SHARED SERVICES
FOR HIGHER EDUCATION SUMMIT 2019

25TH - 27TH NOVEMBER 2019 • BAYVIEW EDEN MELBOURNE

STRIPPING COSTS & BOOSTING BUSINESS VALUE OF SHARED SERVICES THROUGH DATA DRIVEN BENCHMARKING, AUTOMATION AND CULTURAL TRANSFORMATION

OUR FEATURED 2019 SPEAKERS

Paul Duldig
COO
ANU

Nachamma Sockalingam
Program Director
Learning Sciences Lab
Singapore University of Technology and Design

Susan Kinobe
Executive Director
of Corporate Services
TAFE Queensland

Kydie Rex
Head of Shared Services
UTS

Stephen Willis
Chief Operating Officer
University of Otago

Connie Mogg
Director of Research and
Revenue Accounting Services
Monash University

... See page three for the full speaker line up

REASONS TO ATTEND 2019

The 1st Summit Dedicated To Higher Ed Shared Services
Born from 22 years of SSOW Australia, this summit will bring together practitioners to foster conversations around innovation in practice

Case Studies from the Big 8 and Global Leaders
Gain insights from leading institutions such as ANU, Monash University and Tafe Queensland into identifying efficiencies, leveraging data, analytics & technology and improving service provision

Data Driven Benchmarking
Engage with fellow leaders on building a data strategy which encompasses benchmarking and automation to strengthen your business intelligence and boost your service model

2 Expert Led Workshops and a Site Tour
Drilling down into the construction of a shared services operating model which supports the distinctive needs of your institution

A Toolkit For Sustainable Transformation
Case studies and round table discussions facilitated by experts in the space on service model transformation, ensuring sustainability and change management in legacy institutions

Researched and Developed by: **SSON** | SHARED SERVICES & OUTSOURCING WEEK

WELCOME TO THE SHARED SERVICES FOR HIGHER EDUCATION SUMMIT, MELBOURNE 2019!

SHARED SERVICES
FOR HIGHER EDUCATION SUMMIT 2019

Dear Colleague,

In a market where millennials are expecting more from their higher education experience, there is a need to ensure services are smooth and synchronised. Shared services therefore must look to how it can improve operations to retain and attract new students, whilst also guaranteeing positive experiences for staff and academics.

The challenge in this space is responding to increasing student expectations when faced with ever tightening funding cuts, a complex operating environment and resistance to change within often legacy institutions.

With this in mind, the **Shared Services for Higher Education Summit 2019** has been created as Australia's only dedicated shared service conference for the higher education sector!

Born out of 22 years of **SSOW Australia** and part of the **SSON** network, this summit will see leading global experts share case studies on transforming operating models and leveraging automation to drive efficiencies and boost the value of shared services.

This year's agenda includes:

- **Monash University** on operating a centralised services model for 60,000 students from over 170 countries and maturing ERP to better business intelligence
- **The COO of ANU** shares perspectives on the power of data and digital capability in service infrastructure and the transformative work he led at Melbourne University
- **Singapore University of Technology and Design** demonstrate how they are leveraging learning & development as a shared services to ensure continuous improvement of T &L
- **UNSW** hold a champagne roundtable on strategies of transformation for the optimal higher ed shared services model
- **TAFE Queensland** talk to how they are consolidating shared services on a large scale, across 6 Regions to introduce efficiencies and improve student and staff experiences

To book your place, simply call 02 9229 1000, email registration@iqpc.com.au or book online

I look forward to meeting you in November!

Emma Hodge
Director
Shared Services For Higher Education Summit, 2019

WHO WILL YOU MEET?

COO/CFO/CHRO Chief/GM/Head/Manager of:

- Shared Services
- Corporate Services
- Business Improvement
- Service Delivery & Innovation
- Finance
- Financial operations
- HR
- Operations
- Client Services
- Student Services
- Program management office
- Quality & Service Improvement

From the Higher education industry

NETWORKING AND INTERACTIVITY – THE IQPC EVENT EXPERIENCE EXPLAINED

This is not a mass participation event, featuring hundreds of attendees. This event is a tightly focused networking, business development and learning platform for senior executives.

The conference experience has been specifically designed to increase the opportunities for collaboration and networking courtesy of formats like speed networking.

We encourage you to bring your business cards, actively participate in the interactive learning and networking sessions, reflect on your current commercial challenges and leverage the event to identify new high value relationships and tangible business solutions which you can implement when you are back in the office.

MEET THE EXPERT SPEAKERS

SHARED SERVICES
FOR HIGHER EDUCATION SUMMIT 2019

MONASH University

Connie Mogg
Director of Research
and Revenue
Accounting Services
Monash University

UNIVERSITY of OTAGO
Te Whare Wānanga o Otāgo
NEW ZEALAND

Jared Hayes
Program Manager
University of Otago

Australian National University

Paul Duldig
COO
ANU

Griffith UNIVERSITY
Queensland. Australia

Cassy Kowaltzke
Director of
Corporate Services
Transformation
Griffith University

MONASH University

Maria Paz
Program Director
of Enterprise
Technologies
Monash University

SUTD
SINGAPORE UNIVERSITY OF TECHNOLOGY AND DESIGN

**Nachamma
Sockalingam**
Program Director
Learning Sciences Lab
**Singapore University
of Technology and
Design (SUTD)**

tafe Queensland

Susan Kinobe
Executive Director
of Corporate Services
TAFE Queensland

UNIVERSITY OF CANBERRA

Melissa Hankinson
Deputy Director
Quality & Service
Improvement
University of Canberra

WESTERN SYDNEY UNIVERSITY W

Steve Marsh
Business Improvement
Manager
**Western Sydney
University**

MACQUARIE University

Nicole Gower
Vice President
of Human Resources
Macquarie University

UTS

Kydie Rex
Head of Shared
Services
UTS

THE UNIVERSITY OF AUCKLAND
NEW ZEALAND

Sharmaine Naidoo
Head of Financial
Operations
**The University of
Auckland**

QUT Queensland University of Technology

Heather Kingston
Director of Finance
Operations
**QLD University
of Technology**

TE HERENGA WAKA WELLINGTON
VICTORIA UNIVERSITY OF WELLINGTON

Aaron Mills
Manager of HR
Planning
& Reporting
**Victoria University
of Wellington**

UNSW AUSTRALIA

Felicity Barnes
Head of Student Hub
Management
UNSW

UNIVERSITY of TASMANIA

Lee Hanson
Director of Shared
Services
**University of
Tasmania**

Flinders UNIVERSITY

Mark Drechsler
Associate Director of
Service Delivery
& Innovation
Flinders

> Great conference, interesting content, and enjoyable
> crowd. Very useful networking.
>
> **- Director PMO, Western Sydney University**

Interactive Workshops – The IQPC Experience Explained

A workshop is offered in an intimate setting that enables you to enhance your learning experience. It is compromised of interactive formats that enable you to bounce ideas off other delegates to create thought-provoking experiences and note takeaways that you can implement in your workplace.

A

9 - 11 AM

Embedding Sustainable Shared Services Frameworks Into A Legacy Enterprise - Strategies For Success

When implementing a new shared services model, organisations often find themselves in a situation where they have invested heavily in the upfront planning, yet have not taken steps to ensure the longevity of the model. This means it can stagnate over time or simply fail to be adopted, particularly in legacy institutions which the higher education knows well.

This workshop will address best practice for ensuring Shared Services operations to continue to adapt and expand after initial launch to meet the ever-changing needs of their customers and will provide you with strategies to embed the change into traditional systems.

How you will benefit:

- Receive detailed strategies, essential in every stage of your transformative journey to stabilize, standardize, and innovate your shared services operations
- Build a long-term strategy for success which encompasses how to anticipate possible roadblocks
- Gain tactics for establishing a continuous improvement culture

Susan Kinobe
Executive Director of Corporate Services
TAFE Queensland

B

11.30 - 13.30 AM

Transforming Higher Education Shared Services Constructing And Solidifying A Service Culture Into Higher Education Institutions

In an industry which is not used to change and can often be resistant to it, there must be a considered strategy in place for introducing transformation of any kind. When wanting to boost the value of shared services within an institution, it is first critical to ensure the foundations upon which change will lie are strong. In the case of university shared services, this will lie in the people and culture of the institution and their willingness and ability to work in a service orientated culture.

In this session Nicole will share her expertise as a transformation expert who has worked outside of the education sector. Thanks to her experience within other industries she has been able to introduce new perspectives to the change programs at Macquarie. Here she will outline the fundamental elements to consider when looking to improve service provision and embed the change into university practice.

How you will benefit:

- Understand the need for a unique approach to service delivery in higher education
- Discuss how to identify opportunities to refine and improve the service delivery model
- Learn strategies for placing service and customer experience at the core of shared services
- Gain insights into approaches to continuous improvement post-transformation

Cassy Kowaltzke
Director of Corporate Services Transformation
Griffith University

2.00 - 4.00 PM

Site Tour - Monash University

This site tour will include a tour around the grounds of Monash University. As part of this, you will be shown the corporate building facilities which have formed part of the journey to centralise their shared services model and where the centralised shared services now operate.

You will also have the opportunity to visit the Alfred Hospital where the shared services have been uniquely implemented. During the tour you will be given an intimate insight into the work completed at Monash which has seen them become leaders in the shared services space in this sector

MONASH University

8:30 AM — **COFFEE AND REGISTRATION**

9:00 AM — **Conference Opening – Remarks from the Conference Chairperson**

Connie Mogg
Director of Research and Revenue Accounting Services
Monash University

9:10 AM — **How Monash Operate A Centralised Shared Services Model And Are Maturing Their ERP To Better Business Intelligence and Decision Making**
Having already centralized their shared services, Monash are able to share insights into the journey of transforming a shared services operating model. They will discuss creating a roadmap for change and the post implementation strategies needed to maintain change and will also share their next steps of evolving their ERP model to further inform their services.
- Shared Services at Monash University – the centralized model
- Aligning capabilities, standards and services across the university of approximately 60,000 students from over 170 countries
- Maturing the Enterprise Resource Planning to improve business intelligence
    - enable agility when responding to changes in areas such as funding and digital disruption
    - aim of leveraging information available for strategic decision making
    - the transformation project: challenges and our solutions

Maria Paz
Program director of Enterprise Technologies
Monash University

9:40 AM — **ANU: How To Strengthen Services and Staff Engagement through Customer Service Strategy, Digital Capability, Culture & Change Management**
In this session, Paul will share his expertise as an industry expert around implementing shared services models and the power that data and digital capability can bring to the success of the project. He will share insights from the significant transformation he lead at Melbourne University, and will address the strategies used, key challenges confronted and solutions found.
- Creating a university-wide operating platform
    - The investment in people, systems and accommodation
    - Implementing the university-wide shared services platform
    - $100 million saved per year reinvested into the university's teaching and research
- Measuring success: how we built the feedback mechanisms needed to drive performance
- The power of data & digital capability

Paul Duldig
COO
ANU

10:10 AM — **Speed Networking**

10:40 AM — **MORNING TEA**

11:10 AM — **Interactive discussion groups**

INTERACTIVE DISCUSSION GROUPS

1. How to recruit and retain exceptional SSO leadership?

Mark Drechsler
Associate Director of Service Delivery & Innovation
Flinders University

2. What are the critical success factors for shared services in higher education?

Sharmaine Naidoo
Head of Financial Operations
The University of Auckland

3. What Are The Various Modes of Transformation For The Optimal University Shared Services Model?

Felicity Barnes
Head of Student Hub Management
UNSW

12:40 PM — **LUNCH BREAK**

1:40 PM — **How Singapore University of Technology and Design Are Using Learning and Development As A Shared Service To Ensure Continuous Improvement of T & L**
While services such as HR, finance and student administration are typically considered among the university shared services, teaching and learning is not often included within this categorization. However, SUTD have taken a different approach and have created the learning and sciences lab – a learning and development centre as a shared service – which allows the university to maintain pace in an evolving industry and to ensure teaching standards remain high.
- Learning and development as a shared service
- The Learning Sciences Lab: the research and evidence based approach to teaching
- Collaborating with faculty members to embed design thinking into practice
- The challenges, results and benefits of the incentive

Nachamma Sockalingam
Program Director Learning Sciences Lab
Singapore University of Technology and Design (SUTD)

2.10 PM

PANEL DISCUSSION

Secrets To Success: The Critical Elements To Successful Shared Services In Higher Education

When executed well, Shared Services is a value-added business model that will increase efficiency, reduce costs and increase competitiveness and customer satisfaction. Taking a one-size-fits-all approach to implementation will result in failure. This panel brings together experts in the space to discuss the approaches which have proven successful and the lessons learned through their experiences.

- The importance of assessing the individual needs of the organisations and not following the pack
- Identifying opportunities to develop efficiencies and improve experiences
- What role does automation play in shared services of the future?

Lee Hanson
Director of Shared Services
University of Tasmania

Aaron Mills
Manager of HR Planning & Reporting
Victoria University of Wellington

Susan Kinobe
Executive Director of Corporate Services
TAFE Queensland

Nicole Gower
Vice President of Human Resources
Macquarie University

2.40 PM | **AFTERNOON TEA**

3.10 PM

How Western Sydney University Developed 14 Shared Service Streams in One Year

In this session Steve will share the incredible undertaking of transforming the whole of the university shared services model across 14 streams of shared services in just one year. He will share how services were consolidated into a new model and the challenges and lessons learned on the journey. Shifting 400 roles and the operating fabric of the university

- From disparate support models to consistent service delivery teams
- Identifying efficiency and reinvesting in improved service delivery
- The crucial role of leadership and streamlined governance
- From learning to action - reviews, challenges and next steps
- Western Now - Building a service orientated enterprise through Ownership, Visibility and Collaboration

Steve Marsh
Business Improvement Manager
Western Sydney University

3:40 PM

How UTS Are Driving Innovation Across Shared Services And Managing Cultural Changes Effectively For Maximum Uptake

UTS have outlined a roadmap for adapting shared services and here will share their work in strengthening processes across finance. Their unique approach to policy and the operational business model will also be discussed and will give you an insight into managing change in culture at all levels within a higher education institution.

- The journey to uplift shared services: process improvement across travel & expenses and payroll
- Making changes to the business model: unpicking processes and policy and introducing more accountability
- Experience of and strategies for confronting resistance to change

Kydie Rex
Head of Shared Services
UTS

4.10 PM

How Macquarie University Are Building A Strong Service Culture Which Fosters Both Efficiency and Effectiveness In A Constrained Financial Environment

Following a mandate for change, Macquarie university have been transforming professional staff services. This case study focuses on the transformation of the HR function. Nicole will provide a practical guide to building a strong service ethos in a financially constrained context, and outline the elusive "cultural change" aspects to service effectiveness.

- Addressing opportunities to refine and improve the service delivery model
- Building a strategy with service and customer experience at its core
- Enabling culture through values and recognition
- Our work around continuous improvement

Nicole Gower
Vice President of Human Resources
Macquarie University

4.40 PM | **CONFERENCE CLOSING – REMARKS FROM THE CONFERENCE CHAIRPERSON**

8:30 AM | **COFFEE AND REGISTRATION**

9:00 AM | **Conference Opening – Remarks from the Conference Chairperson**

Connie Mogg
Director of Research and Revenue Accounting Services
Monash University

9:10 AM | **How TAFE Queensland Are Consolidating Shared Services Across 6 Regions To Dramatically Increase Savings, Improve Career Prospects & Experiences For All Stakeholders**
TAFE Queensland are on a journey to centralise their shared services across the six regions they service. One region containing 18 campuses means this is no small undertaking. In this session they will outline the work they have done to bring standardized practices to the service model across such a huge organisation and the centralise model they have already established for the procurement sector of the business. They will demonstrate what is possible when transforming shared services.
- The shared services model in operation across 3 institutions and 18 campuses in just one region
- A centralise procurement model for the whole of the state
- Strategic direction across a state-wide network of services and the communication involved
- Results and benefits of the transformation:
- Financial opportunities afforded with centralisation: how we doubled the financial savings target in 12 months
- Reduction of duplicated work through a standardized model
- Improved career opportunities for staff

Susan Kinobe
Executive Director of Corporate Services
TAFE Queensland

9:40 AM | **How Benchmarking, Automation, Integration And Culture Are The Foundations For Shared Service Transformative Work At Victoria University of Wellington**
While there is a heavy focus on centralising services throughout the education sector, VUW are focusing on the question of integration of new systems as critical to the process of improving shared services. The opportunities offered to the sector by data driven benchmarking and automation are significant and this session VUW will talk of their work to improve both student and staff experiences through leveraging this new technology. They will also share their fundamental work in embedding the associated cultural change.
- Workforce analytics through data driven benchmarking and reporting
- Leveraging automation to change the way we provide services:
    - improve efficiencies & effectiveness of services

- invest in the staff experiences: identification, up-skilling and developing specialist roles
- ensure improved business unit alignment
- From centralisation of shared services to systems integration as a priority
- Collaborating with the Strategic Projects Office & ITS to embed cultural change

Aaron Mills
Manager of HR Planning & Reporting
Victoria University of Wellington

10:10 AM | **MORNING TEA**

10:40 AM | **How The University Of Auckland Are Delivering A Transformation Agenda Across 3 Divisions To Introduce Efficiencies and Improve The Staff Experience**
The University Of Auckland are undergoing transformations across multiple areas of their shared services. The finance division are centralising their service and investing in automation to do so. This transformation agenda which will provide increased opportunities to staff as well as a more seamless service.
- Transforming financial operations through standardising staff, systems and technology
- Moving officers from faculty to function to improve career development
- Supporting and guiding faculty spending through partnerships
- Investing in data analytics and RPA
- Addressing cultural challenges – the academic resistance!

Sharmaine Naidoo
Head of Financial Operations
The University of Auckland

11:10 PM | **The University Of Tasmania: The Five Year Transformation Program Driving Lean And Simplified Front Line Shared Services**
In order to transform their shared services model, the University Of Tasmania have drawn up a 5 year plan which will see them introduce standardization across front line services to increase savings and better customer experiences. In this session, they will share the essential starting points to this journey and the relationship to university services to drive the change.
- A five year plan: centralising front line services to introduce efficiencies and consistencies
- The foundations for transformation of front line service provision:
    - breaking down silos
    - continuous improvement
    - empowering change leaders
- Changing ways of working: lean, simplification & transformation
- Engagement strategies and change resistance

Lee Hanson
Director of Shared Services
University of Tasmania

11:40 PM

The Key Challenges of Introducing Transformations To Shared Services in Higher Education

Implementing change within any shared service division or model brings with it a multiplicity of challenges. This is not only due to large, complex and fragmented operational structures, but also the issue of traditional thinking which has prevailed within the legacy sector for decades.

- The unique complexities of reporting lines and operational models in higher ed ecosystems
- The top 5 challenges of centralizing services or introducing change and solutions
- Factors that have helped the success of shared services operations in different institutions

Kydie Rex
Head of Shared Services
UTS

Felicity Barnes
Head of Student Hub Management
UNSW

Philippa Hoult
University of Otago

12:10 PM **LUNCH BREAK**

1:10 PM

Services By Design: How The University Of Canberra's Have Tailored Their Approach To Shared Services To Suit The Institutional Model and Ensure Successful Implementation of Change

In this session you will hear about the University of Canberra's shared services model and why they chose to go down a different path to centralization of services. Tailoring their approach to their university's needs, Melissa will share how Canberra are prioritising their customer and building out from that point.

- A different approach to shared services through a hub and spoke model
- Building a community of practice – clarifying ownership and university principles
- Improving cross-unit collaboration & customer satisfaction
- Ensuring delivery is focused on people as the first priority

Melissa Hankinson
Deputy Director Quality & Service Improvement
University of Canberra

1:40 PM

The University of Otago: Introducing Efficiencies And Improving Career Progression By Restructuring A 149 Year Old Decentralized Shared Services Model

Having articulated their future state, Otago are delivering a blended shared services model which is evolving their shared services provision and changing the traditions of 149 years. Here they will talk of strategies for achieving their strategic priorities and challenges they have encountered on their journey over the passed 18 months.

- From a devolved system to a centralised system of operations for shared services
- Why organisational change preceded any change to processes & systems when redefining shared services
- Process mapping, standardization and change management
- The redefinition of roles, reporting lines and career paths for staff

Jared Hayes
Program Manager
University of Otago

2:10 PM

How Griffith University Are Transforming Corporate Services Strategy To Introduce Standardization of Practice and Customer Centric Experiences

The corporate services model at Griffith university is transforming to become more integrated following a push to ensure the service experience for students and staff is the focal point of practice. In this session Cassy will share her transformation work which started in HR, through a pilot which will lead the way to a complete transformation of the corporate services structure.

- Corporate services as a core unit under a centralised model
- Integrating services to ensure consistency of contact and experience: the HR pilot
- Focus on people and process for customer led transformation
- Successful stakeholder engagement and relationship management

Cassy Kowaltzke
Director of Corporate Services Transformation
Griffith University

2:40 PM **AFTERNOON TEA**

3:10 PM

Flinders University: Transforming Student Services And Staff Culture Through A Matrix Model

Flinders university has significantly decreased the amount of time and resources being wasted across their professional services. In this session, they will demonstrate how they are implementing a 'matrix model' for service provision, allowing for increased consistency across skills and services.

- Streamlining and standardising services - moving from 18 schools and faculties to 6
- The shared services matrix model for service provision
- Efficiencies, process improvement, collaboration, transferable teams and skills consistency
- Changes to culture and digital capability

Mark Drechsler
Associate Director of Service Delivery & Innovation
Flinders University

3.40 PM | **How Queensland University of Technology Have Drastically Improved Staff Satisfaction By Centralizing Financial Services**
Then current enterprise model at QUT sees each shared service function operate independently. Finance as a shared service however, has looked to introduce efficiencies, improve service provision and offer increased opportunities to its staff by centralizing the finance services area into one location. In this session they will demonstrate the positive results of centralisation on culture and staff and the steps taken to get there.

- An enterprise model of tiered service provision at QUT
- Finance centralisation to streamline and standardize processes
- Creating economies of scale and staff career opportunities & training
- An action plan for clarifying service pathways and easing customer experience
- Results:
  - Positive strides in culture
  - Reduction of processing from days to hours
  - Customer satisfaction sky rocketing

Heather Kingston
Director of Finance Operations
QLD University of Technology

4:10 PM | **CONFERENCE CLOSING – REMARKS FROM THE CONFERENCE CHAIRPERSON**

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9 Annual Online Events

The Shared Services & Outsourcing Network (SSON) is the world's largest and most established community of shared services and outsourcing professionals, with over 140,000 members. For the past 25 years, SSON has been providing shared services professionals with the resources and connections they need to succeed, through industry-leading events; digital content such as reports, surveys, interviews, editorial, white papers, videos, and infographics; and data analytics.

Key topic areas include:

- BPM/Continuous Improvement/E2E Workflow
- Value Creation/Customer Experience
- Global Business Services
- Operating Model Transformation
- RPA/Intelligent Automation
- Data Analytics/Management
- Finance/HR Process Excellence
- Digital Labor/Talent Management
- The New Role of Outsourcing

As an event delegate you can claim a free subscription to SSON at www.ssonetwork.com

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FOR HIGHER EDUCATION SUMMIT 2019
25TH - 27TH NOVEMBER 2019 • BAYVIEW EDEN MELBOURNE

Register Early & Save!

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STANDARD PACKAGES	SUPER EARLY BIRD *Register & pay before Friday, 20th September 2019	EXTRA EARLY BIRD *Register & pay before Friday, 11th October 2019	EARLY BIRD *Register & pay before Friday, 8th November 2019	STANDARD PRICE
Conference + 2 Workshops	SAVE AUD $1,150 AUD $3,799 + 10% GST =$4,178.90 (EXPIRED)	SAVE AUD $650 AUD $4,299 + 10% GST =$4728.90	SAVE AUD $250 AUD $4,699 + 10% GST =$5,168.90	AUD $4,949 + 10% GST = $5,443.90
Conference + 1 Workshops	SAVE AUD $950 AUD $3,449 + 10% GST =$3,793.90	SAVE AUD $500 AUD $3,899 + 10% GST =$4,288.90	SAVE AUD $200 AUD $4,199 + 10% GST =$4,618.90	AUD $4,399 + 10% GST = $4,838.90
2 Day Conference	SAVE AUD $800 AUD $2,999 + 10% GST =$3,298.90	SAVE AUD $400 AUD $3,399 + 10% GST = $3,738.90	SAVE AUD $200 AUD $3,599 + 10% GST = $3,958.90	AUD $3,799 + 10% GST = $4,178.90
Site Tour	$600 + GST = $660 (*Can only be purchased with 2 Day Conference Pass)			

☐ **REGISTER ME** for **SHARED SERVICES FOR HIGHER EDUCATION SUMMIT 2019 PLUS:**
☐ Workshops: ☐A ☐B

* A credit card surcharge of 1.5% will be added to all payments made by credit card.
* Payment not made at the time of registration will be subject to a $99 service charge.
* All 'Early Bird' discounts require payment at time of registration and before the cut-off date in order to receive any discount.
* Discounts do not apply to vendors/solution providers. IQPC reserves the right to determine who is a vendor.
* Any discounts offered (including early bird and team discounts) are subject to availability and require payment at the time of registration.
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❷ **Register a team of 3** to the conference at the same time from the same company and receive a **10% discount**

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Please note: Only one discount applies

WHERE & WHEN?

WHERE
Address: 6 Queens Rd, Melbourne VIC 3004, Australia
Phone: +61 3 9250 2222

WHEN?
25th - 27th November 2019

HOW TO REGISTER

To reserve your place at **Shared Services For Higher Education Summit 2019**, call IQPC on 02 9229 1000 or email registration@iqpc.com.au. For more information email enquire@iqpc.com.au

ACCOMMODATION

Bayview Eden Melbourne is the official venue for **Shared Services For Higher Education Summit 2019**, and we have negotiated special rates for attendees of this event.

To take advantage of these rates, contact the hotel and quote: IQPC or go to www.ssonetwork.com/events-shared-services-highered-au and click on the Venue and Accommodation page for a direct link to rates.

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To qualify:
Register a team of 7 or more delegates to the conference at the standard conference rate**

Availability – 2 only per event
*(Not available for service providers)   **(No discounts can be applied)*

Registrations received without payment or a Government PO will incur a processing fee of $99+GST = $108.90 per registration. Payment prior to the conference is mandatory for attendance. Payment includes lunches, refreshments, a copy of conference presentations via FTP website or workbook and all meeting materials. If payment has not been received two weeks before the conference, a credit card hold will be taken and processed. This card will be refunded once alternate payment has been received. A credit card surcharge of 1.5% will be added to all payments made by credit card. NOTE: PAYMENT IS DUE WITHIN 7 DAYS FROM REGISTRATION TO SECURE YOUR PLACE.

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POSITION
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☐ CHEQUE ENCLOSED FOR $ _____ (Please make cheques payable to: IQPC)

PLEASE CHARGE ☐ American Express ☐ Visa ☐ MasterCard ☐ Diners Club

CREDIT CARD NUMBER

AMEX 4 DIGIT CODE EXPIRY DATE

NAME OF CARD HOLDER [PLEASE PRINT]

CLICK HERE SUBMIT THIS FORM