to ensure that the abstract is submitted correctly. The conference managers will not be held responsible for abstract submissions not received via the online submission process, or for submission errors caused by internet service outages, hardware or software delays, power outages or unforeseen events. Faxed or mailed abstracts on diskettes/CD will not be accepted. If you are unable to submit via the website please contact the conference managers via email: renee@leishman-associates.com.au

You will be required to submit all authors biographies when submitting your abstract please ensure that biographies are written in the third person.

Authors whose papers are accepted for inclusion in the conference program will be advised by Wednesday 9 May and will at that time receive detailed instructions regarding the requirements for full paper submission, if applicable.

Poster Presentations

Participants wishing to submit an abstract for a visual poster display instead of an oral paper will need to ensure that their actual poster display does not exceed 1.5m high x 0.95m wide.

These will be mounted on a panel in the Trade Exhibition area, with relevant poster defence time allocated in the program. Full poster preparation guidelines will be provided to interested parties on the conference website.

Full Papers

For participants submitting under the Call for Papers category, a full paper is required and will be archived in the National Library of Australia and may be considered for publication in the Journal of Higher Education. The full paper must be submitted no later than Friday 6 June 2012. A template for the preparation of full papers can be downloaded from the website.

Speakers Gifts and the Smith Family

The Organising Committee for TEMC 2012 would like to advise that in lieu of presenting speakers with gifts as a thank you for their contribution to the program TEMC 2012 will be making a donation to the Smith Family Foundations Tertiary Scholarship Scheme



The Smith Family is a national independent children's charity committed to helping disadvantaged Australian children by unlocking opportunities through education and learning.

The Smith Family's TSS was established in September 1995. It is part of The Smith Family's Learning for Life Program, which offers a range of scholarships and support across most educational levels. It was developed by The Smith Family in partnership with The Thomas Foundation, whose founders, David and Barbara Thomas, identified university education as the most promising opportunity for disadvantaged young people from low income families. They were particularly concerned that talented young people were able to develop their abilities and contribute in a positive way to their family and community.

The Tertiary Scholarship Scheme has three primary objectives:

1. To identify promising students from low income families and financially support them in completing an accredited university degree
2. To provide the emotional and professional support that a student and his/her family needs in order to achieve success in university education and in a subsequent career choice
3. To identify obstacles which prevent young people accessing university education and to work with government and education authorities to eliminate those obstacles

Students are supported, motivated and encouraged to maintain their achievement in their tertiary studies and successfully transition to work.

Learning for Life Tertiary students are encouraged to explore a career choice in their field of study through discussion of options, facilitating work placements, networking with other professionals and maintaining their commitment in their tertiary studies.



Accommodation



The TEM Conference Managers have organised a number of hotels and apartments around the Adelaide Convention Centre. All hotels and apartments listed are no more than an easy 10 minute walk from the Adelaide Convention Centre.



Hotel Grand Chancellor Adelaide

The 4 star Hotel Grand Chancellor Adelaide on Hindley is conveniently located in downtown Adelaide, just 3 minutes' walk from the Convention Centre and a short stroll from the vibrant Rundle Mall. The hotel is equipped with gym, swimming pool and sauna, 24 hour room service and a hotel restaurant and bar. All guest rooms are non-smoking and are equipped with cable/satellite TV, pay on demand movies, broadband internet access, iron/ironing board and mini-bar.

Deluxe Room:	\$160
Executive Suite:	\$190
Suite:	\$210

Intercontinental Adelaide

InterContinental Adelaide is situated in the heart of Adelaide, located on the picturesque River Torrens, the hotel forms an integral part of Adelaide's spectacular new Riverbank promenade and is adjacent to the Adelaide Convention Centre. Among other amenities the rooms include king beds, spacious work area, coffee maker, mini bar, mini refrigerator and high speed internet access. All room types include access to gym and swimming pool.

King Superior Room: \$220

King Club Intercontinental*:

Single Rate: \$300

Double Rate: \$330

King Riverview Club Intercontinental*:

Single Rate: \$325

Double Rate: \$355

*Club Intercontinental includes breakfast, afternoon tea, evening drinks and all day refreshments



Accommodation



Mercure Grosvenor Hotel Adelaide

Built in 1918, Mercure Grosvenor Hotel Adelaide is an historic hotel right in the middle of all the action in Adelaide. This four-star hotel is superbly located opposite the Convention Centre and Festival Centre in the heart of the cultural boulevard of North Terrace. All rooms have internet access, in-house movies, modern and stylish furniture, tea and coffee making facilities, hairdryer, iron & ironing board. Hotel facilities also include the Federal Restaurant and Bar, 24-hour reception and room service, parking, internet kiosk, hair & beauty salon and exercise room

Economy Queen Room:	\$125
Standard Queen Room:	\$175
Standard Twin Room:	\$175
Deluxe Queen Room:	\$205
Deluxe Twin Room:	\$205
Suite King Room:	\$255



Stamford Plaza

Stamford Plaza Adelaide Hotel is superbly situated in the heart of the city on Adelaide's key cultural boulevard, North Terrace. Our excellent location means that you're just a short stroll to the Adelaide Convention Centre. Rooms include broadband Internet access (Charges apply) Executive Desk, On-demand movies & cable TV, Tea & coffee making facilities and 24-hour room service. The hotel boasts three restaurants, spa, pool, sauna and gymnasium.

Queen Room: \$215



The Sebel Playford

Adelaide is a 5-star hotel with superior Adelaide city accommodation set in the heart of the city's vibrant North Terrace, opposite the Convention Centre and City Casino. Relax in award-winning luxury accommodation, the wonderfully detailed hotel rooms provide classical elegance and style. Boutique teas, coffee and hot chocolate are supplied in the room. Bedding configuration is one queen size bed or two queen size beds in a twin room. Sebel Playford provides guest facilities such as indoor pool, gymnasium, spa and sauna and a fully equipped business centre.

Playford Guest Room:

Room only:	\$219
Room and Full Buffet Breakfast:	\$251

Deluxe Guest Room:

Room only:	\$249
Room and Full Buffet Breakfast:	\$281

Studio Spa Suite:

Room only:	\$299
Room and Full Buffet Breakfast:	\$331

Loft Suite

Room only:	\$329
Room and Full Buffet Breakfast:	\$361

Accommodation Cancellation Policy

To confirm your booking, your supplied Credit Card will be transferred to the hotel you have selected. The hotel may choose to charge your card with a deposit prior to your arrival to secure your booking. If you arrive 24 hours later than your indicated arrival day you may find that you have forfeited one night's accommodation as a cancellation fee. Please note that some hotel cancellation policies may require 100% of the total booking amount to be paid for any cancelled rooms.

If you need to cancel your accommodation booking within 45 days of your arrival date, any refund whether cash or credit card, will be subject to the hotel cancellation policy. Therefore no accommodation refund can be guaranteed within 45 business days of the conference. Please note that most hotels have surcharges on credit card transactions; please contact your hotel directly if you wish know their individual rates.



ATEM and TEFMA Membership

This Conference is jointly hosted by ATEM and TEFMA. Conference participants who join ATEM or TEFMA get a much reduced registration fee. Not only that, there are other benefits as described on each associations website.

If you are interested join on-line at one of the two addresses: http://www.atem.edu.au/membership_join.cfm or <http://www.tefma.com/membership/value>

Registration

Anyone wishing to attend the 2012 TEM Conference, including all speakers, sponsors and exhibitors, should complete a registration form online at www.temc.org.au

Registration forms may be completed in hard copy and faxed to +61 (3) 6234 5958 or mailed to

TEMC 2012
c/- Leishman Associates,
113 Harrington Street,
Hobart, TAS 7000

Registration Fees

Payment of fees must accompany all registrations and may be made by personal or company cheque or credit card. We accept Visa, MasterCard, money order and direct deposit. Cheques should be made payable to "Leishman Associates - TEMC". A tax invoice and confirmation will be issued when payment is made via email. You may also book accommodation and tours on-line when you register.

Members Rates

Full Registration - Early Bird	\$940.00
Full Registration - Standard	\$1095.00
Day Registration - Early Bird	\$415.00
Day Registration - Standard	\$440.00

Non Members Rates

Full Registration - Early Bird	\$1140.00
Full Registration - Standard	\$1295.00
Day Registration - Early Bird	\$515.00
Day Registration - Standard	\$540.00

Registration Entitlements

Full Registration for members and non-members includes attendance at all sessions during the days of 16 – 19 September 2012. Full registration also includes one set of conference proceedings, satchel, name badge, morning and afternoon refreshments, lunch and entry to the welcome function, and conference dinner.

Day Registration includes attendance at sessions on the nominated day of attendance, one set of conference proceedings, satchel, name badge, morning and afternoon refreshments and lunch on the day of attendance. Day registration does not include any of the social program functions. Tickets to attend any of the social functions need to be purchased separately.

Registration Desk

The registration desk will be located in the foyer of the Adelaide Convention Centre and will be open:

Sunday 16 September	1200 - 1800
Monday 17 September	0700 - 1730
Tuesday 18 September	0645 - 1730
Wednesday 19 September	0800 - 1700

Acknowledgment of Registration

Your registration will be acknowledged via email with confirmation of your requirements, upon receipt of your completed registration form, whether electronically or in hard copy. Electronic tax invoice will also be issued. All updates regarding the conference will be posted to the conference website.

Each delegate will also receive a name badge upon arrival to the conference. The name badge will be your official pass and must be worn to obtain entry to all sessions and to social functions. Day registrants and partners will be added to guest lists for each additional event booked.

Cancelling your Conference Registration

Cancellations postmarked on or before 16 August 2012 will incur a fee of 50% of the registration amount. No refunds will be made for cancellations for the Conference postmarked after 17 August 2012.

Cancellations must be received in writing - mail, email or fax - to Leishman Associates. Cancellations will not be deemed to be received until you have written confirmation from Leishman Associates. If you have not received acknowledgement within two business days, please contact the Conference Managers - Leishman Associates on (03) 6234 7844. If you are cancelling any or all aspects of your booking: registration, accommodation and/or a tour, this can be done with one correspondence to Leishman Associates.

Getting to the Conference/ Getting to Adelaide

Air

Most airlines fly daily to Adelaide, with regular connections from Sydney and Melbourne. No official carrier has been nominated for the conference due to competitive airfares available via the internet.

Airport Transfers

Taxis and shuttle buses offer the most convenient transfers between the airport and Adelaide City. The SkyLink Shuttle Bus departs hourly from Adelaide Airport to the city. Look for the shuttle bus stop as you leave the central terminal. The fare is only \$8.00 one way. For more information please call SkyLink on 08 8413 6196 or access their website: www.skylinkadelaide.com

Airport Taxi Services

Taxis are available at all times of the day from the front of the terminal. An average fare to the city is \$25 to \$30.

Insurance

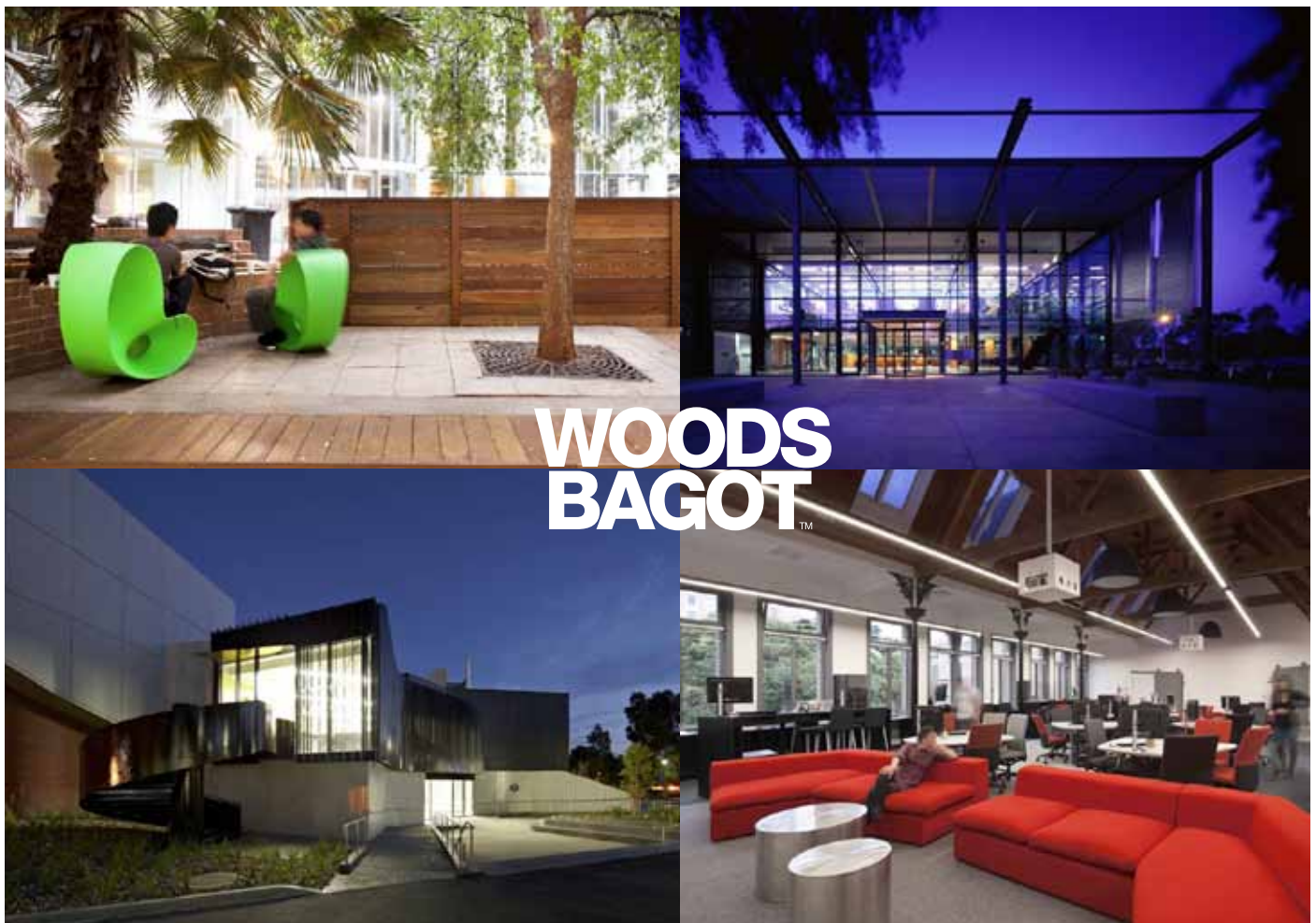
Registration fees do not include insurance of any kind. It is strongly recommended that participants take out their own general travel insurance. It is suggested that the insurance policy should also cover loss of fees/ deposit, airfares, accommodation charges, medical expenses, loss or damage to personal property and repatriation expenses.

The insurance should cover loss arising from the cancellation of the conference by the organisers or a person's inability to attend due to any reason whatsoever. No responsibility is taken by the conference managers for any person not holding insurance.

Further Information

Leishman Associates (Conference Managers)
113 Harrington Street, HOBART TAS 7000

Phone: (03) 6234 7844 Fax: (03) 6234 5958 Email:
renee@leishman-associates.com.au



Registration Form

TAX INVOICE ABN: 22 103 078 897

Please complete and return with payment to:

Leishman Associates

113 Harrington Street HOBART TAS 7000

Fax: + 61 (3) 6234 5958

Cheques are to be made to Leishman Associates – TEMC 2012



Innovation and Transformation



Adelaide Convention Centre

16-19 September 2012

www.temc.org.au

Section A – Delegate Details

Title (please circle): Ms / Miss / Mrs / Mr / Dr / Prof / Other

Given Name

Surname

Organisation

Position Held/ Title

Postal Address

Suburb

State

Postcode

Country (if not Australia)

Business Telephone

Mobile

Facsimile

Email

Special Requirements (dietary/access)

Membership (please indicate which association(s) you are a member of):



ATEM



TEFMA



TEFMA and ATEM

Attendee names will be added to a list of name and organisation details for general distribution to other delegates. If you do not want your name to appear on this list please indicate below.



I do not wish to have my name and contact details on the delegate list.

Accompanying Person Name

Special Requirements (dietary/access)

Section B – Registration

Registration (please indicate which cost/ type of registration applies)

Early Bird (closes Friday 15 June 2012) Standard (after Friday 15 June 2012)

Members Rates



Full Registration: Early Bird

\$940.00



Full Registration: Standard

\$1095.00



Day Registration: Early Bird

\$415.00



Day Registration: Standard

\$440.00

Non Members Rates

<input type="checkbox"/> Full Registration: Early Bird	\$1140.00	<input type="checkbox"/> Full Registration: Standard	\$1295.00
<input type="checkbox"/> Day Registration: Early Bird	\$515.00	<input type="checkbox"/> Day Registration: Standard	\$540.00

Day Registrants- please indicate which day you are attending:

- Monday 17 September Tuesday 18 September Wednesday 19 September

Full Registration includes: attendance to the entire conference program, satchel, daily catering, conference proceedings, name badge, Welcome Reception, Association Breakfasts (members only) and Conference Dinner

Day Registration includes: attendance to the selected day/s program, satchel, daily catering, conference proceedings, and name badge

Additional Tickets (for day delegates or accompanying persons/partners)

Purchase ____ tickets for the Welcome Reception @ \$100 each

Purchase ____ tickets for the Conference Gala Dinner @ \$170 each

Monday Night Dine Around (optional event for all delegates at an additional cost)

- | | |
|---|--|
| <input type="checkbox"/> British India (Indian) Cost: \$55 per person | <input type="checkbox"/> Star of Siam (Malay/Thai) Cost: \$55 per person |
| <input type="checkbox"/> Eros Ouzeri (Greek) Cost: \$60 per person | <input type="checkbox"/> Rigonis (Italian) Cost: \$55 per person |
| <input type="checkbox"/> Gaucos (Argentinian) Cost: \$90 per person | <input type="checkbox"/> Cos (Modern Oz) Cost: \$75 per person |
| <input type="checkbox"/> Andre's Cucina & Polenta Bar Cost: \$55 per person | |

Total Section B - \$

Section C – Association Functions

Breakfasts

Please note - the breakfasts are only available for members of ATEM or TEFMA and are being held on the morning of Tuesday 18 September. There is no cost to members. For catering purposes please tick if you are attending. (Delegates can attend one breakfast only)

- TEFMA Breakfast
 ATEM Breakfast

TEFMA Awards Dinner

The TEFMA Awards Dinner is on Monday 17 September and is open to TEFMA members ONLY.

If you do not select an option below, you will not be entitled to attend the TEFMA Dinner.

- TEFMA Awards Dinner \$55.00 member
 TEFMA Awards Dinner \$170.00 accompanying person

Total Section C - \$

Section D – Payment

Method of Payment

Credit Card Cheque Direct Deposit

Section B - Registration

Total Fee \$

Section D - Association-Specific Functions

Total Fee \$

TOTAL FEES PAYABLE

B + D = \$

PLEASE DO NOT INCLUDE ACCOMMODATION COST IN PAYMENT TOTAL

Credit Card Payments

Visa MasterCard Card Number: ____ / ____ / ____ / ____ Expiry Date: ____/____

Cardholder Name:

Cardholder Signature:

Section E – Accommodation

In relation to booking your accommodation we MUST receive a credit card number to hold the room. This credit card number will be passed onto the hotel as guarantee of your stay and will be charged upon check out per regular hotel arrangements. The hotel may choose to charge your card with a deposit prior to your arrival to secure your booking. Please note that most hotels have surcharges on credit card transactions; please contact your hotel directly if you wish to know their individual rates.

Name of Hotel

Rate

Arrival Day and Date

Departure Day and Date

Name of person sharing with (if applicable)

Additional Persons

Credit Card Payment Details for Accommodation Booking Only

Visa MasterCard Card Number: ____ / ____ / ____ / ____ Expiry Date: ____/____

Cardholder Name:

Cardholder Signature:

PLEASE DO NOT INCLUDE ACCOMMODATION COST IN PAYMENT TOTAL

Privacy Statement

When we collect and hold personal information about you, that is, information that can identify you, such as your name, address, other contact details and other information, it will be relevant to providing you with the services you are seeking.

The personal information that we collect and hold about you depends on your interaction with us. Generally, we will collect and hold your personal information for the purposes of: providing services to you, to respond to queries made by you, to keep ourselves and you informed of the status of a forum or event you have expressed an interest in, or are attending. For a full version of the Leishman Associates Privacy Policy, please visit the forum website.



The
Right
Blend

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TEMCO

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