

Frequently Asked Questions (FAQs)

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EVENT DETAILS

What is start and finish timing of the events?

- See below for a brief outline of the schedule of the three events.

Day 1 Workshop: Friday 26th October

- 8.15am - Registration opens
- 9.00am - Workshop commences
- 4.00pm - Workshop concludes

Day 1 Dinner: Friday 26th October

- 6.00pm - Pre-dinner drinks (cash bar)
- 7:00pm - Dinner commences

Day 2 Forum: Saturday 27th October

- 8.45am Registration opens
- 9.30am Forum commences
- 3:30pm Forum concludes

Do I need a ticket to attend the Dinner on Friday 26th October?

- Yes. When you purchase your event ticket you will have the option to purchase a 3 event ticket that includes the Dinner, a single day and Dinner ticket or you can purchase a Dinner ticket on its own. You must purchase a ticket to attend the Dinner (even if you have attended on the Friday workshop).

Can you cater for special diets?

- Yes. You can request this and provide details when you are registering for the events though Eventbrite.

REGISTRATION AND TICKETING (INCLUDING CANCELLATION POLICY)

I am a person with a disability, or a family member. How do I apply for a Fee Reduction or Bursary?

- **DO NOT** proceed with booking a ticket through Eventbrite.
- If you wish to apply for a fee reduction or bursary you need to complete an application form as soon as possible and return it to CRU. Once considered you will be contacted by CRU of our decision. CRU must receive your form **by 28th September**. Applications won't be granted after this date. Early applications are strongly encouraged as places are limited. You can find the link for the application form below, on our website or email Catherine.Laherty@cru.org.au for one.
- [Application form for financial assistance and fee waivers](#)
- Contact Kim at CRU if you have further questions on cru@cru.org.au or ph (07) 3844 2211 – **You must do this prior to purchasing your ticket on Eventbrite.**

Where do I purchase tickets?

- Tickets are to be purchased online through our website. CRU has developed an Eventbrite page to handle ticketing securely.

Where are the online Help options for Eventbrite ticketing?

https://www.eventbrite.com.au/support/lifestages?focus=AttendingAnEvent&lg=en_AU

- If you are still having difficulties purchasing tickets you are also welcome to call Kim or Kerrie at CRU on (07)3844 2211

How do I register if I do not have a credit card or access to a computer?

- Please contact Kim at CRU on cru@cru.org.au or 07 3844 2211

What are the conditions for refunds and cancellation?

Refunds:

- No refund will be given for a cancellation made **after 5pm on 10th October 2018**

Period	Fee
By 5pm Friday 10 th October	Full refund
From Saturday 11 th October	No refund provided*

**In exceptional circumstances you can apply in writing for a possible refund.*

Late cancellations can result in a considerable loss of income and cost to CRU as we have to commit to venue, catering and travel expenses prior to events.

CRU has created a policy that endeavours to balance the needs of participants with the needs of the organisation.

We acknowledge that there are a number of unexpected circumstances that can make it difficult for people to attend events and we are open to requests for a refund after the 10th October in exceptional situations.

Substitutions are welcome if you can no longer attend. See the answer to "If one person has to cancel, can another person attend in their place?"

To qualify for a refund, cancellations must be notified by 5pm on the 10th October either by emailing cru@cru.org.au or phoning (07) 38442211.

Can I buy tickets at the door?

- No. Tickets must be purchased through an online booking system via our website cru@cru.org.au

If one person has to cancel, can another person come in their place?

- Yes. However, it is your responsibility to ensure that the replacement person updates information on Eventbrite with dietary changes. If the ticket has been purchased at a reduced rate they MUST be eligible for that ticket type. Please update the registration information as soon as possible, particularly regarding dietary requirements and support needs.

The name on the registration/ticket does not match the attendee. Is this okay?

- Yes this is okay. You need to inform CRU of the change and update your dietary requirements. If the new attendee has not completed their registration details online they need to complete a registration form when they arrive at the event.

Can I update my registration information?

- Yes. Once you have booked a ticket you can update your personal information on the Eventbrite page. This can be done until registrations close.

We want to send a number of employees from our organisation but don't know the names yet, how do we register?

- Purchase the number of tickets required and then update information online (e.g. dietary requirements and names) when confirmed.

Do I need to bring my printed ticket to the event?

- No. CRU staff will have a list of all registered participants at the registration desk.

What if I lose my ticket?

- Speak to Kim on (07) 3844 2211 or email cru@cru.org.au

Can we get a group discount?

- No. We are offering these events at a reduced price so we are not offering group discounts.

Can CRU invoice my organisation?

- Yes. This option is for people who wish to purchase **5 or more** tickets and pay by **bank transfer**. You will need to provide the following information in an email to cru@cru.org.au
 1. Name and phone number of a contact person
 2. Email address of the person who will be making the payment
 3. Street address for the organisation
- You need to request an invoice before the 31st August
- If payment is not received by the date stated on the invoice CRU reserves the right to release tickets held for resale on Eventbrite. We have limited spaces for these events so are unable to hold tickets for long periods as others may be waiting to book. Please contact us to discuss if you need to advise attendee names closer to the date.

Why do I have to include my work address when booking tickets?

- This is required for invoicing purposes. Although you will receive your invoice by email it is a requirement of Eventbrite that you fill in your work address details. If you do not have a work address please enter your home address.

I don't have a work address.

- Please enter your home address instead. This setting is a requirement of Eventbrite (our online booking system) and we are not able to customise it.

Will I receive an invoice?

- You will receive an invoice with your ticket from Eventbrite. This will include the ABN of CRU.

SUPPORT AVAILABLE FOR PEOPLE WITH DISABILITY TO ATTEND

Is there support for people with disability to attend this event?

- CRU wants to encourage people with disability and family members to attend the conference and we do this through reduced fees and providing other support. When registering, please tell us what support or accommodations you require to ensure your needs will be appropriately met. CRU will contact you following registration to make sure we have an accurate picture of your support or access needs.
- CRU will engage support workers to assist participants who require personal support during these events including the dinner and real-time captioning will be available.
- Contact Catherine at CRU if you have further questions on 07 3844 2211 or Catherine.Laherty@cru.org.au

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If I am not requesting a fee reduction or bursary do I need to contact CRU to purchase at the concession rate for people with disability and family members?

- No. You can purchase your ticket at the reduced rate via the Eventbrite page.

Who do I talk to regarding my personal care support needs for the events?

- Please contact Catherine at CRU either by phone 07 3844 2211 or email Catherine.Laherty@cru.org.au

Can I bring my support worker with me and do they have to pay?

- Due to limited numbers and the venue requirement of full payment for everyone present unfortunately we will not be able to offer complimentary places for workers engaged by individuals.
- If a support worker would like to attend they are welcome to register as a participant and purchase a ticket at the standard rate (there is a cheaper Early Bird rate until 31st August).
- CRU will engage support workers to assist participants who require personal support during the forum and dinner.

If this is a barrier to your attendance please don't hesitate to contact Catherine at CRU to discuss on (07) 3844 2211

How do I recognise people who are there for assistance?

- CRU staff members and all those who are available for support will be introduced at beginning of the each event.

Is there going to be real time captioning available?

- Real-Time Captioning is being organised for the events, however it is very helpful if you can let us know if you require this when you are registering.

VENUE INFORMATION - [HTTP://WWW.BCEC.COM.AU/](http://www.bcec.com.au/)

Which is the best entrance for these events?

- The Brisbane Convention & Exhibition Centre has two entrances, one on Grey Street and the main entrance on the corner of Merivale & Glenelg Streets. Either of these entries can be used to get to the rooms where our events will be held. There are information desks at each of these entries if you have any questions and there will be signage for our events also. The Grey Street entrance will be the more convenient entrance for the Saturday event.
- See following map for further details: <https://www.bcec.com.au/wp-content/uploads/locationaccess-img.jpg>.
- Friday 26th October Workshop and Dinner will be held in the **Plaza Terrace Room** located on the **Plaza Level**.
- Saturday 27th October Forum will be held in the **Meeting Room P10 & P11** located on the **Plaza Level**.

Is the venue accessible?

- The venue is fully wheelchair accessible and there are limited disabled car parking spaces available. Contact CRU if you know that you will require an accessible carpark and we can reserve one for you. There are accessible toilets on every level.
- To view the Brisbane Convention and Exhibition Centre's accessibility policy and information, please follow this link: <http://www.bcec.com.au/index.php/accessibility>

Can I store my luggage/equipment somewhere secure?

- Yes. There is a cloakroom available for small and large items.

Who can I contact at the venue for more information?

- The phone number for the Brisbane Convention and Exhibition Centre is: 07 3308 3000

Can I view a map of the venue?

- Please follow this link:
<https://www.bcec.com.au/wp-content/uploads/locationaccess-img.jpg>
- Once inside the building you will find plenty of directional signage with event information.
- For both days the closest entry point is the Grey Street Entrance. For the Plaza Terrace Room on Friday, the Main Entrance (corner of Glenelg and Merivale Street) is also convenient.

TRANSPORT & PARKING INFORMATION

Where is the best parking for the event?

Undercover car parks

- The closest parking is at the **Brisbane Convention and Exhibition Centre** itself. Prices for the BCEC car park are as follows:
 - **\$30 Maximum daily rate**
 - **\$16 Early bird** (enter before 9am, exit between 3pm-6pm Monday to Friday only – This **will not** be an option if you are attending the Dinner or on Day 2 as it is a Saturday)
 - If you are parking at the Convention Centre it is best to park in Carpark 2 & 3 and then leave the carpark via Russell Walk and enter at Grey St Entrance where there is both lift and escalator access. See following map for further details: <https://www.bcec.com.au/wp-content/uploads/locationaccess-img.jpg>
 - There is a ramp exit via Russell Walk and also internal lifts directly from the car park to inside Brisbane Convention and Exhibition Centre.
 - Entry heights are as follows: Car Park one: 2.3m, Car Park two: 2.2m (Merivale St) or 2.1m (Russell St Ramp) or 2.2m (Melbourne St), Car Park three: 2m (Merivale Street) or 2.1m (Grey St).
- There is also parking available at '**Secure Parking S1 Carpark**' located at 32 Cordelia St, South Brisbane for **\$16 all day on weekends** or cheaper if pre booked online. For more information and to book follow this link: <https://www.secureparking.com.au/en-au/car-parks/australia/queensland/brisbane/brisbane-south/sw1-car-park>. "Hotel"/Overnight parking is also available here by pre-booking online, with rates from \$20.
- For information about parking in the **Southbank** area (including prices for different car parks and vehicle clearances), please follow this link: <http://www.visitsouthbank.com.au/parking>

Please note:

- For most car parks, **you must vacate before 6pm in order to qualify for early bird parking**. This will be an issue if you are staying on for the Dinner.
- Vehicle clearances differ from one car-park to the next – this includes different car parks in the same complex.

On-street car parking

- On-street parking in the area is very rare, time-limited and can be quite expensive. As such, we recommend you plan to park in one of the many undercover car parks in the South Bank/South Brisbane area or catch public transport.

How can I get to the event?

Public Transport

- There are a range of public transport options. The approximate distances are as follows:
 - *South Brisbane Train station* - 100m
 - *Cultural Centre Busway* - 200m
 - *Southbank City Cat Terminal* - 400m

Taxi

- There is a taxi rank outside the main entrance to the Brisbane Convention and Exhibition Centre. This is on the corner of Merivale and Glenelg streets.

ACCOMMODATION & FOOD

I'm coming in from out of town. Where can I stay?

- CRU has a list of nearby and accessible accommodation on our website. Please see our website or contact cru@cru.org.au if you would like a copy of this. Alternatively see this link [Accommodation Options](#)
- The Brisbane Convention and Exhibition Centre also have a comprehensive list of the major hotels in the area and distances from the venue. They can be found here: <https://www.bcec.com.au/visit/brisbane-accommodation/>
- Please contact CRU if you are having trouble finding any accessible accommodation.

I'm having trouble finding accessible accommodation. Where can get help?

- CRU staff have further information about accessible accommodation in the area near the venue. Contact Kim on (07) 3844 2211

Are there restaurants near the venue?

- CRU can provide information on restaurants that are close by and that have wheelchair access. Please be aware that some of these may be busy on the Friday or Saturday night so it is advisable to make a booking. Please contact cru@cru.org.au if you would like more information on this.