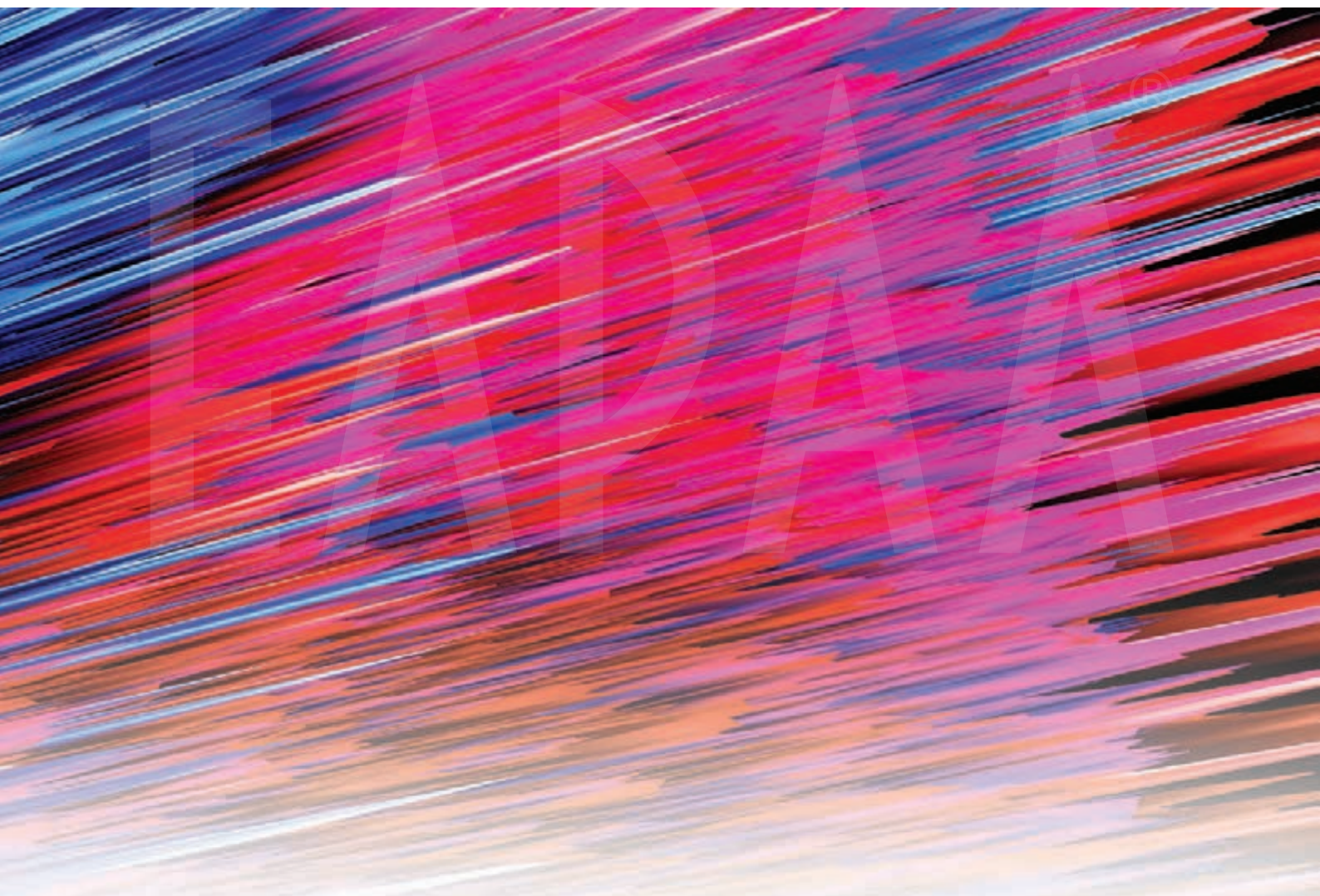




Employee Assistance Professional Association of Australasia Inc.

## 31st International Conference

Sydney Hilton Hotel ■ 30 - 31 October 2023



Sponsors



## General Information

### Conference Venue

**Sydney Hilton Hotel** | 488 George Street, Sydney - Level 2, Room 2

### Registration

Register online at

<https://margaretreid.eventsair.com/31st-eapaa-international-conference/registration>

### EAPAA Member Fees

	EARLYBIRD 30 Sept 2023	AFTER 30 Sept 2023
Full Registration	<b>\$1195</b>	<b>\$1295</b>
Monday Registration	<b>\$625</b>	<b>\$660</b>
Tuesday Registration	<b>\$625</b>	<b>\$660</b>

### Non-Member Fees

Full Registration	<b>\$1295</b>	<b>\$1395</b>
Monday Registration	<b>\$660</b>	<b>\$695</b>
Tuesday Registration	<b>\$660</b>	<b>\$695</b>

### Accommodation

1. **Sydney Hilton Hotel** - Book accommodation directly using link below  
<https://www.hilton.com/en/attend-my-event/sydhitw-gdyn10-29ba5338-bf54-47a8-8bb1-b51779d0e828/>
  - The Hilton Hotel is offering delegates 10% off online rates - use Code **GDYN10**
  - Credit card required to guarantee the booking + payment on arrival
  - Cancellation up to 24 hours prior to arrival
  - Bookings can also be made via phone **1300 455 866** - use Code **GDYN10**
2. **Meriton Suites Pitt Street** - Book via online registration or attached registration form  
 329 Pitt Street, Sydney - one block from Sydney Hilton

### Conference Cocktail Reception & Dinner

Monday 30 October 2023 | \$130 pp  
 Reception 6.00 - 7.00pm | The Wilmot Bar, Luke's Kitchen, Kimpton Margot Sydney  
 Dinner 7.00 - 9.00pm | Luke's Kitchen, Kimpton Margot Sydney, 339 Pitt Street, Sydney

### PD Points

Members are reminded that the Australian Psychological Society (APS) previously endorsed all conference professional papers for credit towards ongoing professional development and PD points for ongoing registration. APS no longer provides specific endorsement but we are assured that our high quality papers will once again meet this standard.

### Conference Organisers

**Margaret Reid Pty Limited** 2 / 88 Victoria Avenue, Chatswood NSW 2067 Australia  
**P** 612 9882 2688 | **E** eapaa.info@gmail.com | **W** eapaa.org.au

### 2023 Sponsors



## Preliminary Program Day 1 | Monday 30 October 2023

8.50am Conference opens

### 9.00am Using virtual reality to identify and rectify deficits in decision-making in stressed workers

**Dr Brad Wright** | Associate Professor, School of Psychology & Public Health, La Trobe University

Many workers report high levels of workplace stress, and the costs to the worker and employer are becoming apparent. What is less known, is how chronic stress can lead to cognitive impairments that may reduce a person's ability to stay focused, to make decisions and to remember. Declining performance in these areas may in turn cause more chronic workplace stress, burnout and / or negative effects including sub-clinical levels of anxiety and depression. For instance, research from his laboratory shows that jockeys when stressed have impairments in their decision-making. The magnitude of the impairment is substantial, and approximates the cognitive deficits observed between adults at 0.00 vs 0.08% BAC. These findings have been replicated in several larger samples of university students.

Recently, Dr Wright's team developed a virtual-reality cognitive tool (CONVIRT) that applies cognitive tests to workers in a simulated workplace. The CONVIRT tool assesses elements of visual processing speed, (measuring the speed of ocular movement towards stimuli), decision-making, working memory, and cognitive flexibility in an 8-minute test. Several measures of pupillometry are also gathered to provide a surrogate measure of autonomic arousal. Using 'baseline' (healthy) data, an algorithm helps determine whether employees are 'fit-for-work'. Recently, the CONVIRT tool also incorporated a stress-reduction module where participants choose 1 of 3 calm, immersive environments to be trained in metronomic breathing. The outcome of the project revealed that the stress-reduction module dramatically reduced levels of autonomic arousal.

### 10.00 Rethinking workplace mental health and wellbeing in the future of work

**Dr Sharon Ponniah** | Partner, Health Practice, PwC, National Mental Health Lead

This session will describe the macro trends impacting society, the economy and the future of workplaces and it will explore the changing needs and role of people and workplaces to better support mental health and wellbeing.

11.00 MORNING TEA

### 11.30 Emerging themes for First Nations employees in the workplace

**Jenni Walke** | Managing Director, Elephant in the Room Consulting

The experiences of First Nations employees in the workplace can be complex and diverse, influenced by a range of factors including geography, occupation, and cultural values. In this session, we will explore some of the common challenges that First Nations employees may encounter in the workplace and discuss strategies to address these issues. From cultural barriers and discrimination to limited access to resources and historical trauma, we will examine the various ways that employers can create a more inclusive and supportive work environment for their First Nations employees.

## Preliminary Program Day 1 | Monday 30 October 2023 *continued*

### 12.15pm Care for Mob: What do you need?

**Jai Ingram** | *Employee Engagement Manager, Indigenous Affairs, Rio Tinto*

In 2021, Rio Tinto commissioned an external expert review of workplace culture (Everyday Respect Report) to identify workplace challenges such as bullying, sexual harassment, racism and other forms of discrimination. The report aims to strengthen Rio Tinto's workplace culture and to fast-track changes to the experiences felt by Rio Tinto employees.

The absence of meaningful psychosocial and mental-health support for Indigenous employees was identified, and a recommendation for healing was made.

Rio Tinto's Indigenous Affairs Australia has reimagined how care and access to healing can be provided with and for Indigenous employees. A needs driven and one-size does **not** fit all philosophy was adopted, which led to **Care for Mob** being introduced.

12.45 LUNCH

### 1.45 Can mental health screening increase help-seeking for first responders?

**Dr Aimee Gayed** | *Postdoctoral Research Fellow, Workplace Mental Health, Black Dog Institute*

Mental health screening is the process of detecting individuals at risk of or currently experiencing a mental health condition and directing them to appropriate resources and treatment. In the workplace, mental health screening has the potential to reduce commonly reported barriers to seeking help, and link people with early intervention. Early detection of mental ill-health is associated with less intensive treatments and improved recovery. Screening of employee mental health is increasingly being applied in workplaces, including first responder agencies, however there have been limited studies conducted evaluating its efficacy. If mental health screening continues to be implemented in the workplace, it is important we conduct robust trials to understand the benefits of such tools. This presentation will discuss the results from a cluster randomised controlled trial (RCT) which has been conducted to determine whether receiving tailored feedback following mental health screening increases help-seeking for firefighters at 3-month follow-up compared to receiving generic feedback.

### 2.30 The role of the EAP provider in managing psychosocial risk

**Tatjana Jokic** | *Principal Consultant and Managing Director, JK Corporation Resources*

This presentation will look at the important role that EAP can play with assisting organisations manage psychosocial risks. It will go through and briefly outline what are the main risks that EAP can assist with, along with some tips on what to do and not to do when working in this space. EAP, as an organisational tool, can effectively work in with other strategies and workforce interventions and it is important for us all to understand how this works.

## Preliminary Program Day 1 | Monday 30 October 2023 *continued*

3.15pm AFTERNOON TEA

### 3.45 **PANEL DISCUSSION: Challenges and opportunities in the Employee Assistance field**

An interactive panel will discuss current and emerging trends in workplace mental health and wellbeing. Our panellists represent industry as well as clinical, customer and client perspectives within EAP.

**Celia Adamski** | *Customer Care Director, Assure Programs*

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**Julie Cressey** | *General Manager, Benestar (NZ)*

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**Kim Hamrosi** | *CEO, Corporate Mental Health Alliance Australia*

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**Marcela Slepica** | *Manager of Clinical Services, Access Programs*

5.00 Session closes

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### **Conference Cocktail Reception & Dinner**

6.00 - 7.00pm **Cocktail Reception** | The Wilmot Bar, Luke's Kitchen, Kimpton Margot Sydney

7.00 - 9.00pm **Dinner** | Luke's Kitchen, Kimpton Margot Sydney,  
339 Pitt Street, Sydney

## Preliminary Program Day 2 | Tuesday 31 October 2023

### 9.00am Raising the bar on safety and quality in mental health services

**Margaret Banks** | *Director, National Standards Program  
Australian Commission on Safety and Quality in Health Care*

Demand for mental health services continues to grow. Delivery of care is becoming more innovative and there is a need to ensure that safety and quality are built into changes to the models of care. Safety and quality standards provide a nationally consistent framework to ensure systems and processes are in use to protect patients, minimise risk and provide an assurance mechanism for the community.

This presentation will describe the national standards developed by the Australian Commission on Safety and Quality in Health Care to improve the safety and quality of mental health care, particularly for digital mental health services.

### 10.00 Lifestyle psychiatry and its place in supporting a mentally healthy workforce

**Riley Bartholomew** | *Exercise Psychologist, Guardian Exercise Rehabilitation*

The World Health Organisation has identified mental health disorders as being among the leading causes of ill-health and disability worldwide. The interdependent relationship between physical and mental health is becoming more widely acknowledged, and thus the role of lifestyle psychiatry in the management and treatment of psychological conditions is growing and is considered best-practice alongside pharma cotherapy and psychotherapy treatment.

Guardian Exercise Rehabilitation has been working in the field of lifestyle psychiatry for many years now. Our initial work in this space commenced with a research project in NSW which monitored the impact of early exercise intervention for emergency service personnel with a psychological workers compensation claim. This work has since expanded into similar projects in Victoria, ACT and South Australia, providing exercise interventions as a key part of patients' treatment plan as they recover from a primary or secondary psychological injury. Our findings, in line with research, suggest that the provision of an early intervention exercise / lifestyle program is associated with reduction of mental health symptoms, improved sleep quality and an increase in working hours. This work has led us to provide similar interventions as a proactive step to support workers in high-risk environments.

This presentation details the growing body of literature supporting Exercise and Lifestyle Psychiatry, and will demonstrate how each stakeholder can confidently implement best practice support structures with firsthand examples from the personal injury industry.

### 10.45 MORNING TEA

## Preliminary Program Day 2 | Tuesday 31 October 2023 *continued*

### 11.15 Putting people first: Organisational recovery in the aftermath of natural disasters

**Gerard Hoffman** | *Counsellor, Registered Social Worker, Organisational Wellbeing Consultant Benestar Group, Aotearoa, New Zealand*

Natural disasters such as floods, cyclones and earthquakes can have a devastating impact on communities, organisations and on the people who live and work in them. Drawing on crisis and trauma theory, this presentation focuses on the psychological needs of organisational leaders and their staff following these events. The presentation outlines practical and effective supportive responses that empower leaders to attend to the post disaster needs of staff - demonstrating care, restoring safety, reducing uncertainty and establishing normality and a sense of control.

Gerard will illustrate this using his experience being involved in postvention support of organisations after the 2016 magnitude 7.8 Kaikoura earthquake that led to significant building and infrastructure damage in Wellington and 2023 Cyclone Gabrielle that devastated large parts of New Zealand's North Island.

### 12.15pm Understanding and facilitating best practice within peer support programs

**Dr Ellie Lawrence-Wood** | *Phoenix Australia Centre for Posttraumatic Mental Health*

Peer support programs have been emerging as standard practice for supporting staff in industries where exposure to potentially traumatic events is high relative to the general population. Despite the lack of direct evidence relating to peer support programs, an emerging body of evidence shows that boosting and protecting social support can increase an individual's capacity to deal with a potentially traumatic event. Peer support represents one attempt to operationalise social support within organisational structures.

This presentation will describe a collaborative project between the Department of Environment, Land, Water and Planning (DELWP) and Phoenix Australia, and is designed to explain:

- (a) the application and relevance of current peer support guidelines in practice within the context of emergency services and disaster response agencies,
- (b) how peer support programs might operate within a multi-agency context,
- (c) the development and piloting of a self-assessment tool for organisations to assess their peer support program against best practice guidelines, and
- (d) the development and piloting of training and resources to support implementation of best practice within peer support programs of varying maturity levels.

Outcomes will be discussed in the context of applications within the emergency and disaster response sector and in other industries.

## Preliminary Program Day 2 | Tuesday 31 October 2023 *continued*

1.00 LUNCH

### 2.00 Young people and mental health in the workplace

**Karen Fletcher** | *National Clinical Manager, Vocational Services, headspace*

**Zoe Walsh** | *Clinical Coordinator, Vocational Services, headspace*

As a leader in youth mental health, headspace is in a unique position to understand the challenges and barriers young people experience in their journey for positive mental health and wellbeing, especially in the workplace. Research tells us that the benefits of work and study have direct impacts on mental health.

In this session we will unpack the vital role mental health providers have in supporting young people's unique needs in the workplace. We will explore the key role we can play in ensuring meaningful engagement with work and how important it is in a young person's development to support them to feel confident and capable. We will hear from young people who have received integrated mental health and vocational support and the positive outcome this has had on their lives.

### 2.45 The emergence of neurodiversity & supporting neurodivergent employees in the workplace

**Nicole Done** | *Chief Inclusion & Wellbeing Officer, Xceptional*

The session will cover:

- (a) neurodiversity employment stats

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- (b) current hiring trends

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- (c) current inclusive recruitment practises

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- (d) why EAP support can be challenging for neurodivergent employees

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- (e) common workplace adjustments

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- (f) sensory sensitivities and neurodivergent burnout

3.45 - 4.15pm **Conference close** / AFTERNOON TEA



## Program Speakers



**Dr Brad Wright**, *Assoc. Professor, School of Psychology & Public Health, La Trobe University*

With over 50 peer reviewed papers in the last 5 years, Dr Wright is regarded as one of the world's leading experts on occupational stress. He has researched the links between occupational stress (individual and organisational factors) and ensuing ill-health with numerous large organisations by focussing on pre-clinical indices of stress and ill-health (immune, cardiovascular and hormonal systems). More recently his research has included the use of a virtual-reality cognitive assessment tool 'CONVIRT' in several studies that assess the impact of work stress and concussion recovery, and this will be the focus of his presentation.



**Dr Sharon Ponniah**, *Partner, Health Practice, PwC, National Mental Health Lead*

Sharon is a Partner in PwC's health practice and is a public health and policy specialist. She has worked in both public and private sectors managing research, evaluation and population health programs at State and National level in Australia and New Zealand. She has held roles with the Ministry of Health New Zealand, worked for large Crown Entities and the George Institute for Global Health before entering consulting. With a PhD in public health, she is a published academic and continues to review NHMRC grants for public health and policy. Sharon's career has been driven by a passion to reduce inequity, increase

sustainability and impact social agendas. She has increasingly been supporting several public organisations and corporates to address mental health and wellbeing proactively, better understanding people's needs through career and life stages and the role of workplaces in supporting physical and mental wellness.

Sharon is part of PwC's Future of Work team, exploring the impacts of mental health and wellbeing from hybrid working. Sharon leads PwC's national mental health and wellbeing consulting practice. She helped Liz Broderick and the team at Champions of Change Coalition establish the first health group to drive gender equality across the industry and continues in this role as a Special Advisor, and Sharon is a Board Director for Lifeline Australia.



**Jenni Walke**, *Managing Director, Elephant in the Room Consulting*

Jenni is a proud First Nations Bundjalung woman, Founder of *Elephant in the Room Consulting*, and co-Founder of the *B Impact Collective*. Jenni has over 25 years' experience and expertise in leadership development, capability development, business strategy, coaching and facilitation. She works with businesses and leaders to develop strategies solving complex problems through new and innovative solutions.

Through her coaching and consulting programs, Jenni inspires leaders to gain clarity about their purpose and create businesses that positively impact the world. With a focus on First Nations engagement and strategy, her approach to business, and how she lives her life, is to do business better. Her mission is to help her clients using systems and processes in small businesses and engineering massive cultural change in large complex organisations. Jenni is a published author, accomplished MC and speaker, she works with clients in Australia, Singapore, Germany, the USA and Canada.

## Program Speakers

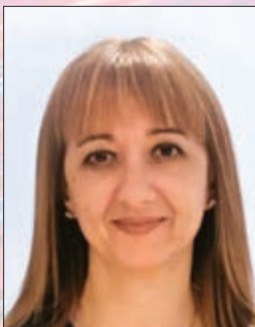
**Jai Ingram**, *Employee Engagement Manager, Indigenous Affairs, Rio Tinto*

*Bio unavailable at time of printing*



**Dr Aimee Gayed**, *Black Dog Institute, Postdoctoral Research Fellow and Workplace Mental Health, Black Dog Institute*

Dr Aimee Gayed is a registered psychologist with experience in research, professional education and clinical settings across mental health and criminological domains. Aimee has been with the Workplace Mental Health Research Team at the Black Dog Institute, UNSW since 2015. The primary focus of her research is developing and evaluating tailored training for managers, to help them better understand and support the mental health needs of the staff they supervise. She also leads research with employees in high-risk industries investigating the benefits of evidence-based workplace interventions designed to address psychosocial risk factors and promote mentally healthier workplaces.



**Tatjana Jokic**, *Principal Consultant and Managing Director, JK Corporation Resources*

Tatjana Jokic, is Managing Director at JK Corporate Resourcing and holds a BA (Psychology & Anthropology), Masters Applied Anthropology, and a Master of Arts (Psychology). She is a registered psychologist who currently works in corporate health facilitating return to work programs and rehabilitation. Tatjana has over 20 years' experience as a psychologist, working with individuals and organisations during this period to assist with workplace wellness, reducing the risk of psychological harm and in particular working with complex psychological claims within the health sector. Tatjana works with stakeholders to reduce the stigma attached to psychological claims and conditions, promoting the need to treat psychological safety the same as physical safety.

Tatjana is a member of the Standards Australia Committee on Occupational Health and Safety Management Systems which developed the standard for psychological health at work, and part of the working group on the International Standards Organisation which is developing a new standard for safe working in a pandemic. She sits on the NSW and Qld Councils for the Australian Rehabilitation Providers Association; the executive team for the Health Benefits of Good Work campaign along with various working groups focusing on mentally healthy workplaces. She belongs to the Australian Society of Rehabilitation Counsellors, the Career Development Association of Australia, the Employee Assistance Professionals Association of Australia and the International Association on Workplace Bullying & Harassment.

## Program Speakers



**Margaret Banks**, *BSc, Grad Dip (Physio), MHA, Grad Cert Management, Dip AICD, FACHM*  
*Director, National Standards Program, Australian Commission on Safety & Quality in Health Care*

Margaret Banks is National Standards Program Director with the Australian Commission on Safety and Quality in Health Care. Since July 2006 she has work with the Australian Government, states and territories, clinicians, consumers and other stakeholders to develop and implement two editions of the National Safety and Quality Health Service Standards and a program of systematic accreditation reform across the Australian health system.

Margaret is also responsible for a range of standards and accreditation programs, including for general practices, diagnostic imaging, pathology, digital mental health, cosmetic surgery, and primary and community care.

Prior to this appointment she worked with the Department of Health and Ageing, the Australian Health Workforce Advisory Committee and the NSW Health Department on matters relating to workforce. She has also worked as a physiotherapist for 9 years in both Australia and Papua New Guinea.



**Riley Bartholomew**, *Exercise Psychologist, Guardian Exercise Rehabilitation*

Over the past five years, Riley has worked with Guardian Exercise Rehabilitation as an exercise physiologist in the southern NSW / ACT and Tasmania delivering community-based treatment with a sharp focus in the mental injury space. With the overwhelming evidence base outlining the importance of exercise and healthy lifestyle as a tool for psychological injuries, Riley and his colleagues have been at the forefront when it comes to advocating for industry change and acceptance for including exercise and the core tenants of lifestyle psychiatry as a foundational focus throughout the entire recovery process of work-related psychological injuries. Riley continues to be a key figure in the training, implementation and delivery of evidence-based exercise programming to support a mentally healthy workplace and is currently undertaking a post-graduate degree in Health Economics.



**Gerard Hoffman**, *BCA, PGDip SW, Dip Youth Dev. Cert Supv, Cert Drug Alcohol Counsellor, Registered Social Worker, Organisational Wellbeing Consultant, Benestar Group, Aotearoa, New Zealand*

Gerard Hoffman is a highly experienced, self-employed counsellor, facilitator, clinical supervisor and wellbeing consultant. He has over 38 years experience which has included clinical work in child, youth and family mental health services, relationships counselling services, EAP services, family violence and sexual violence treatment and prevention. He has been in leadership and management roles within hospital / district health boards and university health and counselling services, including Associate Director of Student Counselling and Wellbeing Services at Victoria University of Wellington. He has extensive experience supporting groups and individuals who have experienced trauma as a result of the wide variety of natural disasters and tragedies that have befallen New Zealand including earthquakes, acts of violence and the recent cyclone Gabrielle.

## Program Speakers

### **Dr Ellie Lawrence-Wood**, *Phoenix Australia Centre for Posttraumatic Mental Health*

Ellie Lawrence-Wood is a Senior Research Fellow at Phoenix Australia Centre for Post-traumatic Mental Health, with subject matter expertise in the mental, physical and social health impacts of occupational stress and exposures in high-risk industries. She has more than 10 years' experience working with a range of government and non-government organisations to deliver projects aimed at understanding and responding to the health and wellbeing impacts of working within high-risk occupations.

### **Karen Fletcher**, *National Clinical Manager, Vocational Services, headspace*

Karen is the National Clinical Manager for Vocational Services at headspace. She is a social worker with over 20 years experience in the area of youth mental health. She believes in early intervention and worked directly with young people who were high risk and difficult to engage before moving into leadership. She led the development and implementation of a world first service that supports secondary schools impacted by suicide. Using her knowledge of young people's mental health she now works at headspace Vocational Services and is passionate about improving the lives of young people with mental ill health, through holistic support and advocacy.

### **Zoe Walsh**, *Clinical Coordinator, Vocational Services, headspace*

Zoe Walsh is the Clinical Coordinator for headspace Vocational Services and has a keen interest in the role that work and study support has in increasing positive outcomes for young people across the continuum of mental health. Coming from a Social Work perspective with senior experience as a Mental Health Clinician, she is passionate about clinically integrated vocational support that; increases understandings of the mental health impacts of career counselling, is trauma informed and incorporates knowledge of evidence-based approaches to specific presentations. Zoe is passionate about rural and remote access to services and the role that digital service delivery has to offer.



### **Nicole Done**, *Chief Inclusion & Wellbeing Officer, Xceptional*

Nicole is passionate about neurodiverse employment and focuses her energies on providing inclusive solutions. With over 20 years experience she understand the benefits, challenges and nuances of neuro-minorities and work across government, enterprise, SME and start-ups to provide context to an organisation's D & I program development, implementation and integration. Nicole's career started in special education then moved into adult education, where she established the award winning EDMed program at Ronald McDonald House. Early education consultancy work cemented her belief that change happens through knowledge and relationship building. People want to be inclusive but their fear of getting it wrong holds them back. Moving to the start-up world and joining Xceptional was a natural fit. As Chief Inclusion and Wellbeing Officer there she partnered with clients to facilitate inclusive HR functions, communication and workplace practises and transformed neurodivergent individuals' lives through employment and job coaching. She leads the team, having authored their online and face to face interactive training modules which have been showcased to over 10,000 participants.



EAPAA 31st International Conference ■ 30 - 31 October 2023 ■ Sydney Hilton Hotel

## Registration Form

**Register online:** <https://margaretreid.eventsair.com/31st-eapaa-international-conference/registration>

Alternatively complete & scan form & email to [eapaa.info@gmail.com](mailto:eapaa.info@gmail.com) Please retain a copy of this form for your records.

### Delegate Details

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

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

Organisation: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

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

How did you hear about the Conference? (Please tick appropriate box)

EAPAA website  via EAPAA office email  via Provider newsletter/email OTHER: \_\_\_\_\_

### A. Registration Fees

EAPAA Member	EARLYBIRD: BEFORE 30 SEPT 2023	AFTER 30 SEPT 2023	AMOUNT
Full Registration	\$1195	\$1295	\$
Monday Registration	\$625	\$660	\$
Tuesday Registration	\$625	\$660	\$
<b>Non-Member</b>			
Full Registration	\$1295	\$1395	\$
Monday Registration	\$660	\$695	\$
Tuesday Registration	\$660	\$695	\$

### B. Cocktail Reception & Conference Dinner

Monday 30 October 2023 | 6.00 - 9.00pm | \$130pp  No. of tickets

The Wilmot Bar, Luke's Kitchen, Kimpton Margot Sydney, 339 Pitt St, Sydney

Registration Sub Total A. \$

Reception/Dinner Total B. \$

**C. Accommodation**  Studio \$235/night  1 Bedroom \$255/night

Meriton Suites 329 Pitt St, Sydney Date in / / Date out / /

Accommodation Total C. \$

**GRAND TOTAL \$**

**Special Requirements** Please note any health requirements, physical disabilities, diet etc

### Payment Details Payment must accompany registration form. Choose from payment methods below

**A. ELECTRONIC FUNDS TRANSFER** Bank: WESTPAC | Account Name: EAPAA | BSB: 032 197 | Account Number: 186 043

**B. PLEASE INVOICE ME**

**C. CREDIT CARD** If paying by credit card, a 1.5% merchant fee is applicable. ABN 39 566 141 406

MASTERCARD  VISA EXPIRY DATE: \_\_\_\_ / \_\_\_\_ Without EXPIRY DATE, transaction cannot be validated

CARD No.

**Cancellations** must be made in writing and sent to the conference organiser. Refunds for the registration fee less \$125 will be returned if cancellation is made before **14 Sept 2023**. No refunds will be forwarded after that date, however a substitute delegate will be acceptable.

Name as is on card: \_\_\_\_\_

Authorising Signature: \_\_\_\_\_

If paying by Electronic Funds Transfer or Credit Card, scan & email form to [eapaa.info@gmail.com](mailto:eapaa.info@gmail.com)