



# NATIONAL 2022 CONFERENCE

Monday 16 to Thursday 19 May 2022  
National Convention Centre, Canberra

#national22

## Common Conference Questions

Can I share a registration?

Unfortunately we no longer issue shared registrations. To accommodate this change, registration costs for day registrations have been reduced.

What time does the information desk open?

The information desk is located on the ground level of NCC Canberra ALIA Staff will be present to assist with your conference inquiries.

Tuesday 17 May 2022

8:00am - 5:00pm

Wednesday 18 May 2022

8:00am - 5:00pm

Thursday 19 May 2022

8:00am - 5:00pm

How many registrations can my institution get at the member rate?

ALIA Institutional Members in categories C1 to C3 are eligible to register one delegate at the member rate and C4 and above may register up to three delegates at the member rate.

To find out what your category is, please contact the ALIA Membership Team on +61 (2) 6215 8222.

I have special dietary requirements – what do I do?

During the registration process you will be asked to list your special dietary requirements, which will be passed onto the venue closer to the event date.

**Every effort will be made to accommodate all special dietary requirements where advance notification was given. You will need to make yourself known to one of the International Convention Centre staff members at catering times in order to obtain your special meal (should it be required).**

I have accessibility requirements – what do I do?

**During the registration process you will be asked to list your accessibility requirements, which will be passed onto the venue closer to the event date.**

**Access and facilities for people with disabilities are provided throughout the venue.**

Will there be access to WIFI at the conference?

**Delegates have access to complimentary high-speed public WIFI for the duration of the conference. Visitors, exhibitors and delegates can use the service for basic browsing, email and social media.**

**Access details will be provided onsite.**

Is payment required prior to attending the conference?

**All registrations must be paid in full prior to the start of the conference. You will not be able to check-in onsite and print your name badge unless your registration is paid in full.**

What is the cancellation policy?

**Cancellations received by 9 May 2022 will receive a refund less 20% of your total registration charge. No refunds will be given after 10 May 2022.**

**Registrations can be transferred to other individuals at no cost (in the same registration category) up until 5 working days prior to the start of the conference.**

What is the dress code for the conference?

**The dress code for the conference is smart casual.**

When will I be able to access the papers from the conference?

**All conference papers will be available on the conference website within two weeks of the conference closing.**

I need to leave a message, what do I do?

**Messages may be left at the information desk. As no responsibility can be taken to deliver messages personally, please check with the information desk regularly if you are expecting messages.**

Where can I charge my electronic device?

**Need to charge your device? Charge spots sponsored by Gale, A Cengage Company will be located throughout the exhibition hall.**

**Where possible, power boards will be provided at the back of session rooms for delegates needing to recharge devices.**

**Please do not leave any valuables unattended as responsibility cannot be taken for them.**

Where is catering served?

**Lunch, morning and afternoon teas will all be served in the Exhibition Hall (Ground floor).**

Is childcare available onsite?

**Unfortunately there are no childcare facilities available onsite. If you need to organise childcare during the conference please take a look at this website for information on local providers. Please note that we do not recommend any of these providers and you should make your own inquiries about the suitability of the services offered.**

**Baby change facilities are located throughout NCC Canberra. A dedicated parents' room can be found in the Convention Centre - on the ground level and level two.**

**Each parents' room has a feeding area, change table and a food preparation area.**

Do you have a prayer room available?

**There is a room available should you need a prayer room. Please contact us at [events@old.alia.org.au](mailto:events@old.alia.org.au) for details.**

What is the ALIA policy on waste management at events?

**We will aim to produce minimal waste from our conference and events. We will reduce, reuse or recycle whenever possible. This includes eliminating the usage of single use plastics and other non-recyclable materials.**

**We commit to adopting technology to reduce paper usage. Websites, emails, social media, online registration, electronic abstract submission etc will be utilised to reduce printing. Recycling facilities will be provided at events to collect unwanted printed materials. Our suppliers and industry partners will be encouraged to also reduce the amount of paper generated at events**

**Printed promotional material will be reduced and eliminated where possible by replacing with electronic communication. Materials handed out at conferences should be reusable, recyclable or environmentally sustainable. Where possible, presentations, papers etc will be provided electronically rather than in printed format. Delegates are able to print if necessary but encouraged to consider their need to print.**

**We will work with event venues to reduce food wastage, re-purpose leftovers wherever possible to charities and use locally-sourced, seasonal ingredients. Delegates are asked to consider which events they will attend to ensure that catering numbers and suppliers are accurately ordered to minimise excess.**

**We will discuss these policies with suppliers, industry partners and venues to encourage environmentally friendly practices in their participation in our events. We will commit to giving preference to suppliers who are able to support and implement these policies.**

---

Is there a cloakroom available?

**NCC Canberra provides complimentary cloakroom facilities for personal items. These are located beside the Customer Service Desk on the ground level of the convention centre.**

Do you provide a conference mobile app?

**Yes we certainly do! The app is available to all registered attendees.**

**Further details on how to download the app will be released closer to the event date on the conference website.**

Do you provide printed copies of the conference handbooks onsite?

**In an effort to reduce printed material and waste, the conference handbook will only be released electronically to registered delegates prior to the commencement of the conference.**

**Alternatively, we will also be releasing the conference mobile app closer to the event date.**

How do I contact ALIA Staff onsite?

**During the conference, the fastest way to get in touch with ALIA Staff is to visit us at the information desk (ground level).**

**We will be checking emails periodically. But, we anticipate being quite busy, please note responses might be delayed. Our email address is [events@old.alia.org.au](mailto:events@old.alia.org.au).**

**If you need to contact us by phone, please call +61 499 330 956 (from Monday 4 May to Thursday 7 May 2020 only).**