



Building Capacity for Lifelong Inclusion

2 Day CRU Event : 14th & 15th March 2025
Brisbane Convention & Exhibition Centre

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 Events.

Day 1: Friday 14th March (Boulevard Rooms B1- B3, Boulevard Level)

- 8.30 Sign-in opens
- 9:00 Opening Plenary
- 10:30 Morning tea
- 11-12:30 Workshops
- 12:30 Lunch together
- 1:30-3pm Workshops resume
- 3.00-3.30pm Afternoon tea
- 3:30-5pm Closing Plenary
- 6:00pm Community Catch-Up

Day 1 Community Catch-Up Function: Friday 14th March (Rydges Rooftop Room, Level 12)

- 6.00pm Community Catch-Up with drinks and canapes (cash bar)

Day 2 Forum: Saturday 15th March (Boulevard Rooms B1- B3, Boulevard Level)

- 8.30 Sign-in opens
- 9:00 Opening Plenary
- 10:30 Morning tea
- 11-12:30 Workshops
- 12:30 Lunch together
- 1:30-3:30 Workshops resume
- 3:30-5pm Closing Plenary

REGISTRATION AND TICKETING (INCLUDING CANCELLATION POLICY)

Where do I purchase tickets?

- Tickets are to be purchased online through ticketing platform Humanitix.

Do I need a ticket to attend the Community Catch Up on Friday 14th March

- Yes. You must purchase a separate ticket to attend the Community Catch-Up (even if you have attended on the Friday conference). You can choose to only attend this evening event.

How do I register for my preferred workshops?

- On each of the days, there will be a selection of long workshops, running from morning tea until afternoon tea with a lunchbreak in the middle. These workshops are designed to give participants the opportunity to explore topics of interest in a smaller group.
- Topics covered will include **Inclusive Education, Employment, Home, Respectful Support, Behaviour & Sensory Movement Differences, Supported Decision Making & Friendship.**
- Some of these workshops will be repeated and some will just occur on just one of the days. The topics for these workshops have been confirmed but some of the details are yet to be finalised. You can choose to select your preferred workshop/s at the time you complete your registration or you can choose to decide your preference/s after we have all the details locked in. For further details on workshop presenters and topics see following link for our CRU website. <https://cru.org.au/building-capacity-for-lifelong-inclusion/>. We will be updating this as details are confirmed.

Can I buy tickets at the door?

- No. Tickets must be purchased through online ticketing platform Humanitix.

Where are the online Help options for Humanitix ticketing?

- <https://help.humanitix.com/en/collections/8071020-i-m-a-ticket-buyer>
- If you are still having difficulties purchasing tickets, you are also welcome to call Kim 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

Can you cater for special diets?

- Yes. You can request this and provide details when you are registering for the event through Humanitix.

Can I use my NDIS Funding to attend?

- If you have an NDIS package and are Self Managing or Plan Managing, you may be able to use some of your funding for this event. Please refer to the learning objectives outlined on the Humanitix registration page or on the event page on our website to work out if this is a reasonable and necessary support. More information is provided in via the document in the link below:
[Using your NDIS Funding at CRU](#)

Can I be invoiced by CRU?

- Yes. This option is for people who wish to purchase 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. Name/s of the attendees
 3. Email address of the person who will be making the payment
- You need to request an invoice before the **21st February 2025**.
- If payment is not received by the date stated on the invoice CRU reserves the right to release tickets held for resale on Humanitix. 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.

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

- See following section on ‘**SUPPORT AVAILABLE FOR PEOPLE WITH DISABILITY TO ATTEND**’

Can I update my registration information?

- Yes. You can do this via the confirmation email you received in your inbox. Select ‘**Manage Order**’ and then ‘**Update Order**’ to make required changes. Once you have booked a ticket you can update your personal information on the Humanitix page. This can be done **until 5th March 2025**.

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

- Yes. You can do this via the confirmation email you received in your inbox. Select ‘**Manage Order**’ and then ‘**Update Order**’ to make required changes. However, it is your responsibility to ensure that if there are any dietary changes these are also updated. Please update the registration information as soon as possible and before **5th March 2025** 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 can update via the steps above or contact CRU who can assist with the name change and any dietary changes. If the new attendee has not completed their registration details online they need to complete a registration form when they arrive at the event.

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. You can initially use the details of the ticket buyer on each ticket to enable completion of the registration process.
- If you purchase 6 or more tickets before 31st January 2025 you will receive a **15% discount**

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.

Can we get a group discount?

- Yes. We are offering a 15% discount if you purchase 6 or more conference tickets at the one time. This discount is available until 31st January 2025. This discount does not apply to the Community Catch-Up function on the Friday evening.

Will I receive an invoice?

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

What are the conditions for refunds and cancellation?

Refunds:

- No refund will be given for a cancellation made **after 5pm on 5th March 2025**

Period	Fee
By 5pm Wednesday 5th March 2025	Full refund
From Thursday 6th March 2025	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 5th March 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 5th March either by emailing cru@cru.org.au or phoning (07) 38442211.

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. 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.
- Contact Catherine at CRU if you have further questions on 07 3844 2211 or Catherine.Laherty@cru.org.au

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

- **DO NOT** proceed with booking a ticket through Humanitix.
- If you wish to apply for a fee reduction or bursary please contact CRU.
- Contact CRU on cru@cru.org.au or (07) 3844 2211 if you have further questions.
You must do this prior to purchasing your ticket on Humanitix

Is there someone I can talk to regarding my personal care support needs for the events?

- Please contact Catherine at CRU in the first instance 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.
- CRU does not offer companion card facilities however if a support worker would like to attend as a participant, they are welcome to register and purchase a ticket at the standard rate (please note there is a discount for groups and a cheaper Early Bird rate until 31st January 2025)
However, if this is still a barrier to your attendance we want to hear about it - please don't hesitate to contact Catherine.Laherty@cru.org.au at CRU to discuss your needs and 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.

VENUE INFORMATION - 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. **The Grey Street entry (near Olio Café) is the closest entry to get to the rooms where our event will be held.** There are information desks at each entry if you have any questions and there will be signage for our event also.
- See following map for further details: <https://bcec.com.au/visit/>
- The Room for the Plenary sessions on both days is the **Boulevard Rooms B1-B3** located on the **Boulevard Level**. There rooms for the workshops are still being finalised but will be located nearby.

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: <https://bcec.com.au/visit/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://bcec.com.au/visit/>
- 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.

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:
 - **\$35 Maximum daily rate**
 - **\$16 Early bird** (Enter before 9am, exit between 3pm-6pm Mon-Fri only) – This **will not** be an option if you are attending the Community Catch-Up on Friday evening and wish to leave your car at BCEC
 - 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://bcec.com.au/visit/car-parking/>
 - 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 Early bird Parking** Mon-Fri Drive up (enter before 9:30am and exit before 11:59pm) & **\$20 all day on weekends – requires online booking**. For more information and to book follow this link: <https://www.secureparking.com.au/en-au/car-parks/australia/qld/sw1-south-brisbane-car-park/>
- For information about parking in the **Southbank** area (including prices for different car parks and vehicle clearances), please follow this link: <https://eatsouthbank.com.au/places/south-bank-car-park/>

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 Community Catch-Up function.

- 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
 - *Southbank Train Station* – 900m
 - *Cultural Centre Busway* - 300m
 - *Southbank Ferry 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. Or there is an alternative taxi rank outside Mantra South Bank. Please note that both of these options are about 300m from the conference rooms.

Drop Off or Pick Up Point

- Grey Street is the best drop-off and pick-up point for our Conference rooms. There is a 2 minute loading zone located outside this entrance to the Brisbane Convention and Exhibition Centre

ACCOMMODATION & FOOD

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 CRU on (07) 3844 2211 or cru@cru.org.au

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 in advance. Please contact cru@cru.org.au if you would like more information on accessible restaurants.