



Australian Government
Seafarers Safety, Rehabilitation
and Compensation Authority

SEACARE

Awards & Conference

Program and registration

27-28 October 2010 | Melbourne



shape safety, support seafarers

2010 – Year of the seafarer

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Message from Seacare's Chairperson



I am pleased to invite you to attend the 2010 Seacare Awards and Conference. These events will be held 27-28 October in Melbourne and will coincide with Safe Work Australia Week.

The Seacare Awards and Conference have become showcase events for the Seacare Authority and maritime industry. They highlight the commitment of the industry to injury prevention and to achieving positive outcomes for injured seafarers.

The theme of the 2010 Seacare Conference is *Shape safety, support seafarers* and will focus on improving occupational health and safety (OHS), rehabilitation and workers' compensation outcomes for seafarers. The conference will feature presentations from prominent industry figures on the major issues confronting the Seacare scheme and maritime industry, as well as drawing on experiences from outside the industry. The conference will also recognise 2010 as the *Year of the Seafarer*.

The 2010 Seacare Awards will be announced at a special presentation dinner on 28 October. The awards acknowledge positive and successful initiatives by employers, operators, seafarers and others who are leading the way in best practice OHS and rehabilitation systems and/or programs.

The 2010 Seacare Awards and Conference will offer participants relevant, innovative and practical sessions, as well as significant opportunities for networking with industry peers. These events will inspire participants to seek new and better ways to improve workplace health and safety and achieve effective return to work in the maritime industry.

I look forward to seeing you in Melbourne in October.

A handwritten signature in black ink, appearing to read 'David Sterrett', with a large, stylized flourish at the end.

David Sterrett
Chairperson
Seafarers Safety, Rehabilitation and Compensation Authority

The Seacare Authority

The Seafarers Safety, Rehabilitation and Compensation Authority (Seacare Authority) is the regulator of occupational health and safety (OHS), workers' compensation and rehabilitation for seafarers on applicable vessels within the Australian maritime industry. It has responsibility for administering the:

- *Seafarers Rehabilitation and Compensation Act 1992*
- *Seafarers Rehabilitation and Compensation Levy Act 1992*
- *Seafarers Rehabilitation and Compensation Levy Collection Act 1992*
- *Occupational Health and Safety (Maritime Industry) Act 1993.*

The Australian Maritime Safety Authority (AMSA) performs the role of the OHS Inspectorate under the *Occupational Health and Safety (Maritime Industry) Act 1993*.

These arrangements create the Seacare scheme which consists of up to 6500 seafarers, employed by some 35 companies, working on approximately 250 ships.

The mission of the Seacare Authority is 'To take a leading role in minimising the human and financial costs of workplace injury in the Australian maritime industry'.



About the Seacare Awards and Conference

The Seacare Awards and Conference aim to engage employers, operators, seafarers and other scheme stakeholders with the mission of the Seacare Authority—to minimise the human and financial costs of workplace injury in the Australian maritime industry. The Seacare Awards and Conference are showcase events for the Seacare Authority and maritime industry.

The 2010 Seacare Awards and Conference provide a unique opportunity for scheme participants to gather and learn about effective injury management and to celebrate the achievements of the industry.

The Seacare Awards acknowledge the positive and successful initiatives by employers, operators, seafarers and others who are leading the way in best practice OHS and rehabilitation for injured seafarers. The Seacare Awards are aligned with the National Safe Work Australia Awards and will be announced at a special presentation dinner on 28 October.

Both events provide a forum for examining the issues confronting the industry and for sharing information, interacting, learning and celebrating. This year's awards and conference will be held 27-28 October in Melbourne.

Conference theme

The 2010 Seacare Conference theme is *Shape safety, support seafarers* and will focus on improving OHS, rehabilitation and workers' compensation outcomes for seafarers. The conference will also recognise 2010 as the *Year of the Seafarer*.

The program includes presentations from experts with experience in improving OHS, workers compensation and return to work outcomes. Speakers will look at integrated approaches and best practice case studies in injury prevention and management to ensure organisational health and effective people management.

The conference will offer participants relevant, innovative and practical professional development sessions, together with significant opportunities for networking with industry peers.

Conference objectives

The objectives of the Seacare Conference are to:

- examine contemporary issues and explore continuous improvement opportunities in OHS, injury prevention and management
- deliver relevant information, ideas and strategies to assist organisations to develop capabilities to improve their rehabilitation and return to work practices
- provide participants with professional development and networking opportunities.

Who should attend?

It is anticipated that over 150 delegates from all sectors of the Australian maritime industry will participate in this year's events, including:

- employers—shipowners, operators and crewing agent executives
- employees—seafarers, officers, onshore OHS and human resources staff
- representatives of employer and employee associations
- government agencies
- trainers and educators
- insurance providers
- legal professionals
- OHS and rehabilitation professionals.



Venue

The 2010 Seacare Awards and Conference will be held in the Atlantic room on Central Pier in the Docklands precinct, Melbourne. The Atlantic room is part of the newly restored Shed 14 on Central Pier, which has been transformed from its industrial origins into a modern event space. Central Pier is a new cultural, community, entertainment and events hub in the Docklands region.

Atlantic at Central Pier

Shed 14, Central Pier
161 Harbour Esplanade
Docklands VIC 3008

Destination – Melbourne

Melbourne has many things for visitors to do and see close to the conference and awards venue. The Docklands precinct has a variety of entertainment, shopping, dining and leisure activities.

Visit these websites for information:

- Docklands information: www.docklands.com.au
- Melbourne tourism: www.visitmelbourne.com
- restaurant and bar information: www.melbourne.citysearch.com.au

A number of hotels and apartment complexes have provided special rates for Seacare Awards and Conference delegates. Accommodation providers are listed on page 15.



Sponsors

The Seacare Authority would like to thank this year's sponsors:

Gold sponsors



Silver sponsors



Bronze sponsors



Speakers

Conference facilitator



Dr Steve Cowley

Dr Steve Cowley has worked as an OHS consultant and academic for over 30 years in Australia and the United Kingdom. He has particular research interests in the areas of occupational hygiene, marketing OHS and sharing solutions. He is also the editor of the Safety Institute of Australia's *Journal of Health and Safety Research and Practice* and the magazine, *OHS Professional*.

Speakers



Teresa Hatch

Executive Director, Australian Shipowners Association

Teresa is the Executive Director of the Australian Shipowners Association (ASA), where she has worked for seven years on a variety of topics including shipping policy, employment and training, environment, health and safety, and vessel operations. Teresa is the Australian shipowner representative at the United Nations International Labour Organisation and regularly attends the UN International Maritime Organisation meetings as an industry adviser to the

Australian delegation. Teresa is the Chairman of the International Chamber of Shipping, Environment Sub-Committee and the Secretary General, Australia at the Asian Shipowners Forum.



Mick Doleman

Deputy National Secretary, Maritime Union of Australia

Mick Doleman became a seafarer in 1971 and has worked in several areas of the maritime industry including blue water, offshore, towage and dredging sectors. He began working for the Maritime Union of Australia in 1984 and is a representative of the International Transport Workers Federation and International Maritime Organisation. He has been a member of the Seacare Authority since 1999.



Professor Paul Barach

Paul Barach, B.Sc., MD (hon), MPH (hon), has over 15 years experience in researching, teaching and applying human factors in health. He has been integrally involved as a clinician, educator, researcher and policy maker in enhancing healthcare improvement and injury prevention policy in the United States, Europe and more recently, Australia. His research focus is on developing and extending theoretical work in the areas of injury prevention, patient transition, worker and patient safety.

Paul is presently working with the Motor Accident's Authority and the Life Time Care Authority to develop the NSW Trauma Collaborative, a collaborative of practice designed to enhance the sharing and learning of best practices around trauma care and rehabilitation. He helped develop the Florida Patient Safety Corporation and helped to guide its efforts in developing a no fault healthcare insurance model.



Glen Barber

Team Leader, Project Innovation Team, Queensland Rail

Glen has worked throughout the Queensland Rail business in the disciplines of marketing, stakeholder engagement and innovation. He is a current member of the level crossing taskforce and a great believer in accessing the potential from within the organisation.

Glen has been strategic in delivering insight led innovation and has been lead agent on customer behaviour strategy and communications campaigns. His work draws on the influence of designing smartly to evoke the right response and emotion. He currently heads "Edge", Breakthrough Innovation team, which is a new portfolio created within Queensland Rail National.



Steve Bell

Senior Associate, Freehills

Steve is a senior associate in the Melbourne Employee Relations group at Freehills. He performs a senior role in the firm's Workplace Health and Safety (WHS) practice. His focus on WHS involves assisting clients to proactively manage risk in the workplace, and ensure legal protection in the event of an incident or regulatory investigation.

Steve works closely with clients from a range of industries, including the construction, transport, agricultural, manufacturing and financial industries, as well as Government departments and enterprises.



Sherrilyn Mills

Principal, Reliance Workplace Solutions

Sherrilyn Mills has been involved in workers' compensation, injury management, vocational rehabilitation and OHS since 1996. Sherrilyn has a Masters Degree in OHS, Bachelor of Commerce with a double major in human resource management and industrial relations. She is currently enrolled in Phd at Curtin University conducting research on the organisational and psychosocial factors that prevent return to work and contribute to long duration workers

compensation claims. Sherrilyn is also a lecturer at Curtin University in compensation and rehabilitation, OHS and industrial relations.

Sherrilyn's interests lie in adopting a safety system approach to the management of illness and injuries in the workplace. This includes the implementation of effective workers' compensation claim management processes specific to the needs of the organisation and its staff, prevention of workers' compensation claims, and the implementation of corporate safety programs to facilitate cultural change. Sherrilyn has worked extensively in the maritime industry for the past six years with the management and return to work coordination of ill and injured crew.



Rob Redenbach

Rob Redenbach has international experience in personal security and risk management. A former member of the Australian Defence Force, Rob has managed a security company in Papua New Guinea and trained with special forces in the United Kingdom as well as state and federal law enforcement agencies in the United States.

From 1994 to 1998 Rob lived in South Africa where he was a defensive tactics instructor for Nelson Mandela's bodyguard team, and during the build-up to the 2000 Olympics he provided conflict resolution training to instructors from the Australian SAS and Federal Police. Still involved in the security industry on a select basis, his field experience includes assignments in Iraq and Afghanistan. Rob draws from a wealth of real-life experience to captivate, motivate and educate.

Conference program

shape safety, support seafarers

Day 1 – Wednesday 27 October 2010

1200 – 1300	Registration and lunch
1300 – 1315	Opening Dr Steve Cowley – Facilitator
1315 – 1700 Includes afternoon tea	Best practice workers' compensation claims management workshop This workshop will feature an interactive mock tribunal conducted by the national law firm, Sparke Helmore Lawyers. The mock tribunal will examine the case of a seafarer, highlighting workers' compensation issues and offer attendees valuable insight into tribunal proceedings. The mock tribunal will be followed by a workshop activity and the launch of the Seacare Authority's new publication <i>Best Practice Claims Management Handbook</i> . This handbook has been specifically designed to assist employees, employers, insurers and other parties involved to better understand the claims management process.

Day 2 – Thursday 28 October 2010

0800 – 0830	Registration
0830 – 0835	Welcome Dr Steve Cowley – Facilitator
0835 – 0845	Opening address David Sterrett – Seacare Chairperson
0845 – 0945	Seacare scheme and industry update This session will outline major issues and developments that are currently affecting the Seacare scheme and maritime industry. It will specifically address the following components. <ul style="list-style-type: none"> • Seacare scheme performance Gerry Newman – Director, Governance and Secretariat, Seacare Authority • Model OHS Act and Navigation Act update Speakers to be confirmed • Industry update – employers' perspective Teresa Hatch – Executive Director, Australian Shipowners Association • Industry update – workforce perspective Mick Doleman – Deputy National Secretary, Maritime Union of Australia

0945 – 1030	<p>Vision Zero: Musings on change management in accident prevention and compensation Professor Paul Barach</p> <p>Paul will present his work as Project Leader with the NSW Motor Accident's Authority and the Life Time Care Authority where he directed the development of the NSW Trauma Collaborative. The NSW Trauma Collaborative is based on the Vision Zero scheme—a comprehensive risk management strategy that embeds a robust safety culture training program. Vision Zero is a long-term strategy, drawing from injury epidemiology road safety in which the system and its users are gradually integrated and where the responsibility for safety becomes shared by the designers and the users of the system. Safety is built on building resilience to human error leading to a changed pattern of responsibility among professional operators, regulators, and consumers. This session will review the research that shows that the designers of the system are always ultimately responsible for the design, operation and use of the systems and thereby responsible for the level of safety, outcomes, and resilience within the entire system.</p>
1030 – 1100	Morning tea
1100 – 1145	<p>Building a safety culture Glen Barber—Team Leader, Project Innovation Team, Queensland Rail</p> <p>Queensland Rail have embarked on a journey to improve safety culture through an integrated campaign aimed at changing attitudes, opinions and most importantly actions which has proved successful. Participants will hear how the organisation and wider community were exposed to the real facts on workplace injury, based on real stories and hard-hitting safety messages, as part of an emotive campaign to get the safety message heard.</p>
1145 – 1215	<p>Obligations for health and safety Steve Bell—Senior Associate, Freehills</p>
1215 – 1300	Lunch
1300 – 1345	<p>Achieving effective injury and return to work management in a maritime environment Sherrilyn Mills—Principal, Reliance Workplace Solutions</p> <p>Sherrilyn will outline the successful ingredients required for an effective health management system and the challenges that the maritime industry faces to achieve successful rehabilitation for its employees. This presentation will provide insight on injuries in the workplace, why they need to be managed differently to normal injuries and delve into recent studies.</p>
1345 – 1430	<p>Rehabilitation in practice—injured seafarer experience Sean Lawrence—Integrated Rating, P&O Maritime Services</p> <p>Sean Lawrence is a seafarer with P&O Maritime Services who suffered a serious work-related injury in 2009. Sean will share his arduous journey and his approach to his rehabilitation. He will share his recovery and return to work experiences, both of which have completely changed his attitude to workplace safety and the support provided by his employer.</p>
1430 – 1445	Afternoon Tea
1445 – 1545	<p>Streetwise Leadership Rob Redenbach</p> <p>Rob blends hard facts, personal experience and good humour in his presentation about what makes an exceptional leader and how to build high performing, positive teams. Offering a refreshingly independent view of effective leadership, Rob's strategies aim to equip participants with practical tools needed to bridge the gap between mere authority and genuine leadership.</p> <p>Drawing from a diverse range of experiences in Asia, Africa and the Middle East, Rob provides valuable insights into what it takes to influence the outcome of any situation involving people. With a message that crosses industries, age groups and personality types, Streetwise Leadership is a fast-paced mix of originality and inspiration.</p>
1545 – 1600	<p>Wrap up and conference close Dr Steve Cowley—Facilitator</p>

Awards dinner program

Date: Thursday 28 October 2010

Dress: Lounge suit/after-five attire

Master of Ceremonies: Shane Jacobson

1900 Pre-dinner drinks

1930 Seating

Opening—Shane Jacobson, Master of Ceremonies

Welcome—David Sterrett, Chairperson, Seacare Authority

Entrée

Presentation of award category one

Best Workplace Health and Wellbeing Program

Presentation of award category two

Best Workplace Health and Safety Management System

Main course

Entertainment—String Divas

Presentation of award category three

Best Solution to an Identified Workplace Health and Safety Issue

Presentation of award category four

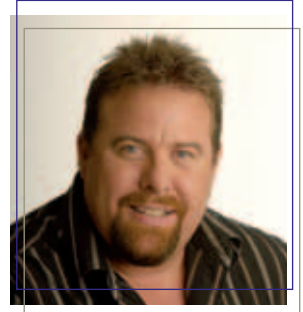
Best Individual Contribution to Workplace Health and Safety

Dessert

Presentation of award category five

Best Rehabilitation and Return to Work Program

2300 Close



General information

Awards and conference venue

Atlantic at Central Pier
Shed 14, Central Pier
161 Harbour Esplanade
Docklands VIC 3008

Phone: 03 8623 9600

Website: www.atlanticagv.com.au

Dress

Smart casual attire is appropriate for conference sessions. Lounge suit/after-five attire is requested for the awards dinner. A jacket may be required for the air-conditioned conference room.

Insurance

Registration fees do not include personal travel or injury insurance of any kind. It is strongly recommended that when registering for these events and booking travel, a travel insurance policy be taken out to cover loss, cancellation, medical cover etc.

Photography

Photos will be taken at the awards and conference and will be online at the conclusion of these events. Photos may be used in future promotional activities print and online. If you have any objections to being photographed at the awards and conference please speak to staff at the registration desk on site at the event.

Registration

Registration will be conducted at the entrance to the Atlantic room on Central Pier. The registration desk will be open at the following times:

Wednesday 27 October 2010 1200–1700

Thursday 28 October 2010 0800–1600 and 1900–1930

Special diets

Please indicate dietary requirements on the registration form. Please note that a special dietary requirement is when a person chooses to omit certain foods or food groups from their diet on religious, ethical, moral or medical grounds. Every effort will be made to cater to all requirements but cannot be guaranteed.

Useful travel information

Airport transfers

Bus

SkyBus offers an express bus service between the Melbourne Airport and the city centre. Buses run every 10 minutes throughout the day. Tickets can be purchased on arrival at the bus stop or purchased online at www.skybus.com.au.

Car hire

All major car hire companies operate from the Melbourne airport. Information desks are located in the domestic terminals. To make a booking prior to your arrival contact:

AVIS:	www.avis.com.au	13 63 33
Budget:	www.budget.com.au	1300 362 848
Europcar:	www.europcar.com.au	1300 131 390
Hertz:	www.hertz.com.au	13 30 39
Red Spot:	www.redspotcars.com.au	1300 668 810
Thrifty:	www.thrifty.com	1300 367 227

Taxi

The Melbourne Domestic Airport is approximately 25km from the conference venue. A taxi will take approximately 30 minutes and cost approximately \$50.00, depending on the time of day and traffic conditions. Taxi bookings can be made through the following providers:

13CABS:	www.13cabs.com.au	13 22 27
Silver Top Taxi:	www.silvertop.com.au	13 10 08
Melbourne Cabs:	www.melbournecabs.com.au	1300 635 222

Parking

Onsite parking is available at Central Pier. The cost is \$12.00 per car for 24 hours. Please note that all parking is subject to availability.

Public car parking is also available at the following locations:

Etihad Stadium, Docklands:	www.etihadstadium.com.au
Waterfront City, Docklands:	www.waterfrontcity.com.au
NewQuay, Docklands:	www.newquay.com.au

Travel arrangements

Delegates attending this year's Seacare Awards and Conference must arrange their own travel. Please note that these events may coincide with other events held in Melbourne so please ensure all travel and accommodation is confirmed as early as possible.

Qantas:	www.qantas.com.au
Virgin Blue:	www.virginblue.com.au
Jetstar:	www.jetstar.com.au
Regional Express:	www.regionalexpress.com.au

Travel insurance

The conference organisers recommend that delegates purchase travel insurance including cover for non-refundable conference registration fees.

Accommodation

Special accommodation rates for conference participants have been negotiated with the following hotels and apartment complexes. Please contact the hotels direct to make accommodation bookings. Please quote 'Seacare Conference 2010' when making a booking in order to receive these rates.



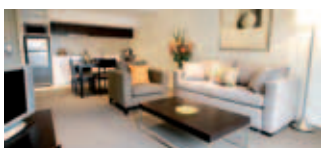
Docklands Apartments Grand Mercure ★★★★★

23 St Mangos Lane, Docklands
Phone: 03 9641 7503
Website: www.grandmercuredocklands.com.au

Docklands Apartments Grand Mercure is approximately five minutes walking distance from the conference venue.

Each apartment offers spectacular views and includes a private balcony, spacious lounge and dining area and fully equipped kitchen. Guest facilities include a business centre with complimentary internet access, undercover carparking, swimming pool, gymnasium and jogging track.

1 bedroom apartment—\$190 per night
2 bedroom apartment—\$245 per night



Quest Apartments Docklands ★★★★★

750 Bourke Street, Docklands
Phone: 03 9630 1000
Website: www.questdocklands.com.au

Quest Apartments are approximately five minutes walking distance from the conference venue.

Apartments include a fully equipped kitchen, laundry facilities, broadband internet access and separate living and dining areas. Quest Docklands also offers complimentary use of the YMCA gym and heated pool.

Studio apartment—\$145 per night
1 bedroom apartment—\$190 per night



Grand Harbour Accommodation ★★★★★

16A Waterview Walk, Docklands
Phone: 03 9640 0172
Website: www.grandharbour.com.au

Grand Harbour Serviced Apartments are approximately five minutes walking distance from the conference venue.

Apartments have city views and include a fully equipped kitchen, separate living and dining areas and laundry facilities. Guest facilities include gym, heated pool and sauna.

1 bedroom apartment—\$180 per night
2 bedroom apartment—\$220 per night



Atlantis Hotel ★★★★★

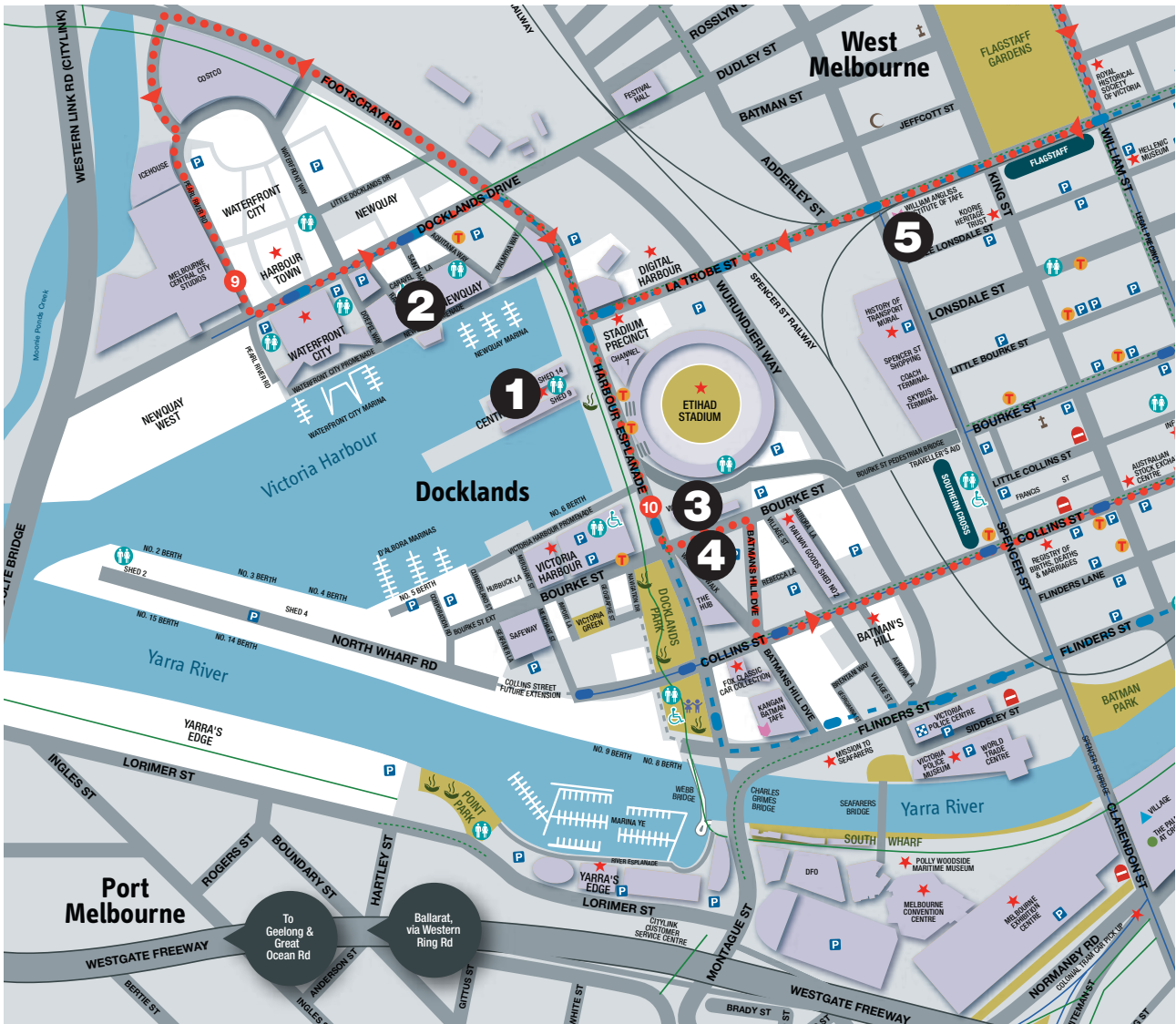
300 Spencer Street, Melbourne
Phone: 03 9600 2900
Website: www.atlantishotel.com.au

The Atlantis Hotel is approximately ten minutes walking distance from the conference venue.

Hotel rooms offer views of Docklands, Etihad Stadium and Port Phillip Bay. Hotel facilities include a swimming pool and gymnasium.

Executive Queen or Grandview room—\$140 per night

Location map



1. **Atlantic at Central Pier**—Shed 14, Central Pier, 161 Harbour Esplanade, Docklands
2. **Docklands Apartments Grand Mercure**—23 St Mangos Lane, Docklands
3. **Quest Apartments Docklands**—750 Bourke Street, Docklands
4. **Grand Harbour Accommodation**—16A Waterview Walk, Docklands
5. **Atlantis Hotel**—300 Spencer Street, Melbourne

For further information about the 2010 Seacare Awards and Conference, contact:

Seacare Events Manager
GPO Box 9950
Canberra ACT 2601

Phone: 1300 366 979

Email: seacare.conference@comcare.gov.au

Website: www.seacare.gov.au



Registration form TAX INVOICE ABN: 32 745 854 352

Contact details

Title: _____ Given name: _____

Family name: _____

Position: _____

Organisation: _____

Postal address: _____

Suburb: _____ State: _____ Post code: _____

Phone: _____ Mobile: _____ Fax: _____

Email: _____

Special requirements (dietary or other): _____

Registration

Registration closes on 20 October 2010

Registration type	Early bird registration On or before 22 September 2010	Standard registration After 22 September 2010
<input type="checkbox"/> Conference and awards dinner	\$650.00	\$800.00
<input type="checkbox"/> Conference only	\$550.00	\$700.00
<input type="checkbox"/> Awards dinner only	\$135.00	\$160.00

Registration sub-total \$ _____

Additional awards dinner tickets

I would like to purchase additional tickets to the 2010 Seacare Awards dinner:

Number of tickets: _____ @ \$135.00 per ticket (early bird rate)

_____ @ \$160.00 per ticket (standard rate)

Table of 8: _____ @ \$990.00 per table

Please supply the name, organisation and dietary requirements of each person you purchased an extra ticket for:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Awards tickets sub-total \$ _____

GRAND TOTAL \$ _____

Payment details

Payment must accompany your registration form. Registration cannot be confirmed until payment is received. Payment must be received by the due date to receive the nominated discount, otherwise the next level of payment will be charged.

All prices are quoted in Australian dollars and include GST. Once completed with payment method, this registration form becomes a tax invoice.

Cheque Please make cheques payable to the 'Seacare 2010 Awards and Conference'.

Credit Card Visa Mastercard Amex

Credit card number:

Cardholder's name: _____ Expiry date: ____ / ____

Cardholder's signature: _____ Date: _____

Electronic Funds Transfer BSB: 062 900
Account No: 164 800
Account Name: Seacare
Email remittance to: helpdesk-finance@comcare.gov.au

Cancellations/refunds

Delegates who find themselves unable to attend the conference after submitting a registration form are most welcome to nominate a substitute. Registration transfers made on or before 20 October 2010 will not incur any cost penalty. Registration transfers made after 20 October 2010 will incur a \$50.00 processing fee. In the case of a cancellation, delegates must inform the Seacare Events Manager in writing of their inability to attend. A refund of registration fees, less a cancellation fee of \$120.00 including GST will be made on or before 29 September 2010. No refunds will be made after 29 September 2010.

On-site registration

Registration closes on 20 October 2010. Delegates that register after the closing date or register on site at the conference will incur a late processing fee of \$250.00.

Disclaimer

The conference program and registration information is correct at the time of production, however, the organisers reserve the right to change information where necessary. Event organisers reserve the right to cancel or vary activities if minimum numbers are not reached. Seacare and the agents act only as organisers of these activities and do not accept responsibility for any act or omission on the part of the service providers. No liability is accepted for any inaccuracy, misdescription, delay, damage, death or personal injury.

Privacy

Please tick this box if you do not want your details published in the delegate listing or added to Seacare's mailing list.

Return your completed registration form to the Seacare Events Manager via:

Seacare Awards and Conference
GPO Box 9905
Canberra ACT 2601
Fax: 02 6274 8579
Email: seacare.conference@comcare.gov.au

For information relating to registrations, please contact the Seacare Events Manager on 1300 366 979 or email seacare.conference@comcare.gov.au.

