

# The 2nd Annual Queensland Public Sector Managers, Directors and Emerging Leaders Forum 2017

Practical strategies and professional advice to develop your skills as an inspirational leader within the Queensland Public Sector.

## FEATURED SPEAKERS



**Tamara O'Shea**  
Director General  
Department of National Parks, Sport and Racing



**Brigadier David McGahey**  
Director General Plan Centaur  
Department of Defence



**Damian Gould**  
Chief Executive Officer  
Building Queensland



**Kerry Petersen**  
Deputy Director-General, Office of the Commonwealth Games  
Department of Tourism, Major Events,  
Small Business and the Commonwealth Games



**Brigadier David McGahey**  
Director-General Plan Centaur  
Department of Defence



**Kimberley Dripps**  
Assistant Director-General and Chief Advisor,  
Queensland Government Procurement  
Department of Housing and Public Works



**Alistair Dawson**  
Assistant Commissioner  
Queensland Police Service, Central Region



**Steve Biddle**  
Regional Director QLD  
Department of Immigration and Border Protection



**Chantal Llora**  
Executive Director, Communications  
Department of Natural Resources and Mines



**Paul Martyn**  
Deputy Director-General, Strategy and Innovation  
Department of Science, Information  
Technology and Innovation



**David Ford** Deputy Director-General, Commissioner for  
Fair Trading and Commissioner for Liquor and Gaming  
Department of Justice and Attorney-General  
Department of Justice and Attorney General



**Chris Seiboth**  
Executive Director Community Indigenous  
and Sub Acute Care  
Metro North Hospital and Health Service



**Dr Emily Verstege**  
Chief Executive Officer and Managing Director  
Multiplacite



**Gordon Sanderson**  
Principal  
EQ Ignite



**Lynda Edwards**  
Director and Executive Coach  
Leadership Connect



**Julie Street**  
Life, Leadership & Career Coach  
Life Path Career Coaching



**2017 Theme:**  
**'Advice to my younger self'**

**Pre Workshop** 4 December  
**Summit** 5 & 6 December  
**Post Workshop** 7 December

Brisbane Convention and  
Exhibition Centre

Make the transition from  
manager to leader

Lead through times of  
change and uncertainty

Explore the core competencies  
of a successful leader

Take command of your  
career with confidence



**EARLY BIRD DISCOUNTS**

Book & Pay by 6 September 2017 to  
receive an additional Value Plus Discount!

**Phone:** +61 2 8239 9711

[www.liquidlearning.com](http://www.liquidlearning.com)

Booking Code - Q1

## EVENT PARTNERS



**CareerSpot**

**APO**

## ORGANISED BY



**LIQUIDLEARNING**  
better

# Pre-Summit Workshop

4 December 2017

9.00 - 4.30

## Ignite Effective Leadership Through Communication

As emerging leaders in the public sector, your actions and decisions are always open to scrutiny, both internally and through the public eye. To be a successful leader, you will have to be able to communicate your vision and the decisions you make with clarity and confidence.

This interactive workshop will explore vital communication skills for effective leadership. Led by Gordon Sanderson, you'll take a hands-on approach to understanding your leadership style, confidently communicating and influencing, professionally managing questions and nurturing effective professional relationships.

### Taking the lead as a successful leader

- The importance of self-awareness
- Setting short- and long-term leadership goals
- Personal Branding: defining and promoting your unique leadership value

### Mastering the art of answering questions

- Structuring responses to difficult questions
- Strategies to improve your ability to think on the spot and formulate clear responses
- Methods to gain and hold attention through your communication

### Building and maintaining stable stakeholder relationships

- Identifying and understanding your key stakeholders
- Developing your problem-solving skills: influence, empathy and diplomacy
- Grow your professional network

### Developing a positive and professional team culture

- How to encourage the behavioural traits that will lead to success
- Methods to deal with difficult conversations and resolve conflicts
- Techniques to boost performance through innovation and collaboration

### Expert Facilitator:

**Gordon Sanderson** Principal EQ Ignite

EQ Ignite

## WORKSHOP SCHEDULE

- |                 |                     |                 |                      |               |                          |
|-----------------|---------------------|-----------------|----------------------|---------------|--------------------------|
| • 8.30 - 9.00   | <b>Registration</b> | • 11.00 - 12.30 | <b>Session Two</b>   | • 3.00 - 3.20 | <b>Afternoon Tea</b>     |
| • 9.00 - 10.40  | <b>Session One</b>  | • 12.30 - 1.30  | <b>Lunch</b>         | • 3.20 - 4.30 | <b>Session Four</b>      |
| • 10.40 - 11.00 | <b>Morning Tea</b>  | • 1.30 - 3.00   | <b>Session Three</b> | • 4.30        | <b>Close of Workshop</b> |

## TEAM BOOKINGS AVAILABLE



## TEAM BOOKINGS

Receive a 20% discount when booking a team of 8 to attend, please call: +61 2 8239 9711 or email: [registration@liquidlearning.com.au](mailto:registration@liquidlearning.com.au)

## SPONSOR TODAY!

Limited sponsorship and exhibition opportunities available. For your chance to brand yourself as a market leader, please call: +61 2 8239 9711 or email: [partnership@liquidlearning.com.au](mailto:partnership@liquidlearning.com.au)



## Day One 5 December 2017

### 2017 Theme: 'Advice to my younger self'

In the evolving landscape of the Queensland Public Sector, developing and utilising the skills required to be a positive and influential leader are paramount. In order to strive for excellence alongside the Queensland Public Sector, you must harness your understanding and seek constructive feedback through self-reflection. Looking at what you have achieved in your career and using this as a catalyst for change, the 2nd Annual Public Sector Managers, Directors and Emerging Leaders Forum will pave the way towards leadership success.

#### 8.30 - 8.55 Registration and Morning Coffee

#### 8.55 - 9.00 Official Welcome and Opening Remarks from the Chair

#### 9.00 - 9.35 OPENING KEYNOTE CASE STUDY

##### Building a sustainable future through Queensland's Public Sector

Successful Government leaders will create change that benefits the wider community in an immediate and sustainable way. In this opening session, Damian will reflect on his Public Sector service and the role he has played in creating sustainability through:

- Effective resource management
- Short-term vs long-term benefits
- Public policy development

**Damian Gould** Chief Executive Officer  
Building Queensland

#### 9.35 - 9.50 Questions and Discussion

#### 9.50 - 10.25 EXPERT COMMENTARY

##### Strengthening your impact through emotional intelligence

Highly successful leaders have a firm understanding of their strengths, their organisations, and the people working within them. In this session, Gordon will explore emotional intelligence and its impact on your leadership effectiveness.

- The importance of self-awareness
- Understand the leader's impact on the workplace
- Identify the positive motivations that energise employees

**Gordon Sanderson** Principal  
EQ Ignite

#### 10.25 - 10.40 Questions and Discussion

#### 10.40 - 11.00 Morning Tea

#### 11.00 - 11.35 CASE STUDY

##### Creating Confidence: Taking responsibility for your career

Taking control of your own career can be a difficult - yet liberating - experience. As a leader, you're directly responsible for your own confidence. Chantal will reflect on her leadership journey so far and the way she has taken control of her success.

- Overcome 'impostor syndrome'
- Identify and seize opportunities
- Reaffirm your strengths and overcome weaknesses

**Chantal Llora** Executive Director, Communications  
Department of Natural Resources and Mines

#### 11.35 - 11.50 Questions and Discussion

#### 11.50 - 12.25 EXPERT COMMENTARY

##### Building stronger networks

To be an effective leader, you will need to rely on the individuals and teams you work with. Maintaining these network requires an authentic and genuine approach to maintaining your professional networks.

- Authenticity through leadership
- A customer experience focus
- Connecting with stakeholders emotionally

**Dr Emily Verstege** Chief Executive Officer and  
Managing Director

##### Multiplicité

#### 12.25 - 12.40 Questions and Discussion

#### 12.40 - 1.40 Networking Lunch

#### 1.40 - 2.30 INTERACTIVE PANEL DISCUSSION

##### Managing the responsibilities of leadership

A leader is trusted with the responsibility of ensuring goals are met and projects delivered. Managing this responsibility can feel overwhelming, especially when individual tasks are delegated. This interactive session will help you build strategies to effectively manage your time and responsibilities as a successful leader.

- Maintain control through delegation
- Strategies to prioritise work
- Strategic planning and execution

**Kerry Petersen** Deputy Director-General, Office of the  
Commonwealth Games

**Department of Tourism, Major Events, Small  
Business and the Commonwealth Games**

**Paul Martyn** Deputy Director-General, Strategy and  
Innovation

**Department of Science, Information Technology  
and Innovation**

**Chantal Llora** Executive Director, Communications  
**Department of Natural Resources and Mines**

**Brigadier David McGahey** Director-General Plan  
Centaur

**Department of Defence**

**Alistair Dawson** Assistant Commissioner

**Queensland Police Service, Central Region**

#### 2.30 - 3.05 CASE STUDY

##### Navigate through volatility and uncertainty

Queensland's Public Sector is a dynamic landscape that constantly evolves to better serve the needs of its people. As a successful leader, you must be able to stride confidently through times of change and leverage the opportunities it brings - both for your team and personally.

- Flexible leadership
- Overcome the feeling of being overwhelmed
- Lead through delegation

**Kimberley Dripps** Assistant Director-General and  
Chief Advisor, Queensland Government Procurement,  
Department of Housing and Public Works  
**Department of Housing and Public Works**

#### 3.05 - 3.20 Questions and Discussion

#### 3.20 - 3.40 Afternoon Tea

## PLUS TWO WORKSHOPS!

Plus two separately bookable interactive workshops before & after the event



## VALUE PLUS DISCOUNT

Receive up to \$400 off registration if you register and pay by 6 September 2017

# Day Two 6 December 2017

3.40 - 4.15

## EXPERT COMMENTARY

### Setting and achieving goals to reach your potential

Leadership is about creating a vision and making it a reality. To do this, you need to be able to create realistic and authentic goals, both personally and professionally. This session, led by Lynda, will explore the science behind goal-setting to help you reach your leadership potential.

- Exploring goal-setting through neuroscience
- Methods to define your aspirations
- Improving performance through self-empowerment

**Lynda Edwards** Executive Coach  
Leadership Connect

4.15 - 4.30

## Questions and Discussion

4.30

## Concluding Remarks from the Chair

8.30 - 8.55

## Morning Coffee

8.55 - 9.00

## Opening Remarks from the Chair

9.00 - 9.35

## OPENING CASE STUDY

### Reflections of a leadership journey

The path towards leadership is rarely straight forward and simple. With more than 30 years experience in the Public Sector, Tamara will reflect on her own journey and inspire you to consider your own path to success.

- Leadership and career progression
- The responsibility of Public Service
- Advice to emerging leaders

**Tamara O'Shea** Director General  
Department of National Parks, Sport and Racing

9.35 - 9.50

## Questions and Discussion

9.50 - 10.35

## CASE STUDY

### Bouncing back from setbacks

As a leader, you must be able to maintain composure through difficult times. Recovering from disaster takes coordinated, sustained effort and requires effective leadership.

- Leadership and resilience
- Maintain confidence within teams
- Leading recovery projects

**Brigadier David McGahey** Director General Plan Centaur  
Department of Defence

10.35 - 10.40

## Questions and Discussion

10.40 - 11.00

## Morning Tea

11.00 - 11.5

## CASE STUDY

### The difference between leadership and management

A leader's role differs significantly from that of a manager. Rather than exercising control, you must be able to inspire innovation and build trust within your team.

- Leadership vs control
- Build trust among teams
- Strategies to empower people

**Chris Seiboth** Executive Director Community Indigenous and Sub Acute Care  
Metro North Hospital and Health Service

11.35 - 11.50

## Questions and Discussion

11.50 - 12.25

## CASE STUDY

### Balancing personal and professional priorities

Leadership comes with added responsibility and you may feel that sacrificing your personal goals is the only way to manage your leadership duties. Striking a balance between your personal goals and professional ambition is key to thriving as a successful leader.

- How to prevent leadership burnout
- Manage your priorities
- Balance well-being and ambition

**Steve Biddle** Regional Director QLD  
Department of Immigration and Border Protection

12.25 - 12.40

## Questions and Discussion



## NETWORKING RECEPTION

4:30 - 5:30PM

Make the most of your experience, join us to network over complimentary canapés and drinks

## ALSO AVAILABLE



### THE 2ND APS 5-6 HIGH PERFORMANCE & LEADERSHIP CONFERENCE 2017

20 - 24 November 2017  
Hotel Realm Canberra



### THE 10TH NATIONAL PUBLIC SECTOR WOMEN IN LEADERSHIP SUMMIT 2017

11 - 14 December 2017  
Hyatt Hotel, Canberra



### THE 3RD WOMEN IN OPERATIONS LEADERSHIP SUMMIT 2017

20 - 23 November 2017  
Novotel Darling Harbour



## SUPER SAVER DISCOUNT

Receive up to \$300 off registration if you register and pay by 4 October 2017



## EARLY BIRD DISCOUNT

Receive up to \$150 off registration if you register and pay by 1 November 2017

# Unleash your leadership potential through the Public Sector

## 12.40 - 1.40 **Networking Lunch**

## 1.40 - 2.15 **EXPERT COMMENTARY**

### **Refine your career progression strategy**

The way you approach your career progression can make a huge difference. In this session, life coach Julie Street will share expert insights and explore strategies that you can implement to accelerate the path to leadership success.

- Self-awareness and achievement-building techniques
- Define and communicate your value proposition
- Government application and resumés

**Julie Street** Life, Leadership & Career Coach  
**Life Path Career Coaching**

## 2.15 - 2.30 **Questions and Discussion**

## 2.30 - 3.05 **CASE STUDY**

### **Building influence with internal and external stakeholders**

Being able to build relationships with your key stakeholders is one of the leaders most important tools. In this session, David will discuss the importance of people in leadership:

- Build organisational buy-in
- Influence as a Public Sector leader
- Leadership through regulatory departments

**David Ford** Deputy Director-General, Commissioner for Fair Trading and Commissioner for Liquor and Gaming Department of Justice and Attorney-General  
**Department of Justice and Attorney General**

## 3.05 - 3.20 **Questions and Discussion**

## 3.20 - 3.40 **Afternoon Tea**

## 3.40 - 4.30 **INTERACTIVE CLOSING ROUNDTABLE**

### **How will you kick start your leadership journey?**

As the event comes to a close, we invite you to participate in this interactive discussion to plan the next steps in your career. Reflecting on the advice from your inspirational speakers, you will discuss:

- Leadership planning for the future
- Methods to solve problems with teams and individuals
- Develop your most effective leadership persona

**Dr Emily Verstege** Chief Executive Officer and Managing Director  
**Multiplicité**

## 4.30 **Concluding Remarks from the Chair and Summit Close**

## ABOUT THE EVENT

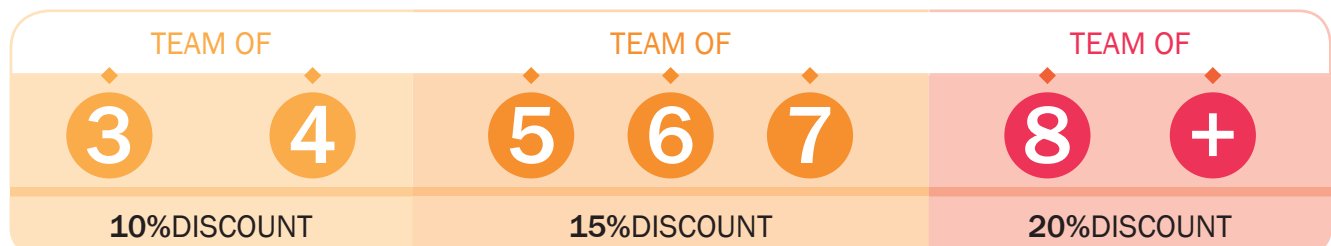
Building on the success of the first Queensland Public Sector Managers, Directors and Emerging Leaders Forum, Liquid Learning is pleased to present this year's event, exploring the inherent qualities of innovative, influential and accomplished Public Sector leaders.

In a dynamic and changing environment, Public Sector leaders must be brave and lead with conviction to stand out from the crowd. Over this two-day forum, you will meet and learn from leaders of the Public Sector who have successfully made the transition from management to leadership. You will also have the opportunity to hear from expert leadership coaches as they break down the psychology of leadership and empower you to reach your leadership potential.

## WHO WILL ATTEND

- SO
- AO 5-8
- EL 1-2
- APS 5-6
- Directors
- Assistant Directors
- Managers
- Assistant Managers
- Team Leaders
- Branch / Section Managers
- Program Managers
- Project Managers
- Regional Managers

## TEAM BOOKINGS AVAILABLE



# Post-Summit Workshop

7 December 2017

9.00 - 4.30

## Lead Through Change

To be successful in the dynamic environment of the Queensland Public Sector, you will have to remain flexible and open to change. This means leading people through change at all levels, which requires a shift away from traditional change management. You must be prepared to constantly evolve your approach to change and remain adaptable in the face of uncertainty.

Run by expert facilitator Lynda Edwards, this full-day workshop will take an in-depth and interactive view of the leader's role in change management. Tailored for Public Sector leaders, you will learn to empower individuals through change, and in doing so, generate more support and increased efficiency of the change process.

### Understanding change in public sector agencies

- The changing nature of change
- Models for identifying and leading change
- The neuroscience behind change

### Your role as the leader in change and innovation

- Identifying and communicating the need for change
- Strategies to make your short-term and long-term goal planning more effective
- Developing and presenting a business case for change

### Improving the effectiveness of people through change

- Improving performance through better feedback
- Creating a culture of innovation
- Reviewing change

### Building resilient teams and communities

- Identifying and overcoming core beliefs and attitudes that prevent progress
- Getting your team change-ready
- Building resilience and optimism

### Expert Facilitator:

**Lynda Edwards** Director and Executive Coach

**Leadership Connect**

## WORKSHOP SCHEDULE

- |                 |                     |                 |                      |               |                          |
|-----------------|---------------------|-----------------|----------------------|---------------|--------------------------|
| • 8.30 - 9.00   | <b>Registration</b> | • 11.00 - 12.30 | <b>Session Two</b>   | • 3.00 - 3.20 | <b>Afternoon Tea</b>     |
| • 9.00 - 10.40  | <b>Session One</b>  | • 12.30 - 1.30  | <b>Lunch</b>         | • 3.20 - 4.30 | <b>Session Four</b>      |
| • 10.40 - 11.00 | <b>Morning Tea</b>  | • 1.30 - 3.00   | <b>Session Three</b> | • 4.30        | <b>Close of Workshop</b> |

## TEAM BOOKINGS AVAILABLE



## TEAM BOOKINGS

Receive a 20% discount when booking a team of 8 to attend, please call: +61 2 8239 9711 or email: [registration@liquidlearning.com.au](mailto:registration@liquidlearning.com.au)

## SPONSOR TODAY!

Limited sponsorship and exhibition opportunities available. For your chance to brand yourself as a market leader, please call: +61 2 8239 9711 or email: [partnership@liquidlearning.com.au](mailto:partnership@liquidlearning.com.au)





Registration Information

Organisation Name				
Address		Suburb	State	Postcode
Booking Contact Information				
Title	Full Name	Position	Email	Phone



Delegate Information

#	Title	Full Name or TBA	Position	Email	Attendance Date/s
1					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7
2					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7
3					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7
4					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7
5					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7
6					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7
7					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7
8					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7
9					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7
10					<input type="checkbox"/> 4 <input type="checkbox"/> 5 & 6 <input type="checkbox"/> 7



Your Investment

Options (per person)	Value Plus Rate*** Register and pay by 6 September	Super Saver Rate** Register and pay by 4 October	Early Bird Rate* Register and pay by 1 November	Standard Rate
Qty				
4 Days	\$3895 + GST = (\$4284.50)	\$3995 + GST = (\$4,394.50)	\$4145 + GST = (\$4559.50)	\$4295 + GST = (\$4724.50)
3 Days	\$3095 + GST = (\$3404.50)	\$3195 + GST = (\$3,514.50)	\$3345 + GST = (\$3679.50)	\$3495 + GST = (\$3844.50)
2 Days	\$2295 + GST = (\$2524.50)	\$2395 + GST = (\$2,634.50)	\$2545 + GST = (\$2799.50)	\$2695 + GST = (\$2964.50)
1 Day Workshop	\$1345 + GST = (\$1479.50)	\$1395 + GST = (\$1,534.50)	\$1445 + GST = (\$1,589.50)	\$1495 + GST = (\$1,644.50)
Discounted off standard rates :	<b>Save up to \$400 off</b>	<b>Save up to \$300 off</b>	<b>Save up to \$150 off</b>	

Exhibition Package	<input type="checkbox"/> Exhibition Table, Brand Exposure at Event, 2 x 2 Day Delegate passes	\$8995 + GST = (\$9,894.50)
--------------------	---	-----------------------------

TOTAL incl GST

All Prices listed in Australian Dollars

	Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7	20% off Standard Rate Team of 8 +
--	----------------------------	--	--	--------------------------------------

**Conditions:** Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts. **Note:** Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.



Payment Details

Please Note: Payment is required prior to attending this event.

<input type="checkbox"/> Credit Card <input type="checkbox"/> Cheque (payable to Liquid Learning Group Pty Ltd) <input type="checkbox"/> Electronic Funds Transfer <input type="checkbox"/> Please invoice me: Purchase Order No. # <input type="text"/>	<b>Credit Card Details - Please charge my credit card for this registration:</b> Card Type <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <b>Note: 2% surcharge applies to American Express payments</b> Card Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Expiry <input type="text"/> / <input type="text"/> CVV <input type="text"/> <input type="text"/> <input type="text"/> Full Name as on card <input type="text"/> Cardholder's Contact Number <input type="text"/> Signature <input checked="" type="checkbox"/>	<b>Electronic Funds Transfer (EFT)</b> Please transfer funds directly to: Westpac Account Name: Liquid Learning Group Pty Ltd BSB: 032 002 Account No: 407 273 SWIFT Code: WPCAUS2S Amount <input type="text"/> Please quote ref QSEL1217A and registrant name
--	---	---



Authority

Authorising Manager's Details: This registration is invalid without a signature.			
Name	Position	Signature	Date
		<input checked="" type="checkbox"/>	

Email this form to: [registration@liquidlearning.com.au](mailto:registration@liquidlearning.com.au) or Call us on: +61 2 8239 9711

**Registration Policy:** If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.  
Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing.

However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.  
**Disclaimer:** Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance on such information and recommends that its clients seek

further professional advice.  
**Privacy Statement:** Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box:   
To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: [database@liquidlearning.com.au](mailto:database@liquidlearning.com.au)  
© 2017 Liquid Learning Group Pty Ltd ACN 108 415 354