



Meals on Wheels Australia 2020 National Conference

2020, a vision for the future



CONFERENCE REGISTRATION

**Country Club, Launceston
19 – 21 February 2020**



ABOUT THE CONFERENCE

The Meals on Wheels Australia 2020 National Conference has been repositioned by bringing together the National and the previous State Conferences. The National Conference will be the key event in the Meals on Wheels calendar for volunteer leaders to come together to ensure they are kept informed through interactions and conversations that focus on the significant opportunities and issues facing Meals on Wheels and volunteers.

The advantage of the National Conference being held in February 2020 will provide an exceptional opportunity for Government to engage with leaders of Meals on Wheels providers across Australia on the impact of home care reforms and potential policy changes that are on the horizon.

The decision of Launceston, Tasmania as the location of the conference was to provide delegates the opportunity to stay on pre or post the conference and enjoy more of what Tasmania has to offer.

This three-day program will provide a wealth of strategic information so ensure your attendance and register early. Why not also plan to stay a little longer and enjoy Tasmania!

YOU ARE INVITED



Sharyn Broer
President,
Meals on Wheels Australia

Meals on Wheels services are united in our mission to nourish, care and strengthen our communities. We are committed to flourishing in every Australian community, successfully adapting to the volatile, uncertain, complex and ambiguous world in which we operate.

Our biennial conference is a priceless forum where we meet, share stories and valuable advice, strengthening our capabilities and networks. It provides an opportunity to work together on local, state and national strategy, innovative service models and prepare for potential community care reform.

The timing of the 2020 national conference is significant as it is expected to coincide with key government policy initiatives. In particular, we will learn about and contribute to shaping the direction of the Commonwealth Home Support Programme in 2020-22 and beyond, and assess opportunities and challenges arising from the National Disability Insurance Scheme.

The conference program is a menu of not-to-be-missed inspiring, strategic, practical, interactive and educational sessions in a range of formats. Themes include volunteer engagement, business model development, wellness and reablement, technological innovation, nutrition, food safety, and resilience.

Our social program provides a chance to experience the food and wine culture of Launceston while staying in the beautiful bushland setting of the Country Club. And if you haven't experienced the history and culture of Launceston and Tasmania, why not plan to extend your stay?

There has never been a better or more important time to join your Meals on Wheels colleagues in Launceston, in February 2020. I look forward to seeing you there!

Sharyn Broer
President, Meals on Wheels Australia

THE DESTINATION



Launceston is the largest city in the Northern Region and is located on the Tamar River. It is a vibrant hub for food, wine and culture with friendly locals. It offers a wide array of arts and crafts and is rich with history and holds a touch of wilderness.

Nearby attractions: Cataract Gorge
Harvest Farmers Market
James Boag & Son Brewery
Woolmer's Estate
Tamar River Cruises
Tamar Valley Vineyards
Bridestowe Lavender Farm
Josef Chromy Winery

No matter whether you just spend additional time in Launceston or drive around the island, you'll be delighted by what you'll find and surprised at how much bigger Tasmania is on the inside.

Thinking of extending your stay? There is an exciting new Tourism Northern Tasmania website which provides the opportunity to build your own itinerary.

Tourism Northern Tasmania: <https://northerntasmania.com.au/>
For information on the greater Tasmania: <https://northerntasmania.com.au/>

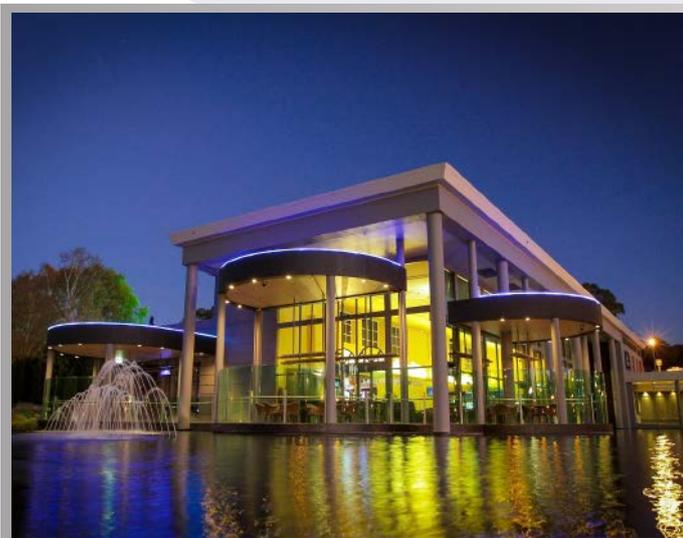
THE VENUE

The Meals on Wheels National Conference will be held at the beautiful Launceston Country Club. The venue is located just 9 kilometres from the CBD and is a true country club in every sense. Nestled amongst 300 acres of parkland, lakes and rolling hills abundant with wildlife and tranquillity. It will provide delegates an exceptional Tasmanian experience.

The Country Club was chosen as it offers excellent conference services and exceptional facilities for delegates to enjoy: international standard 18-hole golf course with driving range, boutique casino, health club with spa and sauna, heated indoor swimming pool, tennis courts, squash, horse riding and many walking trails.

The Country Club also has 5 restaurants and 4 bars that showcase the very best in Tasmanian produce. There is also a range of onsite accommodation from hotel rooms to apartment style offering a great opportunity for shared arrangements. See accommodation details.

Special rates have been secured for delegates and should be booked when you register.



CONFERENCE HIGHLIGHTS

Informative and Educational Workshops

The workshops will form an important element of the three-day conference program. The workshops will be held on Thursday afternoon and Friday morning. All workshops will be highly informative with dynamic presenters providing delegates a wealth of knowledge. One of the exciting and well known keynote presenters will continue into a workshop that will be interactive and highly entertaining.

As workshops will be repeated delegates will have the opportunity to choose two workshops and will be able to provide details on preferred workshops as part of the registration process. You will of course be able to confirm your choice at the conference, but these initial details will ensure that the workshop rooms have the capacity to provide delegates with their preferred choice.

Trade Exhibition

The format for the 2020 National Conference will be slightly different than in the past to ensure we build on opportunities for exhibitors and delegates to discuss business and also mingle during social events.

The Trade Exhibition will provide an exciting aspect to the conference and now with the amalgamation of the State and National Conferences this will be even more so. The National Conference will be the only platform where you can interact with suppliers to develop new business opportunities or develop relationships with your current suppliers. Please ensure you take the time to meet with all exhibitors to learn how they can assist your service.

Welcome Dinner – Josef Chromy Winery

**Wednesday 19 February
6:00pm – 8:00pm
(included)**



The Welcome Dinner and return transfers is included as part of your full Conference Registration.

This will be a casual dinner held at the Josef Chromy Estate and delegates will enjoy one of Launceston 'Best Kept Secrets' set amongst manicured gardens while experiencing fine wines and local foods.

This will be a wonderful opportunity to network with your colleagues and mix with exhibitors. Additional tickets can be purchased for partners as part of registration. Dress is smart casual.

Conference Dinner

**Country Club (\$130 per person)
Thursday 20 February | 6:30pm – 11:30pm**

The conference dinner is an optional choice and you can book your ticket as part of the registration process. The dinner will be held at the beautiful Country Club set in the tranquil surrounds of the country estate. Pre-dinner drinks will be held in the Trade Exhibition prior to seating for dinner to allow time to socialise and enjoy the company of our sponsors and exhibitors. The night will be relaxed and full of fun with some surprise entertainment. The wonderful sounds of the music from the band 'Candy Feet' will carry you through the night till you dance your feet off! Dress code for the evening will be smart dress for both the ladies and men.

Kitchen Tour

**Launceston General Hospital Kitchen
(\$28 per person)
Friday 21 February | Depart 7:00am return by 8:30am**

This tour will start off early on Friday morning. The Club restaurant will be open so you can enjoy breakfast before you depart. The tour will encompass the inner workings of the Hospital Kitchen and include a fully guided tour through the kitchen while in operation. The tour will be in 2 groups and a refreshing morning tea will be provided.

Please note that tickets for the Kitchen Tour are limited and there is a minimal cost to attend which covers the transfer. Tickets can be booked during the registration process.



Mona Museum



Josef Chromy Estate

Pre and Post Tours

The local tours will be held on both Wednesday morning for those who may arrive early and then again on Friday afternoon after the conference for those who will stay on. A great chance to enjoy a taste of what Launceston has to offer. Tours can only go ahead based on minimum numbers.

The Half Day Tour includes morning or afternoon tea at Cataract Gorge - \$75 per person

Wednesday 19 February: Departs 9:00am returns 11:30am

Friday 21 February: Departs 2:30pm returns 5:00pm

The tour will depart from the Country Club and will start with a little local history while you travel in and around the CBD that will include Launceston City Park, Macaque Monkeys, Historic streetscape features and Seaport. You will then head on to Cataract Gorge Reserve, known locally as the 'Gorge' which is a unique natural formation - a rare natural phenomenon in any city.

You will start your time at the Gorge with refreshments at the tea rooms where you can enjoy tea and scones. From there you have time to experience the world's longest single span chairlift (at own cost) or check out the suspension bridge that links the two sides of the Gorge with panoramic lookouts and spectacular views. Plenty of native wildlife such as spectacular peacocks will add to your experience. You will then depart the Gorge and be transferred back to the Country Club.

Friday 21 February: HOBART 2 DAY TOUR PACKAGE

Single Package: \$720 per person | Twin Share Package: \$480 per person

(optional additional tour to Mona Art Museum - \$55 per person)

Package includes:

- Coach transport
 - 2 nights' accommodation
 - Full daily breakfast
 - Friday night dinner
 - Saturday afternoon tour
- *Also, a tour of the new Dementia Village may be included should it be open in time.

Package must be booked during the registration process, seats are limited and tour can only go ahead based on minimum numbers.

This tour is for those who would love to see a little more of Tasmania but in a group experience. The tour will depart the Country Club at 2:45pm. You will coach your way on to Hobart with a quick stop on the way. On arrival at your hotel 'the Old Woolstore Apartment Hotel you will have time to check in and freshen up before a light dinner in their cosy Stockman's Restaurant.

On Saturday start your day with a hearty breakfast before meeting with your tour leader for a short walk to the Salamanca Markets where you will have time to wander through the many stalls of local arts, crafts and merchandise. After lunch meet up again with your tour leader and coach driver to enjoy a half day city sights tour including Mount Wellington.

Please note that should the Dementia Village be at a suitable stage where you can experience a tour then this will be included at no additional cost. The tour will return to the Old Woolstore where the rest of the day will be at your leisure.

For those that have late flights out or are planning to stay an additional night then an optional tour and cost is a visit to the famous Mona Art Museum. Please note that should you have a late afternoon flight then arrangements have been made for you to store your luggage until you return.

On Sunday after breakfast you will meet your tour leader near the reception at your hotel. You will then be guided on a short walk around the Hobart waterfront to catch a high speed ferry for a 30 minute ride to Berriedale Peninsula where you will visit the Mona Art Museum - 'The Museum of Old and New Art' - Mona is Australia's largest private museum and one of the most controversial private collections of modern art and antiquities in the world. The collection includes everything from ancient Egyptian mummies to some of the world's most infamous and thought-provoking contemporary art. With around 300 art works on display, the collection takes up three floors within a subterranean architectural masterpiece and is guaranteed to impress.

You will have the afternoon to enjoy your time at the Mona Museum and make your own way back by ferry, which departs every half hour.

TRANSPORT

Shuttle Service & Airport Transfers

The Country Club is 15 Kilometres or just 14 minutes' drive, from the Airport and there are several transport options available.

A shuttle bus operates between the airport and Launceston Hotels including the Country Club. The Country Club is the first stop/drop off location.

Adult fares are \$15pp each way. Group prices are available upon request.

The contact number is 0437 131 008 or you can visit the website:

<https://www.launcestonairport.com.au/parking-transport/transport/taxis-shuttles>

There are of course taxis available at the airport, with the approximate cost from airport to Country Club being \$35-\$38.

Launceston also has Uber. Uber is a location-based app that makes hiring an on-demand private driver easy.

Uber is a convenient, inexpensive and safe taxi service.

The approximate cost from airport to Country Club is \$25-\$34.



Venue Onsite Parking

There is ample free parking at the Country Club and a free Valet service for in-house guests. The Villas have a dedicated parking spot and an additional free car park on-site.

CONFERENCE REGISTRATION

Country Club Foyer
Wednesday 19 February, 12:30pm – 1:00pm

The Registration Desk will be located at the entrance to the Country Club, so easily visible on your arrival.

We do appreciate that you collect your name tag and conference satchel prior to heading into the Trade Exhibition where a light lunch is provided for delegates.

The conference will commence at 1.30pm sharp so please make your way upstairs to the ballroom to be seated prior to this time. The DCI team are always available to answer any queries so if you do need assistance during the conference you will find them at the registration desk located outside the main plenary session room.

KEYNOTE SPEAKERS



Saroo Brierely
Author of 'A Long
Way Home'
- an Inspirational
Story of Hope

Michael Goldsworthy
Managing Director,
Australian
Strategic
Services



'An exciting program has been prepared that includes well known keynote speakers as well as innovative speakers who cover topics to interest and educate all delegates'

Pier Liné
Director General,
Santropol Roulant
Canada



Robyn Moore
Re-Engage;
Re-Create;
Re-Fresh;
Re-Discover



Ngaire Hobbins
Educator on nutrition,
ageing and brain health



Lucy O'Flaherty
CEO, Glenview
Community
Services



Michael Fine – Honorary Professor,
Macquarie University

Conference Program

Wednesday 19 February

9:00am-11:30am	Post Tour 1: Half Day local sights tour (additional cost – tickets must be pre booked)
12.30pm	Delegate Registration – Trade Exhibition Open
12.30pm	<u>Light lunch provided in the Trade Exhibition</u>
1:30pm	Conference Opening by MC / Welcome to Country by Emarra Gower
1:40pm	Conference Welcome: Sharyn Broer, MoWA President
1:50pm	Official Opening Address: Mayor Wayne Johnston, Meander Valley Council
2:00pm	International Speaker: Community Engagement at Santropol Roulant - Pier Linè, Director General, Santropol Roulant <i>Santropol Roulant from Montreal, Canada is an intergenerational community that grows food security and social inclusion. It started 24 years ago as a grassroots meals-on-wheels service founded and led by young people. While still delivering daily meals to people with a loss of autonomy, it now includes an urban farm, a peri-urban farm, a community bike-shop, several markets, and dozens of other programs. The organisation owes most of its success to its human capital. 2000 volunteers are engaged with Santropol Roulant and Pier will share during his presentation the community engagement model that makes Santropol Roulant special.</i>
2:50pm	Sponsor Presentation
3:00pm	<u>Afternoon tea held in the Trade Exhibition</u>
3:30pm	'Topic and Speaker to be advised'
4:15pm	Direct access to aged care support at home: A 'Primary Care' approach to basic support services: Michael Fine, Honorary Professor, Macquarie University <i>Well before the Royal Commission, the Aged Care Roadmap set out a blueprint for aged care in Australia which would see the integration of the CHSP and HCP. As has already occurred with waiting lists, this approach will increase costs significantly while reducing rather than enhancing consumer choice. It would also be likely to lead to a significant loss of social capital across Australia as valuable services provided and managed by volunteers cease operation. Based on recent Australian and International research, Michael will discuss the policy options and outline a practical and viable alternative strategy based on an open and accessible national system of integrated primary aged care services.</i>
5.45pm-8.00pm	<u>Welcome Dinner at Josef Chromy Winery</u> Coaches will depart the Country Club at 5.30pm sharp and return at 8.00pm

Thursday 20 February

8.00am	Day Delegate Registration
8.30am	Welcome: Conference MC
8.35am	The importance of food safety: Paul Maggs, of Food Safety ACTS, Food Safety Auditor, Department of Health
9.30am	Meals on Wheels - Transforming your organisation, re-engineering your service/business model: Michael Goldsworthy – Australian Strategic Services <i>More than a meal...the history of Meals on Wheels organisations throughout Australia clearly demonstrates an enviable track record of direct service and social support to people who live at home and are either aged, disabled, living with chronic health issues, disadvantaged or similar such challenges. As Commonwealth Government reforms and policies force aged care, health care, disability and related organisations to transition from the government funded welfare approach to a customer-driven competitive marketplace, the Boards/Committees and leaders of Meals on Wheels are faced with three strategic questions:</i>

- How do we ensure that current and future clients can continue to access high quality meals and support?
- How do we ensure that our organisation is financially sustainable and profitable, able to fund our future, and fund the unfundables?
- How do we continue to contribute to the community, economic and regional development of our community or region?

Join Michael for an educative and practical presentation focused on transforming your organisation, re-engineering its service/business model and reinventing the culture.

10.30am

Morning Tea provided in the Trade Exhibition

11.00am

Aged Care Reform: Speaker to be advised

11.30am

Keynote: A story of loss, determination, resilience and discovery: Saroo Brierely

This motivational talk and keynote presentation is about Saroo's incredible life story that has moved audiences all over the world. Saroo continues to motivate people from his book 'A Long Way Home' to the motion picture movie, Lion. His enthralling and engaging presentation will leave you feeling inspired.

12.30pm

Lunch held in the Trade Exhibition

1.30pm

Dementia Management – service delivery as an aged care provider: Lucy O'Flaherty, CEO Glenview Community Services

With dementia reigning as the leading cause of death for women in Australia and the second for all populations the way in which we provide care, and who provides care is changing. Lucy O'flaherty will outline the dementia strategy for Glenview and how this is translated to practice through Korongee, Australia's first village for people living with dementia. She will also outline some of the many strategies and technologies available to support people stay in their own homes, including care options across both aged and disability care. Take away some ideas about how you might support those around you living with dementia, or how to reduce your risks!

2.15pm

State Innovation: Leading edge innovations will be presented by a selection of Meals on Wheels Services

3:00pm

Afternoon tea held in the Trade Exhibition

3:30pm-4:30pm

Workshop 1- The Future for older people relies on food: the vital place of Meals on Wheels

Ngairé Hobbins – Educator on nutrition, ageing and brain health, aged care

In the workshops Ngairé will provide insight into the unique nutrition needs of older people and offer guidance on the vital place of home delivered meals in keeping people well enough to enjoy the futures they hope for. Based on that understanding, participants will work with Ngairé to identify and to develop new ways to maximise the benefits of Meals on Wheels for clients and for the organisation.

Workshop 2- Technology / CareApp

Allison Nikula – Founder, CareApp Group

Delighting in data. The ability to make effective decisions & demonstrate outcomes is crucial to an organisation's survival in today's tumultuous business environment. Businesses can no longer rely on observation, informed guesswork or anecdotal evidence. Data provides the insights that help you answer your key business questions. In fact, the MIT Centre for Digital Business that shows businesses using data-based decision-making were found to have 4% higher productivity & 6% more profit on average. This workshop will explore in a practical way how to harness data and turn it into a powerful business tool for Meals on Wheels Services.

Workshop 3 - Making Wellness and Reablement real for you and your clients.

Ally Smith – Sector Development Office, Tascoss

Wellness and Reablement are the new 'buzz words' in Aged Care. But what do they mean for the work you do and how does this help your clients? In this hands-on workshop you will explore how to move from the concepts of Wellness and Reablement to everyday language as well as ways to incorporate Wellness and Reablement strategies into practice.

Workshop 4: NDIS

National Disability Services (NDS) is Australia's peak body for non-government disability service organisations, representing over 1000 non-government service providers.

The workshop will assist Meals on Wheels groups to provide services to eligible clients that are on a NDIS package and answer any questions they may have.

Thursday 20 February

4:35pm-5:00pm

State meetings: Opportunity for delegates to discuss state-specific matters

6.30pm

Pre-dinner drinks in the Trade Exhibition

7:00pm-11:00pm

Conference Dinner to be held at the Country Club (Smart Dress)

Friday 21 February

7:00am-8:30am

Hospital Kitchen Tour (additional cost - tickets must be pre booked)

8:30am

Day Delegate Registration

9:00am

Welcome: Conference MC

9:05am

Keynote: The Power of the Word – Creating 2020 Vision for the Future: Robyn Moore, Beyond Informed to Transformed

Re-ENGAGE everyone with their whole LIFE! Their Vocation, Volunteering, Purpose, Family, Relationships, Community, Themselves!

Re-MIND all about "what really mattered before the circumstances changed everything", so we access Possibility, Optimism and Satisfaction again.

Re-CREATE attitudes and behaviour. Seize personal responsibility and self-determination. The bi-products are Leadership, Integrity, Authenticity and inclusive Workplace Cultures.

Re-FRESH our Vision, Values and Goals for "Meals on Wheels".

Re-DISCOVER Passion, Contribution, Energy, Productivity, Laughter, Well-Being and Work-Home Balance.

10.00am

MoWA Lobbying – Beyond 2022: Sharyn Broer & Chris Watt, MoWA Board

10.30am

Morning Tea provided in the Trade Exhibition

11:00m-12:00pm

Workshop 1 - 3: Repeated as Thursday afternoon

Workshop 4: Beyond informed to transformed – human BEINGS vs human REACTIONS- Robyn Moore

In this Workshop you will get to tease out the Keynote distinctions in an interactive and highly entertaining workshop situation. There will be HUGE benefits from this inquiry like:

- Listening skills will be heightened and the costs of "no listening" revealed.*
- The huge costs of selling-out on Values and Behaviours will be clearly revealed. You will access choices that give YOU back to YOURSELF and back to all the things that matter within "Meals on Wheels".*
- Plot the "roller-coaster ride" in Community Services and see where to take action in inventing the future...and CELEBRATE what has been accomplished so far.*
- Learn how to resolve any "breakdown in communication" and have the freedom to choose who YOU are going to BE in the face of the circumstances.*
- The simplicity of "Authorship" and "Living with Urgency before the Emergency" will become very accessible, opening up new possibilities around "Community Connection".*
- Find the confidence to "declare" the FUTURE YOU want for "Meals on Wheels"...and BE the source of that transformation.*

12.00pm

Lunch held in the Trade Exhibition

1.00pm

ACT! – A collaborative toolkit for Emergency Services and Home Support - Louise Sutcliffe, Project Officer, Meals on Wheels NSW & Senior Firefighter Melanie Rebane, Community Safety Coordinator, Community Engagement Unit, Fire and Rescue NSW.

ACT! brings key emergency and Meals on Wheels services together to strengthen the emergency preparedness of vulnerable older community members. A toolkit and resources have been developed and piloted in six sites across NSW (covering coastal, inland, regional and city areas), focussing on an all hazards approach.

Our project empowers older people to make decisions about preparing for emergencies by building on their knowledge of local risks, talking about emergency preparedness, providing practical information and linking in appropriate supports, when required. It also provides online training resources for Meals on Wheels and other community support services to use when implementing the toolkit.

Friday 21 February

1.40pm	Conference close & summary: Sharyn Broer, Meals on Wheels Australian President
2.00pm	Conference concludes
2:30pm	Post Tour 1: Half Day local sights tour (additional cost – tickets must be pre booked)
	Post Tour 2: 2-day tour to Hobart

REGISTRATION FEES & ENTITLEMENTS

Registrations can only be made through the Conference Secretariat.
You can register online at www.mealsonwheels.org.au

Alternatively, you may download the Registration Form available on the website, complete and return by email to the Conference Secretariat - kerrie@destinationconference.com.au. Separate registrations must be made for individual delegates.

PAYMENT DETAILS

Payment for Conference Registrations can be made by either EFT or credit card (credit card fees apply). Payment for accommodation can be prepaid with your registration payment OR take the option to provide credit card details to guarantee your booking and make full payment on the day of check out. You will have the option when you register to choose your preferred payment method.

Registrations received on or before 30 NOVEMBER 2019 will be eligible to receive the Early Bird discount rate. Registrations received from 1 DECEMBER 2019 will be at the full Registration rate. Delegates must be a Meals on Wheels member to receive the discounted rates.

	Early Bird (ends 30 Nov 2019)	Full Rate (from 1 Dec 2019)
Early Bird Full Registration (member)	\$560	\$660
Early Bird Full Registration (non-member)	\$730	\$830
Half Day Delegate Registration - Wednesday (includes welcome dinner)	\$390	\$415
Day Delegate Registration - Thursday	\$370	\$395
Half Day Delegate Registration - Friday	\$300	\$325
Welcome Dinner Ticket (additional partner)	\$95	\$95
Conference Dinner Ticket (optional & additional cost)	\$130	\$130

Registration Cancellation Policy

- All cancellations of attendance must be advised in writing to the Conference Secretariat.
- A full refund can be made for cancellations made on or before 31 December 2019 (less an administration fee of \$75)
- For any cancellations made on or after 1 January 2020 50% refund will be possible
- From 1 February 2020 no refund will be possible
- Substitutions will be accepted until 1 February 2020

ACCOMMODATION:

The Country Club offers a range of accommodation from hotel rooms through to self-contained villa apartments that will suit all delegate requirements and budgets. All room types include daily breakfast and pricing is based on a per room, per night rate.



These offer a private aspect with a wilderness or courtyard view.

\$169 per night / single
\$193 per night / double-twin share



Open plan rooms that offer combined living and working space.

\$179 per night / single
\$203 per night / double-twin share



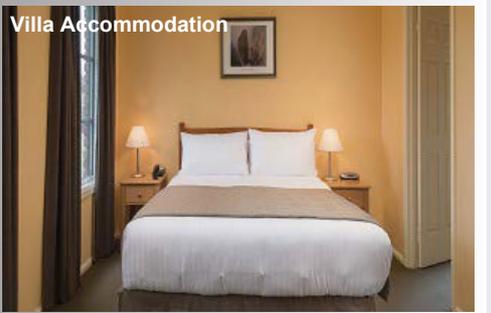
Featuring a spacious room with separate living and bedroom quarters, guest powder room, and private balcony.

\$245 per night / single
\$270 per night / double-twin share

The Villas are located a short distance from the Resort (2 min drive). There is a complimentary shuttle bus that runs regularly between the Country Club and Villas. There will be additional transfers provided during the conference to ensure all delegates are at the Country Club in time for sessions.

The Villas offer spacious self-contained facilities which feature separate bedroom and living rooms and fully equipped kitchenette. These offer the flexibility of shared accommodation arrangements.

1 bedroom Villa - \$124 per night / single
\$148 per night / double-twin share
2 bedroom Villa - \$184 per night / twin share
3 bedroom Villa - \$230 per night / triple share



Accommodation Cancellation Policy

Please be aware that fees may apply for accommodation cancellations and the Conference Secretariat will advise based on the time of the cancellation. However, no refund is possible from 17 January 2020.

Privacy Act

When you complete your Registration for the Meals on Wheels Australia 2020 National Conference, your details will be recorded on a database which will be used for Conference administration purposes only. Information provided during your Registration may be made available on request to sponsors of the Conference. If you do not wish to have your details passed on to sponsors, please indicate this to the Secretariat. If you include details of any other person in your registration, we encourage you to inform them of the above. Photographs taken during the conference and associated activities may be used for marketing purposes. Please advise the Conference Secretariat before the Conference if you do not want your photo taken for this reason. Disclaimer Participation is acknowledgement that no blame, liability or responsibility can be attributed to the Conference Committee or DCI staff or agents for any loss, damage or injury resulting from failure to carry out any undertakings or provision or from substitution of any undertaking or provision.

Insurance

Registration of the conference does not include personal insurance of any kind. It is strongly recommended that delegates take out their own travel and medical insurance prior to attending the Conference. The policy should include loss of fees/deposit through cancellation of your participation, medical expenses, loss or damage to personal property and any other additional expenses.

DCI are a registered agent with SURESAVE and can provide a preliminary quote for attending delegates.



Address:
 Country Club Avenue
 Prospect Vale
 Launceston Tasmania 7250



SPONSORS



EXHIBITORS

