



AALARA™
 CONFERENCE
 & TRADESHOW | **2017**



AALARA 2017 CONFERENCE PROGRAM

MONDAY MAY 15, 2017

<p>1:00pm-4:00pm GCCEC</p>	<p>National Regulators Forum (Closed meeting for invited industry representatives)</p>
<p>6:30pm-9:30pm GCCEC</p>	<p>Welcome Networking Function Sponsored by HIB AALARA17 Trade Show Hall This is a great opportunity to catch up with all your industry friends and make many new contacts before the Conference begins.</p>

TUESDAY MAY 16, 2017

AALARA17 Conference: Central Room B & C, GCCEC
AALARA17 Trade Show: Hall 1, GCCEC

8:45am-9:00am	Welcome Address <i>Tim Newman-Morris</i> President of the Australian Amusement, Leisure & Recreation Association
9am-10am	State of the Industry & the Greg Hale Story <i>Greg Hale</i> Chief Safety Officer and Vice President of Worldwide Safety and Health for Walt Disney Parks and Resorts and Chairman of the International Association of Amusement Parks and Attractions (IAAPA). Greg is the Chief Safety Officer and Vice President of Worldwide Safety and Health for Walt Disney Parks and Resorts and Chairman of the International Association of Amusement Parks and Attractions (IAAPA). He leads a global team of ride design, operations, maintenance, and safety professionals around the world that keep Disney on the leading edge of theme park safety and technology advancements. With Greg's wisdom, experience and passion, this session is sure to excite and educate!
10am-11am	The Power of Your Brand <i>Karen Phillips</i> Karen Phillips is one of Australia's most sought after strategists in brand management and client communications, giving her clients the edge in an increasingly competitive marketplace. In this session, Karen will share the importance of communication, brand management, online maximisation and client connections. Whatever situation your business might find itself in, managing your brand is vitally important. This session will help you walk away armed with the key tools to manage a crisis in the new and old media worlds.
11am-11:20am	Morning Tea AALARA17 Trade Show Hall
11:20-12:00pm	Timing is Crucial <i>Matthew Smith</i> Sparke Helmore Lawyers Being well prepared to deal with the first 48 hours following an incident is crucial. In this session, Matthew will explore the effective management of critical incidents, with an emphasis on key legal safety considerations. The session will cover: <ul style="list-style-type: none">• what effective incident management looks like• what to expect in the first five minutes, ten minutes, hour, day and 48 hours following an incident• how to meet your safety obligations from a legal perspective• understanding the fundamentals of investigations, including effective evidence collation and regulator management• mitigating legal risk.
12:00pm-12:30pm	Annual General Meeting for AALARA Members Central Room B & C Active Financial and Life Members of AALARA Inc. are invited to attend the Annual General Meeting to discuss the business and future direction of the Association.
12:00-1:20pm	Lunch Sponsored by Sparke Helmore Lawyers AALARA17 Trade Show Hall

TUESDAY MAY 16, 2017

<p>1:20pm-2:30pm</p>	<p>Mock Trial - Timing is Crucial <i>Carlie Holt and Sara McRostie</i> Sparke Helmore Lawyers</p> <p>Following the earlier 'Timing is Crucial' session, this mock trial picks up our incident scenario some months later. Carlie and Sarah will explain before, during and after the mock trial what is happening and the ramifications of certain answers given by witnesses. The court simulation will include:</p> <ul style="list-style-type: none"> • Prosecution outlining the case against the Defendant • Cross-examination of witnesses by a prosecutor and closing submissions from both sides. • The decision likely to be reached by a judge on the evidence and a 'judgment' with reasons outlining why the case was decided a certain way. 				
<p>2:40pm-3:30pm</p>	<p>Triggering Customer Service Excellence <i>Chris Smoje</i> DIME Customer Service</p> <p>Is your business delivering the service results you need, but want to aim higher?</p> <p>Is your business doing extremely well, but are undergoing a strategic change where customer service is a priority focus area?</p> <p>Or is your business new and you're at the beginning of the journey to customer service excellence?</p> <p>No matter where you're at, this session will share all of the key triggers to make this happen at both an overarching and operational level.</p> <p>Chris understands the realities facing leaders and their teams. He has travelled globally and studied with organisations that are leaders in customer service and has developed a sought-after approach that has led to achieving maximum impact solutions for small, medium and large organisations and their people.</p>				
<p>3:30pm-4:00pm</p>	<p>Afternoon Tea AALARA17 Trade Show Hall</p>				
<p>4:00pm-5:30pm</p>	<p>Industry Break Out Forums (These sessions run concurrently)</p>				
	<p>Aquatics</p> <p>Kicking off with a welcome address from Dax Eddy of Jamberoo Action Park, this information-packed session will include presentations from a variety of aquatic industry professionals. If you're in the aquatics business, this is certainly a session you must attend.</p>	<p>Go Karting</p> <p>In this session chaired by Cam Wilson, attendees will explore the latest on the Australian Standard for Concessional Go Karts (AS4723-2011) and industry best practice.</p>	<p>Laser Tag</p> <p>After a year hiatus, the Laser Tag Industry Break Out Forum is back! Paul Sexton will be welcoming attendees back to discuss the latest innovations and technologies in this constantly changing industry.</p>	<p>Trampolining</p> <p>The Australian Trampoline Park Association (ATPA) will be hosting this session to give greater insight into the trampoline industry. Tune into this session to gain an overview of the ATPA, membership and industry goals for 2017.</p>	<p>Transportables</p> <p>Sponsored by The Royal Adelaide Show</p> <p>Presented by James Kemp of Carnival Land Amusements, the focus of this session will be to uncover the real meaning of Crisis Management and hear from industry leaders in the engineering field.</p>
<p>5:30pm</p>	<p>Close of AALARA17 Conference Day 1</p>				
<p>6:00pm</p>	<p>Close of AALARA17 Trade Show Day 1</p>				
<p>6:15pm</p>	<p>G-Link to Ripley's Believe It Or Not for the AALARA17 Mid Conference Function</p>				
<p>6:30pm-9:30pm</p>	<p>AALARA17 Mid Conference Function at Ripley's Believe It Or Not Sponsored by Ripley's Believe It Or Not</p>				

WEDNESDAY MAY 17, 2017

8:00am-9:00am	Centaman Networking Breakfast GCCEC Meeting Room 4 Presented by Centaman Open to all Centaman clients and anyone interested in learning more about how Centaman can help grow your attraction. Join us for an informal breakfast and meet with the Centaman team to learn about the latest programs, initiatives and features. We'll discuss what's in store for Centaman over the next 12 months as well as reveal some exciting new features in the pipeline ahead!
9am-10am	Renewing Customer Confidence in the Amusement Industry Bob White COO of Village Roadshow Theme Parks Sponsored by The Royal Sydney Easter Show At a time when the safety of our industry has been in question, Bob White and the Village Roadshow team have decided to take a proactive approach to reestablish the confidence of their guests. Join Bob as he shares their current ride safety check procedures and what Village Roadshow have accomplished in terms of safety in recent times.
10am-10:30am	Morning Tea AALARA17 Trade Show Hall
10:30am-11:30am	Panel - Safeguarding your Business David Randall (DRA Safety), James Kemp (Carnival Land Amusements), Tony Hood (William Buck) & Michael Alexander (HIB) Facilitated by Chris Deere, Rainbow's End What are the key steps you need to take to ensure the safety of your business? Our industry is constantly evolving so it makes sense that we learn from old and new issues. With an engineer, owner/operator, financial adviser and an insurance broker on this panel, each will bring their Top 5 Tips to Safeguard Your Business in today's environment. Everything from wet weather considerations, to the fine print in insurance policies, you'll walk away from this session better armed to ensure your business is protected.
11:30-12:30pm	Achieve YOUR Gold Medal Moment Nat Cook Motiv8 Me & five time Olympian Sponsored by The Royal Adelaide Show Natalie Cook was destined to succeed and was never afraid to dream big. Her determination to play volleyball for Australia culminated in being crowned the very best in the world at the 2000 Olympic Games, in Sydney. After a record breaking five Olympic appearances plus a swag of other career highlights, Nat has hung up her bikini and is now helping to motiv8 and inspire others to <i>fulfil their dreams and squeeze all the goodness out of life.</i> Nat joins AALARA17 ready to motivate, move and inspire us to Make It Happen... Make It Count in 2017 and beyond!
12:30pm-1:30pm	Lunch AALARA17 Trade Show Hall Sponsored by Intamin Amusement Rides

WEDNESDAY MAY 17, 2017

1:30pm-2:15pm	It's Happened, So Make It Count! Cam Wilson Slideways Go Karting With Cam's kart centre group enjoying the largest turnover in the southern hemisphere & his indoor centres now recognised as industry leaders throughout the world, the story behind the success isn't so sweet. Essentially a street kid at 15 and raising his 10-year-old brother, Cam will share the ups and the downs during his 42 years. A father, husband and employing 53 full time team members, this session will move you and prove that just because those are the cards you are dealt, it doesn't mean you have to fold.
2:15pm-3:15pm	Are you LinkedIn? Adam Houlahan Web Traffic That Works You know that your business needs an online presence, but what and how is the best way to go about it for your business? Don't know where to start? Or don't know how to expand and grow online? Well you're in luck! Adam is consistently the Number 1 most searched profile for Social Media Professionals on LinkedIn in Australia EVERYDAY and an Australian Brand Ambassador for Microsoft. Adam is an International Keynote Speaker specialising in Social Media for business, and CEO of the highly successful boutique agency, Web Traffic That Works. He is considered to be one of Australia's leading experts in harnessing the power of LinkedIn for business. Over 6,200 people globally have sought his skill and insights to leverage the power of LinkedIn for their businesses and at AALARA17, he'll share these with you in an easy to follow and implement session.
3:15pm	Working Afternoon Tea
3:15pm-4:45pm	Panel - The FUNdamentals Behind a Happening Business Michael Schreiber (Strike Bowling & SkyZone), Tony Lines (Village Roadshow Theme Parks) & Marc Newman (Newman Entertainment International) Facilitated by Mary Stuart, Luna Park Melbourne We live, breathe and work in the FUN industry, right? Well what is it that you need to do from a leadership perspective to keep that 'zing' within your business and your organisation's culture? This panel exudes expertise - from a leadership, HR and marketing perspective. You'll learn what it takes to start, build and maintain a fun culture that ignites performance, passion and a 'stay and play' ideal within your team.
4:45pm-5:00pm	Thank You and Wrap of AALARA17 Conference Dax Eddy President of the Australian Amusement, Leisure & Recreation Association
5:30pm	Close of AALARA17 Trade Show
7:00pm-11:30pm	AALARA17 Gala Dinner Sponsored by Pico Play GCCEC - Hall 4



THURSDAY MAY 18, 2017

Allow 3 hours for each site tour from departure at GCCEC. Included for AALARA17 Full Registration holders only.

Sponsored by Lion Food Service and Priestley's Gourmet Treats.

8:30am	Currumbin Wildlife Sanctuary Meet at GCCEC @ 8:30am and make the 30 minute coach journey to the home to over 1,000 animals, 13 shows daily and interactive displays. A place where Australia's wildlife can be experienced in all its wonder and beauty. This site tour will explore some of the many facets of the park, from the possibility of cuddling a koala, feeding a crocodile or kangaroo, riding the train to see some of Australia's native animals in natural bushland and rainforest settings, Segway Safari's or the Treetop Challenge. Currumbin Wildlife Sanctuary truly is one of the jewels in Queensland's crown. Morning tea will be provided courtesy of our friends at Priestley's Gourmet Delights and Lion Food Service.
9:00am	Holoverse Meet at GCCEC at 9:00am and use your TransLink Go Card* to catch 'the G' to Holoverse if you want to be truly amazed! The world's first hologram centre and a must attend for anyone interested in experiencing something unique and new! Holoverse is a 1700 square metre indoor entertainment centre that uses advanced hologram technology to project artificial worlds around you. One minute you can be patting a lion in Africa, the next you can be swimming with fish in the ocean. You can jump down holes, fly through the sky. The objects look solid but they are made of light. In many ways they are like the holodeck from Star Trek. The centre was partially funded by the Australian Government and is the largest conglomeration of Hologram rooms on earth! Morning tea will be provided courtesy of our friends at Priestley's Gourmet Delights and Lion Food Service on arrival back to the GCCEC. *Provided to Early Bird ticket holders only
9:30am	Warner Bros. Movie World Meet at GCCEC AT 9:30am to be transported for 30 mins by coach to Hollywood on the Gold Coast. Become lost in a world of fantasy and fun, meet your favourite stars and super-heroes and experience the exhilaration of world-class adventure rides and movie attractions. Morning tea will be provided courtesy of our friends at Priestley's Gourmet Delights and Lion Food Service.
10:30am	Slideways Go Karting Gold Coast Meet at the GCCEC @ 10:30am and travel by coach for 15 mins to Slideways Go Karting Gold Coast. Nothing compares to the exhilaration of the Slideways Go Karting Australia experience. This site tour will give you in inside view into the workings of a Go Kart track; front and back of house operations. Morning tea will be provided courtesy of our friends at Priestley's Gourmet Delights and Lion Food Service.

LOCATION:

Australia's Gold Coast is a city coming of age. Strategically located on the edge of the Asia-Pacific rim, with access to two international airports, the Gold Coast is perfectly positioned as a destination for business, investment, study, sport, events, tourism and lifestyle.

Situated in the south east corner of the state of Queensland, the Gold Coast stretches along 57 kilometres of coastline and is

home to over half a million people. Beyond the city's beautiful beaches are vast, sub-tropical rainforests with breathtaking scenery.

Season

Average Temperatures
Average Sea Temperature
Average Humidity

Autumn

13°C to 22°C (55°F to 72°F)
21°C (70°F)
72%

Thank you to our AALARA 2017 Sponsors and Partners:

Major Sponsor



Sponsors



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REGISTRATION FORM

Delegate details

Title: First name: Surname:

Name on badge: Organisation:

Business postal address: Suburb/Town: State: Postcode:

Country: Phone: Mobile:

Fax: Email:

Registration *(please tick)*

FULL REGISTRATION (includes all day conference sessions and industry forums, morning tea, lunch, exhibition entry and evening social program: Welcome Networking Reception including food and beverages, Mid Conference Function and Gala Dinner 3 course dinner, beverages and dancing, plus external site tour). Early bird also includes 3 day Go Card travel card (unlimited bus, train, ferry & tram travel in South East Qld - except AirTrain. Until April 10, 2017).

	Early bird discount to April 10, 2017	Full rates apply after April 10, 2017	
AALARA member	\$800.00	\$900.00	= AU\$
Non-member	\$1,200.00	\$1,300.00	= AU\$

STANDARD REGISTRATION (Includes all day conference sessions on Tuesday and Wednesday, industry forums, morning tea, lunch and exhibition entry – EXCLUDES evening social functions and site tour).

	Early bird discount to April 10, 2017	Full rates apply after April 10, 2017	
AALARA member	\$700.00	\$800.00	= AU\$
Non-member	\$950.00	\$1,050.00	= AU\$

TUESDAY REGISTRATION (Includes all day conference sessions on Tuesday, industry forums, morning tea, lunch and exhibition entry – EXCLUDES evening social functions and site tour).

	Early bird discount to April 10, 2017	Full rates apply after April 10, 2017	
AALARA member	\$450.00	\$500.00	= AU\$
Non-member	\$500.00	\$500.00	= AU\$

WEDNESDAY REGISTRATION (Includes all day conference sessions on Wednesday, industry forums, morning tea, lunch and exhibition entry – EXCLUDES evening social functions and site tour).

	Early bird discount to April 10, 2017	Full rates apply after April 10, 2017	
AALARA member	\$450.00	\$500.00	= AU\$
Non-member	\$500.00	\$500.00	= AU\$

INDIVIDUAL ACTIVITIES *(For additional guests or delegates not registered as full registration)*

- Welcome Networking Reception (Monday 15 May) Number of tickets required at \$80.00 per person (beverages and food provided) = AU\$
- Mid Conference Function (Tues 16 May) Number of tickets required at \$90.00 per person = AU\$
- AALARA Gala Dinner and Dancing (Wed 17 May) Number of tickets required at \$180.00 per person = AU\$

Payment *(please tick)*

All fees are quoted in Australian dollars and include GST. Please note if paying by cheque, money order or electronic funds transfer, that funds are drawn through an Australian bank or Australian branch of a foreign bank for the total amount in Australian dollars.

- I enclose a cheque, money order payable to AALARA Inc for total: AU\$
Australian Amusement Leisure and Recreation Association (AALARA Inc)
 Post to: AALARA Inc
 Suite 9, McDonald House
 37 Connor Street
 Burleigh Qld 4220 Australia
- I have made payment by electronic fund transfer of: AU\$ to:
AALARA Inc
 BSB number: 633 000
 Account number: 138 389 986
 International swift code: BENDAU3B International transfers add AU\$30 bank fees to total owing in AUD.

Date processed: Internet transfer receipt number:

Charge the following amount : AU\$ to:
 Mastercard Visa *Payment by credit card will incur a 2% service fee*

Name on card:

Card number: Expiry date: CCV:

Cardholder's signature: Date:

This document will be a tax invoice for GST purposes when you make full payment at the time of registration. Please keep a copy of this completed registration form (along with the confirmation letter sent to you confirming your registration) for your GST records. Cancellation policy: No refund, substitute delegate can replace registered delegate.