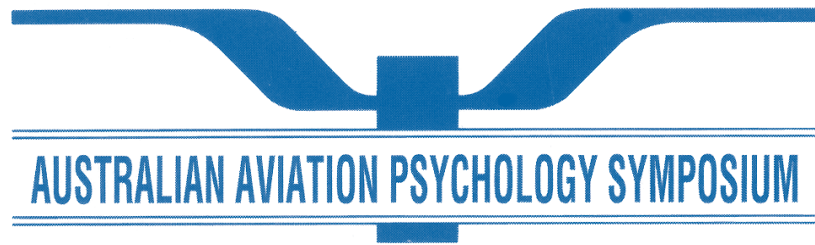
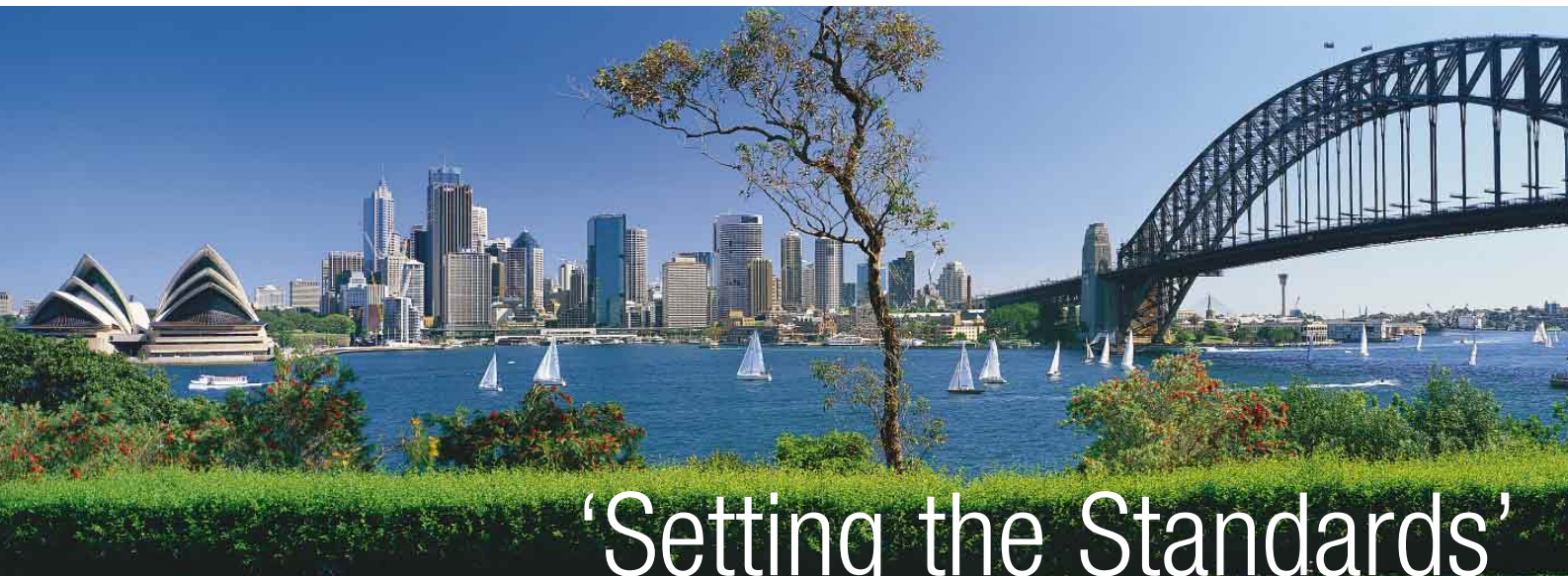


THE SIXTH INTERNATIONAL



Including One-Day Parallel Workshops on Healthcare & Rail Safety

Sydney Convention Centre, Darling Harbour, Australia, 1–5 December 2003



# 'Setting the Standards'

A Workshop-Based International Symposium



CIVIL AVIATION  
SAFETY AUTHORITY  
AUSTRALIA



StateRail



**ADDITIONAL FEE OF:**

<b>AAvPA Members &amp; Students</b>	<b>AU\$132</b>
<b>Non-Members</b>	<b>AU\$165</b>

These pre-conference Seminars will be oriented towards delegates who wish to build on a basic knowledge of, or interest in, a particular area of applied aviation psychology, allowing participants to learn from industry experts and acquire specific skills. Your day includes morning & afternoon tea and sandwich lunch. Please indicate your interest on the Registration Form on the back of this brochure.

## Invitation

The Australian Aviation Psychology Association (AAvPA) Committee extends a warm invitation for you to join us at the Sixth International Australian Aviation Psychology Symposium. It will be a forward-looking forum in which new strategies for the contributions of psychology and human factors to the safe and effective functioning of aviation organisations and systems will be proposed, debated and developed,

with the focus being pertinent to both civil and military operations.

The 2003 conference theme of 'Setting the Standards' is intended to broadly encompass international developments in methodologies, benchmarks and standards for practical application within all parts of the industry. It is recognised that the academic, industry and regulatory environments have now matured to the stage where standards and guidance are being established to assist more efficient and effective human performance. Papers will focus on specific applications for achieving this safety-focused goal, and for which practical outcomes can be evaluated.

A number of distinguished speakers have accepted our invitation to address the opening Plenary Sessions of the Symposium. They include Prof James Reason (Dédale), Capt Dan Maurino (ICAO), Prof Robert Helmreich (University of Texas), Capt Don Gunther (Continental Airlines), Dr Robert Lee (Consultant), Mr Bert Ruitenber (IFATCA), Prof Rhona Flin (University of Aberdeen), Dr Curtis Graeber (Boeing), Dr Alan Hobbs (SJSU Foundation, NASA Ames), Prof Erik Hollnagel (University of Linköping), Prof Helen Muir (Cranfield University), Dr Sidney Dekker (Linköping Institute of Technology), Capt Etienne Tarnowski (Airbus), Prof Andrew Hale (Delft University), Prof David Woods (Ohio State University), Prof Ron Westrum (Eastern Michigan University) and other presenters.

### 1. Enhancing Safety Investigation & Analysis

Presented by Gerry Gibb, Safety Wise Solutions & Brent Hayward, Dédale Asia Pacific

This interactive workshop will guide participants through the practical application of the Incident Cause Analysis Method (ICAM), an investigative methodology based on the work of Professor James Reason. ICAM incorporates best practice Human Factors and Risk Management principles and is currently used by many organisations including BHP Billiton.

### 2. Practical Issues Arising from Implementing a Risk Management System

Presented by Bob Dodd & Dr Stuart Godley, Qantas Airways Limited

This workshop will explore practical issues with the development and implementation of risk management principles within an airline. Topics will include: designing and implementing a risk management policy, techniques for facilitating risk assessments, action tracking, risk management software and incorporating a risk management philosophy as part of the overall safety system.

### 3. CRM for Airline Operations

Presented by Capt Lachlan Butler, Eastern Australian Airlines

The workshop will explore some of the practical challenges in implementing a CRM training program based on international best practice. Issues that will be discussed include: curriculum choice and delivery method, creating a CRM steering committee, CRM program components and outcomes, assessment of CRM skills, CRM trainer/facilitator qualifications and incorporation of CRM principles into Emergency Procedures and safety equipment training.

### 4. Meeting the Australian Human Factors Regulatory Requirements

Presented by Mike Rodgers & Mike Nendick, Civil Aviation Safety Authority

The workshop will guide participants through Civil Aviation Safety Regulation (CASR) Part 121A and B in regards to human factors training for flight and cabin crew. The evolution of the regulations will be discussed in the context of international trends and standards in human factors training. Specific areas will include meeting CRM awareness training requirements, developing and implementing a CRM competency based training system and evaluating the effectiveness of human factors training initiatives.

### 5. Competency Based Selection Strategies for Aviation Personnel

Presented by Eugene Burke, SHL

The focus of this seminar is on maximising the value of selection to aviation organisations. Beginning with a risk-based model for setting out the entire selection process that can be applied to any aviation role, the seminar will involve participants in a strategic model for describing the person-job and person-organisational factors that can be encompassed within a selection strategy. In addition, the seminar will define the core organisational competencies linked to organisational objectives and business strategy and explore the behaviours through which the organisation's brand values are communicated through selection processes.

### 6. LOSA Observer Training

Presented by James Klinect & Patrick Murray, The LOSA Collaborative

This interactive session will provide participants with an introduction to conducting a Line Operations Safety Audit (LOSA) observation. The practical issues in conducting a LOSA observation and a walk through of the observation form will be provided. Writing a LOSA narrative and the principles of threat and error management will also be outlined.

### 7. Barrier Analysis & Accident Prevention

Presented by Prof Erik Hollnagel, University of Linköping  
As a professor of Human-Machine Interaction, Erik Hollnagel has worked for many years with the general issues of man-machine systems, especially in the fields of nuclear power production and aerospace. Recently, his research has focused on the problems of human reliability, performance prediction, and the description of complex industrial systems on the basis of cognitive systems engineering. This seminar will discuss how safety can be improved by understanding the nature of accidents rather than finding their causes.

### 8. Management of Flight

Presented by Capt Graham Beaumont, Qantas Airways Limited (Retired) & Dr Mark Wiggins, University of Western Sydney

This seminar will facilitate the development of a personalised, self-management process that can be automated over time. When automated, it has the potential to enable pilots to prioritise tasks to accommodate the safety, commercial and efficiency aspects of flight under all workload conditions. The methods and techniques which promote skilled performance in the 'management of flight' aspect of pilot performance will be consolidated. This seminar is for both line pilots and training personnel who have an interest in improving the management performance of operational personnel.

# Symposium Programming

VENUE: Sydney Convention Centre

2003	SUN 30 NOV	MON 1 DEC	TUE 2 DEC	WED 3 DEC Healthcare & Rail Safety Day	THU 4 DEC	FRI 5 DEC
09:00-10:00	Training Seminars	Registration & Morning Tea	Parallel Paper Sessions	Parallel Paper Sessions OR Healthcare & Rail Plenary	Developmental Workshops	Workshop Reports
10:00-10:30		Official Symposium Opening				
10:30-11:00	Morning Tea	&	Morning Tea	Morning Tea	Morning Tea	Morning Tea
11:00-12:30	Training Seminars	Invited Plenary Paper Session	Parallel Paper Sessions	Parallel Paper Sessions OR Healthcare & Rail Plenary	Developmental Workshops	Workshop Reports & Symposium Close
12:30-13:30	Lunch	Lunch	Lunch	NO LUNCH	Lunch	NO LUNCH
13:30-15:00	Training Seminars	Invited Plenary Paper Session	Parallel Paper Sessions	Healthcare & Rail Safety Parallel Workshops	Developmental Workshops	
15:00-15:30	Afternoon Tea	Afternoon Tea	Afternoon Tea	Afternoon Tea	Afternoon Tea	
15:30-17:00	Training Seminars	Invited Plenary Paper Session	Parallel Paper Sessions	Healthcare & Rail Safety Parallel Workshops	Developmental Workshops	
18:00-20:00		Welcome Harbour Cruise (Included)				
19:00-23:00					Symposium Dinner Convention Centre (Optional)	



## Healthcare & Rail Safety Day

Full-time delegates at the Sixth International AAvPA Symposium, are invited to attend the "Healthcare & Rail Safety" workshops being presented on Wednesday, 3 December. In the morning, you can attend either the AAvPA Parallel Paper Sessions OR join Healthcare or Rail Safety Plenary presentations. In the afternoon, choose to have a free afternoon or join the Healthcare or Rail Parallel Workshops. Itineraries for the afternoon Healthcare & Rail Safety Parallel Workshops are included in this brochure. AAvPA delegates can prepay for a buffet lunch at the Convention Centre at a cost of \$48.00 per person including GST – please note this inclusion on your Registration Form. Healthcare & Rail Safety Day delegates will be provided with lunch on this day.

## Social Events

### Monday, 1 December 2003

WELCOME RECEPTION 6:00 pm–8:00 pm  
 Captain Cook Cruises – boarding at the Sydney Convention Centre, Darling Harbour.  
 Included in registration fee.  
 Additional tickets = \$40 each incl. GST

### Thursday, 4 December 2003

SYMPOSIUM DINNER 7:00 pm–11:00 pm  
 At the Sydney Convention Centre, Harbourside Room  
 Cost: \$99 per ticket incl. GST

### For Wednesday afternoon, 3 December

An array of local Sydney tourist options are available with The Organizing Group for Wednesday afternoon, 3 December, including the BridgeClimb Sydney at a cost of \$145 per person (including GST). Pre-arranged times for the BridgeClimb have been made for your immediate confirmation.

## Developmental Workshops

### Thursday, 4 December 2003

#### INCLUDED IN YOUR SYMPOSIUM FEE

Please indicate your selection from one of the following on the Registration Form:

#### 1. Application of LOSA

– with James Klinec (The LOSA Collaborative) & Capt Don Gunther (Continental Airlines)

#### 2. Development & Assessment of Human Factors Competencies

– with Prof Rhona Flin (University of Aberdeen) & Prof Bob Helmreich (University of Texas)

#### 3. From Assumed to Assured Safety in ATM: Can LOSA & TEM help along the way?

– with Bert Ruitenber (IFATCA) & John Guselli (JCG Aviation Services)

#### 4. Managing Cabin Crew Performance on Large Aircraft

– with Prof Helen Muir (Cranfield University) & Dr Graham Braithwaite (Cranfield University)

#### 5. Automation & Advanced Technology

– with Dr Curtis Graeber (Boeing) & Capt Etienne Tarnowski (Airbus)

#### 6. Safety Management Systems for Large & Small Air Operators

– with Dr Robert Lee (Consultant), Dr Graham Edkins (Qantas Airways) & Nicole McLeod (CASA)

#### 7. Maintenance Error Management Programs

– with Dr Alan Hobbs (SJSU Foundation, NASA Ames), Jerry Allen (Delta Airlines) & Dr Barbara Kanki (NASA Ames)

#### 8. Fatigue Management Systems

– with Prof Drew Dawson (University of South Australia) & Dr Adam Fletcher (University of South Australia)



## General Symposium Information

### Call for Papers

Intending delegates are invited to submit abstracts (or full papers, if delegates require full paper review) to be presented within the Parallel Paper Sessions on Tuesday and Wednesday, 2 and 3 December 2003. To be considered for inclusion in the program, single page abstracts (250 words) or full papers should be submitted in MS Word format and emailed to Graham Edkins, c/o The Organizing Group ([orggroup@dped.com.au](mailto:orggroup@dped.com.au)) no later than **Friday, 11 July 2003**. All submitted abstracts or full papers will be reviewed, and prospective authors will be notified of the acceptance of their papers by **Friday, 15 August 2003**. Authors will then be provided with presentation and format guidelines, and should note that final versions of papers will be required by **Wednesday, 1 October 2003**. All papers will be included on the Symposium's CD for all delegates at the beginning of the Symposium. Please note that only papers conforming to this and all other paper submission requirements will be accepted for presentation and considered for CD inclusion in the refereed Symposium proceedings. Accepted papers will be further refereed for a special publication issue of the international journal 'Human Factors and Aerospace Safety'.

### Venue

The Sydney Convention Centre is located on the waterfront at Darling Harbour near the heart of the city.

### Registration

Please complete the Registration Form on the back of this brochure and send it to The Organizing Group. Each delegate must fill in a separate form. Please read this brochure carefully before you complete your form. All fees are in Australian dollars and include the Australian 10% Goods & Services Tax (GST).

### Fee Inclusions

Your Symposium fee includes all Symposium Sessions and Developmental Workshops from 1-5 December 2003 inclusive, the proceedings of the Symposium on CD Rom, morning & afternoon teas, luncheons (Mon, Tue, Thu), and the Welcome Reception Harbour Cruise on Monday evening, 1 Dec. The Training Seminars on Sunday, 30 November are an additional fee.

### Payment of Fees

Payment of fees must accompany all registrations. No Symposium or hotel confirmation can be finalised until payment is received. Payment can be made by company or personal cheque, international bank cheque in AUD\$ and drawn on an Australian Bank, or by any major credit card. All cheques are payable to: Australian Aviation Psychology Symposium. There is an early booking



discount if your registration is made and paid before 30 September 2003.

### Accommodation

Various price levels of accommodation in and near Darling Harbour have been pre-booked – please see the Registration Form on the back of this Symposium brochure to request accommodation. A deposit of one night's tariff must be paid to secure your reservation. Please notify The Organizing Group directly of any changes to your reservation, and not the hotel. Should you have any requests for other specific Sydney hotels or would like information about hotels in another Sydney locations, please contact The Organizing Group and we will be happy to assist you.

### Cancellations

Cancellations should be notified in writing to The Organizing Group. Cancellations received prior to 30 September 2003 are not subject to any cancellation fee. Cancellation received between 1-31 October 2003 will incur an AUD\$100 cancellation fee. For all cancellations from 1 November 2003 and thereafter, no refunds will be issued. All refunds will be made at the conclusion of the Symposium. Substitute delegates will be accepted.

### Weather & Climate

The average daytime Sydney temperature in December is around 27°C (82°F). Lounge suit or cocktail dress will be suitable for the Symposium Dinner.

### Australian Visa Requirements

Overseas visitors to Australia will need to obtain a temporary Australian Visitors Visa in your country of origin before departing for Australia. Please apply for your Visa at least 3 months prior to your intended date of travel. For further information, please contact the Australian Consulate in or nearest to your country, or visit the following web site:

<http://www.immi.gov.au/index.htm>

### Domestic Airline Travel

We recommend that if you are interested in booking domestic airline travel, you visit the Qantas Airways and Virgin Blue websites for special web airfares: [www.qantas.com.au](http://www.qantas.com.au) and [www.virginblue.com.au](http://www.virginblue.com.au)

### Sponsor & Exhibitor Enquiries

AAvPA and the Organizing Group have compiled a package of attractive sponsorship and exhibitor options. Organisations wishing to inquire about sponsorship and exhibitor opportunities should contact: The Organizing Group at **(+61 2) 9973 3777** or [orggroup@dped.com.au](mailto:orggroup@dped.com.au)

### AAvPA

The Sixth Australian Aviation Psychology Symposium is an initiative of The Australian Aviation Psychology Association Incorporated (AAvPA), a not-for-profit organisation, incorporated under the Victorian Associations Incorporation Act 1981. Membership of AAvPA is open to all individuals or organisations interested in aviation psychology and human factors. Costs are \$50 per annum, plus an initial joining fee of \$15. Members are entitled to reduced registration fees for all AAvPA activities, including the 2003 Symposium. Membership application forms are available from: AAvPA, PO Box 1174, Canberra ACT 2601, Australia, and also via the AAvPA website.

### AAvPA Website

[www.vicnet.net.au/~aavpa/](http://www.vicnet.net.au/~aavpa/) will have regular updates of the Symposium. We suggest you view this site for the latest information.

### Symposium Organising Committee

Dr Graham Edkins, Qantas Airways  
Brent Hayward, Dédale Asia Pacific  
Dr Rob Lee, Consultant  
Capt Graham Beaumont, Qantas Airways (Retired)  
Joanne De Landre, CASA  
Mike Nendick, CASA  
Steve Thatcher, University of South Australia  
Capt Philip Naughton, Eastern Australia Airlines

### 2003 Symposium Secretariat

All Symposium registrations and enquiries should be directed to:  
Leila Annett  
Events Co-ordinator  
The Organizing Group  
PO Box 859  
Newport NSW 2106 Australia  
Tel: (+61 2) 9973 3777  
Fax: (+61 2) 9973 2777  
Email: [orggroup@dped.com.au](mailto:orggroup@dped.com.au)

## One-day Interactive Healthcare Workshop: Human Factors in Healthcare: Do the Lessons From Aviation Apply?

### Morning Plenary Sessions

- 08:45-09:00 Background and Introduction, Prof Bruce Barraclough, Safety & Quality Council
- 09:00-09:30 Prof James Reason, Dédale
- 09:30-10:00 Prof Bob Helmreich, University of Texas
- 10:00-10:30 Prof David Woods, Ohio State University
- 11:00-11:50 Dr Ian O'Rourke, Institute for Clinical Excellence
- 11:50-12:30 Australian human factors in Healthcare initiatives with:  
Prof Bill Runciman, Royal Adelaide Hospital  
Dr Brendan Flannagan, Monash Medical Centre  
Prof John Cartmill, Nepean Hospital  
Dr Thomas Hugh, St Vincent's Clinic

### Afternoon Parallel Sessions

- 13:30-14:00 Summary of key challenges & workshop schedule, Prof Bruce Barraclough, Institute for Clinical Excellence
- 14:00-15:30 **Workshop 1: Is teamwork telling a nurse what to do?**
- Application of CRM training for Healthcare – challenges and solutions.
- Workshop 2: Human error or system failure?**
- Application of just culture / open safety reporting concepts – challenges and solutions.
- Workshop 3: How do we develop and maintain Human Factors standards for Healthcare?**
- Training and assessment standards for Human Factors in Healthcare – challenges and solutions.
- Workshop 4: Is working until you drop a badge of honour?**
- Fatigue management in Healthcare – challenges and solutions.
- Workshop 5: Doctor, you must listen!**
- Authority gradients in Healthcare teams – challenges and solutions.
- Workshop 6: Do gender differences impact upon Healthcare outcomes?**
- The influence of gender – challenges and solutions.
- 16:00-17:00 Reports from Workshop chairs
- 17:00-17:15 Closing remarks, Prof Bruce Barraclough, Australian Council for Safety & Quality in Healthcare.



## 'Setting the Standards'

## One-day Interactive Rail Safety Workshop: Human Factors & Safety System Applications in Rail

### Morning Plenary Sessions

- 08:45-09:00 Opening Remarks: Howard Lacey, CEO State Rail Authority NSW  
Chairperson: Dr Graham Edkins, President AAvPA
- 09:00-09:30 Kent Donaldson, Rail Regulator NSW
- 09:30-10:00 Professor Andrew Hale, Delft University
- 10:00-10:30 Dr Anne Mills, Railway Safety, United Kingdom
- 11:00-11:50 Dr Barbara Klampfer, State Rail Authority NSW
- 11:50-12:30 Overview of the current state of the art in advancing Australian rail safety:  
Representatives from State Rail Authority NSW, Pacific National, Queensland Rail, and others.

### Afternoon Parallel Sessions

- 13:30-14:00 Summary of key challenges and workshop schedule, Dr Graham Edkins, President AAvPA
- 14:00-15:30 **Workshop 1: Managing error on the footplate!**
- Human Factors training applications for rail operators – challenges and solutions.
- Workshop 2: Is there such a thing as no blame?**
- Safety reporting systems within the rail industry – challenges and solutions.
- Workshop 3: Fatigue and shiftwork.**
- Fatigue management in rail – challenges and solutions.
- Workshop 4: Human error or system failure?**
- Accident/incident investigation methods for rail – challenges and solutions.
- 16:00-17:00 Reports from Workshop chairs
- 17:00-17:15 Closing remarks, Catherine Herriman, Executive Director Safety, State Rail Authority NSW

All Healthcare & Rail Safety Day delegates will have morning & afternoon tea and lunch included.

Please register for this day using the Registration Form on the back of this brochure.

# Registration Form

All fees below are inclusive of 10% GST and are in Australian Dollars.

Register Online: [www.vicnet.net.au/~aavpa/](http://www.vicnet.net.au/~aavpa/)

## SECTION A: PERSONAL DETAILS

Title: (Capt, Dr, etc) \_\_\_\_\_ First Name: \_\_\_\_\_  
 Family Name: \_\_\_\_\_  
 Organisation: \_\_\_\_\_  
 Postal Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Telephone: ( ) \_\_\_\_\_  
 Fax: ( ) \_\_\_\_\_

## SECTION B: SYMPOSIUM FEES 1-5 December

Full Delegates	AAvPA Member	Non-Member
Before 30 Sept 2003	<input type="checkbox"/> \$682	<input type="checkbox"/> \$792
After 1 Oct 2003	<input type="checkbox"/> \$792	<input type="checkbox"/> \$957
Daily Rate	<input type="checkbox"/> \$231 p/day	<input type="checkbox"/> \$286 p/day
Please indicate days (✓)	<input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri	

### Student Rates

Student Full Delegate	<input type="checkbox"/> \$550	<input type="checkbox"/> \$550
Daily Rate	<input type="checkbox"/> \$132 p/day	<input type="checkbox"/> \$132 p/day
Please indicate days (✓)	<input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri	

TOTAL SYMPOSIUM FEE: \$ \_\_\_\_\_

## SECTION C: HEALTHCARE & RAIL SAFETY DAY Wednesday 3 December

Healthcare Delegate  \$198  
 Rail Safety Delegate  \$198

TOTAL HEALTHCARE & RAIL SAFETY DAY: \$ \_\_\_\_\_

## SECTION D: LUNCH Wednesday 3 December

To include buffet lunch on this day  \$48  
 (Included for all Healthcare & Rail Safety Day Delegates)

TOTAL LUNCH: \$ \_\_\_\_\_

## SECTION E: SOCIAL EVENTS

Monday 1 December: **Welcome Harbour Cruise – INCLUDED**

Additional Tickets  
 \$40 per person x # of tickets \_\_\_\_\_ = \$ \_\_\_\_\_

Thursday 4 December: **Symposium Dinner, Sydney Convention Centre**

\$99 per person x # of tickets \_\_\_\_\_ = \$ \_\_\_\_\_

TOTAL SOCIAL EVENTS: \$ \_\_\_\_\_

## SECTION F: TRAINING SEMINARS Sunday 30 November

(Additional fee charged)

AAvPA Members & Students  \$132  
 Non-Members  \$165

Please indicate your selection (✓):

Seminar  #1  #2  #3  #4  #5  #6  #7  #8

TOTAL TRAINING SEMINAR: \$ \_\_\_\_\_

## SECTION G: DEVELOPMENTAL WORKSHOPS Thursday 4 December

(INCLUDED for Full Delegates)

Please indicate your selection (✓):

- 1: Application of LOSA
- 2: Development & Assessment of HF Competencies
- 3: From Assumed to Assured Safety in ATM: Can LOSA & TEM help along the way?
- 4: Managing Cabin Crew Performance on Large Aircraft
- 5: Automation & Advanced Technology
- 6: Safety Management Systems for Large & Small Air Operators
- 7: Maintenance Error Management Programs
- 8: Fatigue Management Systems

## SECTION H: ACCOMMODATION – Nightly rates

Please indicate your selection (✓):

### Mercure Apartments, Darling Harbour

- 2-Bdrm Apt, Pyrmont View – Sgl/Twin/Dble/Trpl/Quad  \$262
- 2-Bdrm Apt, Darling Harbour – Sgl/Twin/Dble/Trpl/Quad  \$317

### The Goldsbrough Apartments, Darling Harbour

- Studio Apartment – Sgl/Twin/Dble  \$152
- 1-Bdrm Apartment – Sgl/Dble  \$172
- 2-Bdrm Apartment – Sgl/Twin/Dble/Trpl  \$243

### Novotel Hotel, Darling Harbour

- Pyrmont View – Sgl/Twin/Dble  \$178
- Pyrmont View – Triple Share (limited availability)  \$222
- Darling Harbour View – Sgl/Twin/Dble  \$222
- Darling Harbour View – Triple Share (limited availability)  \$266

### Somerset All-Suites – City Side of Darling Harbour

- Studio Apartment – Sgl/Twin/Dble  \$182
- 1-Bedroom Apartment – Sgl/Twin/Dble  \$196

### Ibis Hotel – Darling Harbour

- Pyrmont View – Sgl/Twin/Dble  \$140
- Darling Harbour View – Sgl/Twin/Dble  \$160

### Carlton Crest – Haymarket

- Deluxe Room – Sgl/Twin/Dble  \$140

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_

Please tick (✓) your room selection & include 1 night's deposit with your registration.

Room Type:  Sgl  Twin  Dble  Trpl  Quad

TOTAL ACCOMMODATION DEPOSIT: \$ \_\_\_\_\_

TOTAL PAYMENT: \$ \_\_\_\_\_

## Credit Card Payment Details

For security reasons, it is suggested that all credit card details are faxed to The Organizing Group.

Credit Card Number:

Cardholder's Name: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

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

Please submit this completed form to Symposium's Secretariat:  
 THE ORGANIZING GROUP, PO Box 859, Newport NSW 2106 Australia  
 Tel: (+61 2) 9973 3777 Fax: (+61 2) 9973 2777