



# **The 5th Australasian Redesigning Health Care Summit**

**Redesign at Work**

**24-26 March 2009**

**Brisbane Convention and Exhibition Centre  
Southbank, Brisbane**

## **Registration Brochure**

### **Important Dates**

Early Bird Registration Deadline  
**Tuesday, 10 February 2009**

Accommodation Booking Deadline  
**Friday, 13 February 2009**

**[www.redesignhealth2009.org](http://www.redesignhealth2009.org)**



## Invitation

In 2009 the Australasian Redesigning Healthcare Summit will be in its 5th year and we move north to Brisbane, Queensland. The annual summit, first held in Adelaide when it was hosted by Flinders Medical Centre, has become the premier healthcare redesign event within Australasia. In addition to the learning and sharing experiences at the summit, the event has given rise to the establishment of the Australasian Lean Healthcare Network. The primary task of the network is to support redesign networking across Australasia.

This year Queensland Health is sponsoring and supporting the Summit. The Australasian Lean Healthcare Network is very appreciative of their support and that provided by the Queensland members of the organising committee.

The theme for the 2009 summit is '**Redesign at Work**'. **Redesign at Work** highlights the increasing focus of redesign efforts on directly redesigning the work of clinicians, managers and support staff so as to improve the flow and quality of the services we provide. Areas that are new to the summit program include the supply chain and the design of new hospitals. Inclusion of these topics reflects the development of Lean Thinking within Australasian healthcare.

Program development for 2009 has been guided by the responses of delegates from previous years. International redesign and Lean Thinking experts from both healthcare and industry are guaranteed to challenge and expand our knowledge and insights. Local redesign examples are featured throughout the summit in the plenary, concurrent and poster sessions. The pre-summit workshop program has been expanded to cater for the range of needs from those just starting their Lean journey through to the expert.

The summit not only promises an outstanding & diverse educational program, but the idyllic location at Southbank offers a great setting for networking. The welcome reception will be held at the Gallery of Modern Art, overlooking the city of Brisbane. The banks of the Brisbane River are a haven for early morning walkers, and Southbank beach beckons those who prefer a dip.

So register now for the summit and a workshop. The workshops have limited numbers so ensure your place by registering early.

**See you in Brisbane in March 2009!**



## Summit Organising Committee

**Denise Bennett**, Australasian Lean Healthcare Network and Flinders Medical Centre, SA

**Denise Curran**, Clinical Practice Improvement Centre, Queensland Health, Qld

**David Ben-Tovim**, Australasian Lean Healthcare Network and Flinders Medical Centre, SA

**Raj Verma**, NSW Health

**Paul Cullen**, Northern Area Health Services, Qld

**Jeff Hollywood**, Mater Health Services, Qld

**Julie Hudson**, Mater Health Services, Qld

**Susan O'Neill**, Southern Adelaide Health Services, SA

**Lynn Massey**, Gold Coast Hospital, Qld

**Helen O'Flanagan**, Gold Coast Hospital, Qld

**Kevin Clark**, The Prince Charles Hospital, Qld

## Program Overview

A combination of plenary, concurrent and learning sessions will maximise the opportunities for delegates to learn from both the experts and those with recent experience in health care redesign.

International speakers from health and other industries will combine with local champions of innovative redesign to create a program rich and diverse in content. The program will provide delegates with a range of learning experiences and the opportunity to participate in the program.

Delegate participation will occur through 15 minute presentations or storyboard posters. An international call for abstracts has attracted submissions from within Australasia and beyond.

Abstracts should address the Summit themes.

### Summit Themes

- Designing the health system that flows
- Designing safer work
- Innovative models of care
- Redesigning the supply chain



## Invited Speakers

### **David Meier** **Lean Enterprise Institute**

David is an internationally recognised authority on Lean Manufacturing and The Toyota Production System (TPS). David is the co-author of the best selling books, *The Toyota Way Fieldbook*, and *Toyota Talent*, with Jeffrey Liker. In these hands-on books David and Jeff detail the language, concepts, and tools that managers need to bring Toyota's success-proven practices to life in any organisation. David was a leader at Toyota, trained in Japan and Kentucky over a ten year period by Toyota Production System experts. David teaches A3 and problem solving in the University of Michigan, Lean Healthcare Certificate. David's attendance at the summit is supported by the Australasian Lean Healthcare Network and Lean Enterprise Australia.



### **Andy Black** **Durrow Consulting**

Andy Black had a management career in the NHS between 1973 – 1994. During this time he held a range of positions: running a large metropolitan region, senior government adviser, and CEO of a London Teaching Hospital (Central Middlesex) during which term he was responsible for the planning and execution of the NHS's first stand-alone Ambulatory Care Centre.



Since 1994 he has been a principal in Durrow Consulting. His focus has been on the managed introduction of innovation into healthcare practice. Andy is the author of the popular monograph, 'The Future of Acute Care' (NHS Confederation publications) and a champion of the hypermodern format for smaller local acute hospitals. His current work is focusing on the future roles, design and management of the large academic hospital.

### **Dr Virginia Craig**

Virginia qualified from Edinburgh University Medical School in 1987, having previously undertaken a PhD at Cambridge University. She subsequently specialised in Palliative Medicine and became Medical Director of a small independent hospice. In 2004 Virginia joined the 'Osprey programme' and trained as a Clinical Systems Engineer. In June 2005, Virginia took up the post of Associate Director in Clinical systems Improvement at The Princess Alexandra Hospital NHS Trust. She now leads the Transformation Team and since mid 2006 the primary means of improving services has been the application of Lean Thinking methodology. Virginia's attendance at the summit is supported by Queensland Health.



### **Associate Professor Marcus Watson** **Senior Director, Skills Development Centre, Queensland Health**

Marcus is a Cognitive Systems Engineer who has worked in defence and healthcare simulations. In addition to his role within the Skills Development Centre, Marcus is also an Associate Professor of Medical Education in the School of Medicine and an Honorary Associate Professor in the School of Psychology at the University of Queensland.

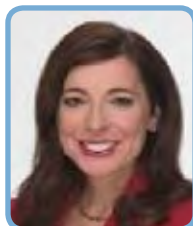


Marcus's current research examines cognitive engineering, time-critical decision making, the representation of information in complex environments and simulations. Marcus's current areas of focus include the use of simulations for the design and evaluation of clinical equipment and processes and verbal communication visualisation and content analysis tools for knowledge elicitation and learning. He has received national awards for innovation and the Jerome Ely Award for the Best Paper in Human Factors for 2004.

### **Dr Filomena Sousa** **CEO Talsico International**

(Back by popular demand)

Filomena works with organisations around the world focusing on Error Reduction and Manufacturing Excellence. She has worked with a range of industries including pharmaceutical, medical devices, food, metal processing, mining, chemical, consumer goods and health care. Filomena has provided health care redesigners with an invaluable insight into the impact of human error on health care processes and ultimately the lack of consciousness of this theory in our process design.



## Redesign Networking

The summit program provides 2 key opportunities for networking with the invited speakers and other delegates.

### **Welcome Reception** **Wednesday, 25 March 2009** **5.45pm**

An invitation is extended to all delegates to attend the Welcome Reception, located at the Gallery of Modern Art. In a setting of beauty, sophistication and culture, this is a great opportunity to network with old friends and new acquaintances, or to perhaps indulge in a private viewing of a current exhibition.

### **Breakfast with the Experts** **Thursday, 26 March 2009** **7.00am**

This informal breakfast provides delegates with an informal opportunity to hear about personal challenges of our experts in implementing lean with adequate opportunity to ask those burning lean & thinking & redesign questions that keep us awake at night.

# Preliminary Program

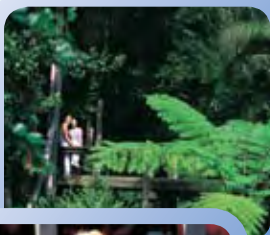
Please note that the program is subject to change

## Wednesday, 25 March 2009 - Day 1

9.00am	<b>Opening Session Welcome</b>
9.15am	Lean Thinking and Healthcare: lessons learned in the first 5 years <i>David Ben-Tovim, Australasian Lean Healthcare Network</i>
9.40am	Redesigning Healthcare in Queensland <i>Stephen Duckett, QLD Health</i>
10.00am	Co-designing Healthcare: patient-centred redesign <i>Jane Gray, NSW Health</i>
10.20am	Lean Thinking and Hospital Design <i>TBA, Queensland Children's Hospital</i>
10.40am	<b>Morning tea</b>
11.10am	<b>Plenary: Designing Safer Work</b>
11.10am	Designing safer work in healthcare: can human error concepts help? <i>Filomena Sousa, Talsico International</i>
12.10am	Designing safer work in healthcare: can simulation concepts help? <i>Marcus Watson, QLD Health</i>
12.40pm	Designing safer work after hours <i>Marion Eckert, Flinders Medical Centre, SA</i>
1.00pm	<b>Lunch</b>
2.00pm	<b>Concurrent: Delegate Presentations</b> A. Designing the healthcare system that flows B. Designing safer work C. Innovative models of care
3.30pm	<b>Afternoon tea</b>
4.00pm	<b>Plenary: Lean Thinking Keynote Presentations</b>
4.00pm	The Road Map to a Lean Thinking Organisation <i>David Meier, Lean Enterprise Institute, USA</i>
4.45pm	Clinical Process Redesign – transforming care in the NHS <i>Virginia Craig, Princess Alexandra Hospital, NHS Trust, UK</i>
5.30pm	<b>Close of Session</b>
5.45pm-7.30pm	<b>Welcome Reception</b>

## Thursday, 26 March 2009 - Day 2

7.00am	<b>Queensland Early Bird Breakfast with the Experts</b>
8.30am	<b>Plenary: Innovative Models of Care</b>
8.30am	Designing Models of Care for the Future <i>Andy Black, Durrow Consulting, UK</i>
9.15am	Alfred Health Streams of Care: a patient journey framework for Redesigning Care <i>Dean Jones, Alfred Health, VIC</i>
9.30am	Innovative Models of Care in Aged & Chronic Care <i>Kath Harrison, NSW Health</i>
9.45am	A patient centred Model of Care <i>TBA, Mater Health Services, QLD</i>
10.00am	<b>Morning tea</b>
10.30am	<b>Concurrent Learning Sessions</b>
	<b>A Measurement and Outcomes</b> Measuring Improvement at Toyota <i>David Meier</i> Measuring healthcare performance; will our measures drive improvement? <i>Speaker TBA</i> Tools for Measurement – SPC and VLAD's (Variable Life Adjusted Display) <i>Kirstine Sketcher-Baker and Di O'Kane, QLD Health</i>
	<b>B The missing link: designing a supply chain to support the patient journey</b> <i>Sean Lewis, Leannovation &amp; Michael Szwarcbord, Lean Healthcare Australia</i>
	<b>C Clinical Communication: tools and techniques to reduce communication errors in the clinical setting</b> <i>Marcus Watson, QLD Health</i>
12.00pm	<b>Lunchtime Delegate Poster Session (Storyboards)</b>
1.20pm	<b>Panel – Redesigning the Supply Chain in Healthcare</b> Redesigning the supply chain David Meier Sean Lewis (US example) Gold Coast (Aust example)
2.30pm	<b>Afternoon tea</b>
2.50pm	<b>Plenary: Designing the Hospital that Flows</b>
2.50pm	Creating flow in a full hospital: The challenge continues <i>Susan O'Neill, Southern Adelaide Health Services, SA</i>
3.10pm	Designing a children's hospital that flows <i>Denise Bennett LHA/QCH, James Downie, RCH, VIC</i>
3.30pm	Designing the Orthopaedic Journey across the inpatient/GP interface <i>Don Pitchford, Gold Coast Hospital</i>
3.50pm	Creating flow for planned work <i>NSW Health</i>
4.10pm	Patient flow at Princess Alexandra Hospital, NSW <i>Virginia Craig, Princess Alexandra Hospital, NHS Trust, UK</i>
4.30pm	<b>Close of Summit</b>



# Pre-Summit Workshops

**Tuesday, 24 March 2009**

**Brisbane Convention & Exhibition Centre and Rydges South Bank**

In association with the 5<sup>th</sup> Redesigning Health Care Summit, the Australasian Lean Health Care Network will be hosting three full-day workshops and two half-day workshops on Tuesday, 24<sup>th</sup> March 2009. These workshops will be limited to 30 participants to facilitate interaction & maximise hands-on learning.

## Workshop 1

### Problem Solving and A3 for Healthcare

**David Meier**, *Lean Enterprise Institute*

#### Overview:

In this workshop David Meier will outline the process used by Toyota that guides their thinking and improvement activities. This process is greatly applicable to the issues facing healthcare practitioners and organisations today. While the problem solving process appears simplistic, the true challenge is in guiding and facilitating work teams and helping them to maintain focus and to stay on track. The issues in healthcare are unique in that they typically involve cross-functional areas of the organization, and require an ability to guide interdisciplinary teams of people.

In the workshop David will show how the first decision of identifying the problem clearly and concisely is the key to maintaining focus, and in achieving overall success. David will provide practical advice on how to avoid the most common mistakes, and how to achieve maximum results with minimal time and cost.

#### Target Audience:

The workshop is for Lean practitioners, senior clinicians and healthcare leaders who would like to increase their learning about this powerful A3 problem solving process and its application to leadership, based on the Toyota model.

#### Learning Outcomes:

- Learn how to properly identify the problem and understand the relationships between the problem, its' causes, and how the problem impacts other areas of the organization.
- Learn how to use an A3 problem report format to "tell the story" of the problem and to guide and structure the problem solving activity.
- Learn how to facilitate the problem solving activity and how to avoid the most common mistakes.

#### Other Information:

- Please come prepared with specific information related to a problem you are facing and would like to use as a case study.
- As you are developing your skills as a problem solving facilitator (which is about 90% of the process!) it is advisable to practice on a less complex problem- perhaps one that involves people from one work area only. This is more manageable for learning purposes.
- To aid in facilitating this workshop some participants may join with other people to work on a common problem.

Date: Tuesday, 24 March 2009

Time: 09:00 – 16:00

Venue: Brisbane Convention & Exhibition Centre

## Workshop 2

### Redesigning Nursing Work

*Flinders Medical Centre Nursing Works Team*

#### Overview:

This workshop will provide participants with an applied knowledge of the approach used by Flinders Medical Centre to undertake nursing redesign. This program of work commenced in June 2007 and has delivered increased nursing time at the bedside, reduced adverse events and increased time to focus on value added nursing work.

#### Target Audience:

The workshop is suitable for nurses from clinical, management or leadership roles. Although the major focus of this program is the wards, the methodology can be applied to any area of clinical nursing.

#### Learning Outcomes:

- An understanding of the application of Lean Thinking to nursing redesign.
- An applied understanding of the diagnostic methodology to determine and analyse the current state of nursing work.
- An understanding of the Flinders Medical Centre Model Line & Nursing Works module methodology.
- An understanding of the Lean Thinking tools utilised to support redesign.
- An appreciation of the opportunities and challenges in creating and sustaining wide hospital & system change in nursing work.

#### Other Information:

Participants would benefit from attending this workshop in at least a nursing team from their own organisation (2-3 participants).

Date: Tuesday, 24 March 2009

Time: 09:00 – 16:00

Venue: Brisbane Convention & Exhibition Centre

## Workshop 3

### Experience Based Co-design - Why do it? How to do it?

NSW Health – Health Services Performance Improvement Branch,  
Patient and Carer Experience Team

#### Overview:

This workshop will provide participants with an applied knowledge of Experience Based Codesign: an approach to understanding and improving patient, carer and staff experience of a health service.

#### Target Audience:

The workshop is suitable for those who are interested in facilitating an experience-based codesign program in their health service, and for senior managers who would like to support such a program.

The workshop will address WHO EBCD is for, WHAT is in it, and HOW you use it.

At the workshop you will learn about the style of support necessary to EBCD's success - not "make it happen" or "let it happen" but "help it happen".

#### Learning Outcomes:

- Understand what is different about Experience Based Codesign
- Be able to describe the Experience Based Codesign intervention
- Appreciate the benefits of the EBCD approach
- Hear answers to frequently asked questions about EBCD
- Learn crucial tips for making EBCD a success in your service

Date: Tuesday, 24 March 2009

Time: 09:00 – 16:00

Venue: Brisbane Convention & Exhibition Centre

## Workshop 4

### Lean Thinking 101: An introduction to Lean Thinking Healthcare

The C.U.L.T Unit (Clinicians Using Lean Thinking), Gold Coast Health Service District change agents, and mentors.

#### Overview:

Participants will be offered an insight into the origins and workings of Lean Thinking.

Lean Thinking takes a system approach to improvement and the session will cover the common tools and techniques that assist in identifying value, value stream (patient flow) and waste in the system (this will include some mini-exercises). The presenters will discuss Lean implementation, and some of the common activities that are carried out. The session will finish with illustrated examples of evidence based system redesign and shared learning from the Gold Coast Health Service experiences.

#### Target Audience:

Anyone wanting to understand what Lean Thinking is all about and how it can be applied to health care.

#### Learning outcomes:

- An understanding of the Five principles of Lean Thinking
- Methods to identify value and waste in the system – tools and techniques
- Appreciation of why Healthcare is applying Lean.

Date: Tuesday, 24 March 2009

Time: 09:00 – 12:30

Venue: Rydges South Bank

## Workshop 5

### The Clinical Practice Improvement Centre (CPIC) approach to Quality Improvement

The Clinical Practice Improvement Centre

#### Overview:

This workshop will provide participants with an applied knowledge of the tools and techniques used in undertaking Quality Improvement.

#### Target Audience:

The workshop is suitable for any clinician/manager undertaking Quality Improvement.

#### Learning Outcomes:

- An understanding of the tools, techniques and application of:
  - Lean Six Sigma methodology
  - Soft Systems methodology
  - Queuing Theory
  - Simulation
  - Statistical Process Control
- Spread and sustainability of CPIC's approach

#### Other Information:

Participants are encouraged to bring their own improvement activity (or improvement ideas) for discussion and feedback in how this approach may be applied.

Date: Tuesday, 24 March 2009

Time: 13:00 – 16:30

Venue: Rydges South Bank

# Registration Information

The preferred method of registering is on-line via the Summit website: [www.redesignhealth2009.org](http://www.redesignhealth2009.org)

## Registration Fees

All prices are quoted in Australian dollars (inclusive of GST). Payment in any other currency will not be accepted.

### Summit Registration Fees

#### Early Bird to 10 February 2009

Full registration	\$710.00
QLD Health Employee	\$500.00
<i>Discounted rate made possible by QLD Health subsidy.</i>	
Day registration	\$400.00
Full Day Workshop	\$450.00
Half Day Workshop	\$200.00

#### Standard Registration from 11 February 2009

Full registration	\$850.00
QLD Health Employee	\$850.00
Day registration	\$480.00
Full Day Workshop	\$480.00
Half Day Workshop	\$220.00

## Registration Entitlements

### Full Registration Entitlements

- Entry to all summit sessions
- Lunch daily
- Morning and afternoon tea daily
- Attendance at Welcome Reception
- Summit Satchel
- Copy of Final Program
- Access to Summit Presentations

### Day Registration Entitlements

- Entry to all summit sessions on the day of registration
- Lunch on the day of registration
- Morning and afternoon tea on the day of registration
- Summit Satchel
- Copy of Final Program
- Access to Summit Presentations

### Full Day Workshop Entitlements

- Entry to one full-day workshop at the Brisbane Convention and Exhibition Centre
- Morning and afternoon tea and lunch

### Half Day Workshop Entitlements

- Entry to one half-day workshop at Rydges Southbank
- Morning or afternoon tea, depending on which half-day workshop is attended

## How to Register

Please register via the Summit website [www.redesignhealth2009.org](http://www.redesignhealth2009.org). Should this not be convenient, please use the enclosed registration form. A separate registration form is required for each delegate.

## Payment

All prices quoted are in Australian dollars and payments in any other currency will not be accepted. Registration cannot be confirmed until full payment is received. The Summit Organiser can accept the following methods of payment:

### Cheque/Money Order/Bank Draft

Please make payable to:

### Redesigning Health Care Summit 2009

Overseas delegates: Personal cheques will not be accepted and will be returned to sender. Company cheques will be accepted if issued from an Australian Bank.

### Credit Card

All major credit cards are accepted: American Express, Diners Club, MasterCard and Visa. Credit Card payments will appear as ICMS Pty Ltd on your credit card statement.

### Electronic Funds Transfer (EFT)

If you wish to pay by EFT, please indicate on your registration form where specified. Should you select this option, documentation will be sent to you. This will allow the Summit Organiser to monitor the status of your payment.

## Registration Acknowledgment

Your registration will be acknowledged via fax or by post within 10 working days of your on-line registration. Registration fees are based on date of receipt of registration form.

## Alterations

Alterations to your registration and accommodation will not be accepted over the telephone. Alterations must be in writing via:

Email: [registration@icms.com.au](mailto:registration@icms.com.au)

Fax: +61 3 9682 0288

Post: Redesigning Health 2009  
C/- ICMS Pty Ltd  
84 Queensbridge Street  
Southbank VIC 3006 Australia

## Cancellation and Refund Policy

Cancellations must be advised in writing to the Registration Office. Cancellations received prior to **Tuesday, 10 February 2009** will receive a refund of registration fees less an administration charge of \$250.00. Cancellations received after this date will not be refunded.

## Accommodation

The preferred method of booking accommodation is on-line via the Summit website: [www.redesignhealth2009.org](http://www.redesignhealth2009.org)

ICMS Travel, as the official housing bureau for the 5th Australasian Redesigning Health Care Summit has been able to secure discounted accommodation rates at selected hotels. Reservations need to be made before **Friday, 13 February 2009**. The room rates are per night and do not include breakfast. Accommodation will be allocated in order of receipt of bookings and payment.

### Arrival Time

Please indicate on your registration form your estimated time of arrival to the hotel. Check-in time is usually from 14:00. Should you wish to guarantee your room is ready before the hotel check-in time it is recommended that you book and pay for the room for the evening prior to your arrival. Failure to advise your arrival time may mean that your room will be released.

### Mantra South Bank

161 Grey Street, South Bank

Studio Apartment	\$242.00 per night
1 Bedroom Apartment	\$283.00 per night
2 Bedroom Apartment	\$422.00 per night

Mantra South Bank sits opposite the Brisbane Convention & Exhibition Centre and is within walking distance of several major tourist attractions including the Queensland Performing Arts Complex, State Art Gallery and Museum, and South Bank Parklands. Contemporary in design and style, the property consist of 161 apartments. Each apartment is air-conditioned, contains a fully-equipped kitchen, laundry and bathroom facilities and is spaciouly appointed with quality interior fittings.

### Riverside Hotel Southbank Brisbane

20 Montague Road, South Bank

Studio Apartment	\$170.00 per night
One Bedroom Apartment	\$240.00 per night

Riverside Hotel Southbank is a 4 star hotel offering a choice of Hotel rooms and 1 bedroom self-contained apartments. Its facilities include Montague's Restaurant and Cocktail bar, swimming pool and complimentary car parking.

It is an ideal location for the visitor to Brisbane. Within 500 metres of the Hotel are the Brisbane Convention and Exhibition Centre, Gallery of Modern Art, Museum and Lyric Theatre. A short stroll across the Victoria bridge is the Casino and Queen Street shopping mall.

## Accommodation Payment

### Deposit

To secure your reservation a deposit equivalent to one night's room tariff is required. If paying by credit card, your details will be passed onto the hotel as a guarantee. The hotel may not initially deduct a deposit payment from your credit card but may charge you full payment at the time of checkout. Bookings cannot be made until

ICMS Travel receives your payment or credit card details. Room rates are in Australian Dollars and include the Australian Goods and Services Tax (GST).

The Summit Organiser can accept the following methods of payment:

### Cheque/Money Order/Bank Draft

Please make payable to:

#### ICMS Travel

Overseas delegates: Personal cheques will not be accepted and will be returned to sender. Company cheques will be accepted if issued from an Australian Bank.

### Electronic Funds Transfer (EFT)

If you wish to pay by EFT, please indicate on your accommodation form where specified. Should you select this option, documentation will be sent to you. This will allow the Summit Organiser to monitor the status of your payment.

### Credit Card

All major credit cards are accepted:

American Express, Diners Club, MasterCard and Visa.

## Change of Booking

Alterations to your accommodation booking will not be accepted over the telephone. Alterations must be in writing via:

Email: [registration@icms.com.au](mailto:registration@icms.com.au)  
Fax: +61 3 9682 0288  
Post: Redesigning Health 2009  
C/- ICMS Pty Ltd  
84 Queensbridge Street  
Southbank VIC 3006 Australia

Please note the Summit Organiser cannot accept new accommodation bookings or amendments to existing accommodation bookings after **Friday, 13 February 2009**. Accommodation amendments after **Friday, 13 February 2009** will need to be forwarded directly to the hotel.

## Cancellation of Booking

Cancellations must be advised in writing to the Registration Office. The accommodation deposit will be forfeited for all cancellations received after **Friday, 13 February 2009** or if the room is not occupied on the advised date of arrival. The relevant hotel cancellation policy terms and conditions will apply and the cost will be borne by the delegate.

## Brisbane - Your Host City

Brisbane is Australia's fastest growing city with an outdoor lifestyle unequalled in Australia. It is a thriving metropolis with an easy-going unhurried tempo, mouth-watering cuisine and fine local wines. Its recreational, cultural and sporting facilities offer visitors endless opportunities to enjoy the city's great climate.

The cultural heart of Brisbane is the Queensland Cultural Centre at the South Bank Precinct. Here you will find the Queensland Art Gallery, State Library and Queensland Museum.

Brisbane offers many cultural, sporting and recreational possibilities including parklands, walking and cycling paths, museums, art galleries, theatres, concert halls and sporting arenas – all the delights of a thriving modern city. From Brisbane you can also access a range of tourist resorts, theme parks, mountain ranges and pristine beaches.

Delegates can expect fine weather in March with average temperatures ranging from 16-26 degrees Celsius (61-79 degrees Fahrenheit).

### Venue - Brisbane Convention & Exhibition Centre

Cnr Merivale and Glenelg Streets  
South Bank QLD 4101  
[www.bcec.com.au](http://www.bcec.com.au)

The Brisbane Convention & Exhibition Centre is a world-class purpose-built venue renowned for its operational and service excellence. The Centre is located in a unique urban cultural and entertainment precinct in the heart of Brisbane.

Our impressive South Bank riverside location offers a vast array of entertainment and cultural opportunities. It is located only minutes away from the heart of the city which is easily accessed by all forms of public transport or a short stroll along Victoria Bridge or the Goodwill Bridge. The Bcec features 21 multi-functional meeting and event spaces over three levels, purpose-built to provide superb flexibility and versatility under one roof.

## General Information for Delegates

### How to get to the Summit Venue

The Brisbane Convention and Exhibition Centre's central city location is convenient for visitors with easy and direct access to an efficient citywide transport network of buses, trains, taxis and the river's high-speed regular catamaran service. The city to airport Air Train operates from the South Brisbane train station, adjacent to the Convention Centre.

The City's international and domestic airports are only a 20 minute taxi ride from the city centre and the Convention Centre.

**Airtrain** – Catch the Airtrain from South Brisbane station to Brisbane's international and domestic airports. Tickets are available for this service from the Client and Visitors Services Centre located in the Main Foyer.

**Bus Services** – South Bank is serviced by two bus stations: The Cultural Centre Station on Melbourne Street and the South Bank Busway Station corner of Colchester and Tribune Streets, South Bank. A free city loop bus service circles Brisbane's Central Business District including South Bank.

**CityCats** – A popular and speedy way to travel the river. The CityCat terminal is located outside the riverside restaurants on the riverside promenade. CityCats operate daily from 5.30am to 10.30pm.

**Taxi** – Taxi ranks are located outside the main entrance to the Convention Centre, at Mantra South Bank in Grey Street and at various locations throughout the precinct.

**Trains** – There are two train stations within a five minute walk of the Centre. South Bank Station accessed from Tribune Street and South Brisbane Railway Station adjacent to the Convention Centre in Grey Street.

### Disabled Facilities

If you require disability specific facilities, please notify the Summit Organiser by indicating on your registration form.

### Insurance

It is strongly recommended that delegates take out adequate travel and health insurance prior to commencement of travel. Further information can be obtained from your travel agent.

### Liability Disclaimer

In the event of industrial disruption or other unforeseen circumstances, the Summit Organisers accept no responsibility for loss of monies incurred by delegates. The Summit Organisers accept no liability for injuries/losses of whatever nature incurred by participants and/or accompanying person, nor for loss or damage to their luggage and/or personal belongings. Delegates should make their own arrangements with respect to personal insurance.

### No Smoking Policy

Delegates should be aware that smoking is banned in public buildings and many hotels and restaurants throughout Australia, including the Summit venue.

### Summit Organiser



ICMS Pty Ltd  
84 Queensbridge Street  
Southbank, VIC 3006 AUSTRALIA  
Phone: +61 3 9682 0244  
Fax: +61 3 9682 0288  
Email: [redesignhealth2009@icms.com.au](mailto:redesignhealth2009@icms.com.au)  
Website: [www.redesignhealth2009.org](http://www.redesignhealth2009.org)





## THE 5<sup>TH</sup> AUSTRALASIAN REDESIGNING HEALTH CARE SUMMIT

24 – 26 March 2009

Brisbane Convention & Exhibition Centre  
Brisbane, Australia

Register on-line at the Summit website: [www.redesignhealth2009.org](http://www.redesignhealth2009.org)

Or please complete and return this form, accompanied by your payment in Australian Dollars to:

ICMS Travel Trust  
84 Queensbridge Street  
Southbank VIC 3006  
Australia  
Phone: +61 3 9682 0244  
Fax: +61 3 9682 0288  
Email: [registration@icms.com.au](mailto:registration@icms.com.au)

Please note that this document is not a tax invoice. Tax invoices will be issued upon check out from your nominated hotel.

All Rates Quoted Are Inclusive of GST and are in Australian Dollars

### A. DELEGATE INFORMATION

(Please print in block letters)

Title (Prof/Dr/Mr/Ms/Mrs/Miss): \_\_\_\_\_

Given Name: \_\_\_\_\_

Family Name: \_\_\_\_\_

Company/Organisation (if applicable): \_\_\_\_\_

Position: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Country: \_\_\_\_\_

Phone Business: \_\_\_\_\_

Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Accompanying Person's Name: \_\_\_\_\_

Special Requirements (eg: wheelchair access/vegetarian): \_\_\_\_\_

### B. ACCOMMODATION RATES

Mantra South Bank			
Room Type	Deposit Required per room	Number of Nights	
Studio Apartment	\$242.00 per night		\$
One Bedroom Apartment	\$283.00 per night		\$
Two Bedroom Apartment	\$422.00 per night		\$

Riverside Hotel Southbank Brisbane			
Room Type	Deposit Required per room	Number of Nights	
Studio Apartment	\$170.00 per night		\$
One Bedroom Apartment	\$240.00 per night		\$

(N.B. Accommodation booking will not be accepted unless accompanied by a one night deposit per room)

<b>ACCOMMODATION DEPOSIT SUB TOTAL</b>	\$
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### C. ROOM REQUIREMENTS

Arrival Date \_\_\_\_\_ / \_\_\_\_\_ / 2009

Estimated time of arrival: \_\_\_\_\_

Departure Date \_\_\_\_\_ / \_\_\_\_\_ / 2009

\_\_\_\_\_ Number of Guests per room.

Please advise name of person/s sharing room:

I/We will require: (Tick  where applicable)

Non Smoking  Smoking

Where possible the hotel will endeavour to fulfil your request, however this is not guaranteed.

### D. PAYMENT DETAILS

#### Cheques:

Please make all cheques and bank drafts payable to:

ICMS Travel Trust

All payments MUST BE IN AUSTRALIAN DOLLARS (\$).

OR

#### Electronic Funds Transfer (EFT):

If you wish to pay via EFT, please indicate on your registration form where specified. Should you select this option, documentation will be sent to you. This will allow the Organiser to monitor the status of your payment.

OR

#### Credit Card:

Please note: If paying by credit card, your details will be passed onto the hotel as a guarantee. The hotel may not initially deduct payment from your credit card but may charge you full payment at the time of check-out.

Please note: The Summit Organisers cannot accept new accommodation bookings, or amendments to existing bookings after Friday, 13 February 2009.

Please charge my: (Tick  which applicable)

American Express  Diners Club  MasterCard  Visa

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Card Expiry Date: \_\_\_\_\_ / \_\_\_\_\_ (mm/yy)

(Must be provided to process payment)

Cardholder's Name (Please Print): \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_

### Cancellation and Refunds

Cancellations must be advised in writing to the Summit Organiser. The deposit will be forfeited for all cancellations received after **Friday, 13 February 2009** or if the room is not occupied on the advised date of arrival. The relevant hotel cancellation policy terms and conditions will apply and the cost will be borne by the delegate.