

The Pathway to Sustainable Affordability



Introduction to the conference

On behalf of the Australian Health Insurance Association, I invite you to attend the 2005 National Conference of the Association to be held in Australia's "Garden City", Melbourne.

The Conference venue is the Sofitel Melbourne. Located at the Paris end of Collins Street in the heart of the Central Business District, the Sofitel Melbourne Hotel commands the city's premier address, set amongst historic buildings, elegant boutiques, theatres, restaurants and corporate headquarters.

The theme of the Conference is

The Pathway to Sustainable Affordability.

The Conference will address the pivotal role of private health insurance in Australia's balanced public/private system in assisting Australians by keeping access to health care affordable. The Conference will look at issues that must be addressed to sustain affordable health care in Australia, at the challenges that lie ahead and will explore the pathway that we should follow to ensure the future affordability of our health care.

The Conference will provide an update on key health policy positions in relation to private health insurance. Foremost industry leaders in Australia will address the issue of the role of private health insurance in ensuring sustainable affordability of health care in Australia. Our Keynote Speaker from the United States, Bernard J Tyson, will provide an overview of Sustainable Affordability in Health Care Financing & Delivery from the perspective of the Kaiser Foundation Health Plan, regarded as possibly the world's most pre-eminent example of a highly successful integrated health care plan.

High profile speakers from Australia, Professor Ian Harper, and New Zealand, Dr Ian McPherson, will present on the Australian and New Zealand private health insurance experiences with approaches to achieve sustainable affordability. The Conference Program includes a session on health fund approaches to the coordination of care for their chronically ill members. A session addresses the issue of how to provide better quality health care and improved patient safety at an affordable cost, while highlighting the potential for more effective use of data.

Conference sessions address a number of the key areas that will impact on the future affordability of health care, including a session highlighting issues associated with the ageing baby boom population, with implications for health expenditure and private health insurance. One session focuses on the impact of our ageing population in one specific clinical area, presenting the challenge of the extent of the impact of musculoskeletal disease and injury, and the trends, treatment and costs of this disease, a major clinical area impacted both by an ageing population and advances in technology.

Still pursuing health care technology issues, a further session will explore how we can keep pharmaceutical costs affordable and new medicines viable. In the final Session, the ACCC will present an overview of the key competition issues impacting on the private health sector, a timely presentation in light of recent private hospital merger activity.

I am looking forward to welcoming you to the AHIA National Conference 2005.

Terry Smith MBE RFD ED President, AHIA Chief Executive, HCF

Who should attend the 2005 Conference?

Health fund executives, directors, and senior managers, executives and health managers from the private and public sectors; health policy makers and those who influence health policy; industry consultants; clinicians with management responsibilities.

We gratefully acknowledge the generous sponsorship of the following organisations:

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Pre-conference

Tuesday 08 November 2005

4.00pm-5.30pm	Registration	
5.30pm	Welcome cocktail reception	
6.00pm	Welcome Terry Smith MBE RFD ED, President, AHIA & Chief Executive, HCF	

Day One

Wednesday 09 November 2005

7.45am-9.30am	Registration and coffee	
9.30am-10.15am	Welcome Terry Smith MBE RFD ED, President, AHIA & Chief Executive, HCF Opening address The Hon Tony Abbott MP, Minister for Health & Ageing	
10.15am–11.15am Chair Topic Keynote speaker	SESSION ONE Russell Schneider, Chief Executive Officer, AHIA Sustainable affordability in health care financing & delivery Bernard J Tyson, Senior Vice President, Brand Strategy and Management, Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals • Sustainable affordability in health care financing and delivery from the perspective of Kaiser Permanente • The challenges to sustainable health care financing and delivery • Achievements and current challenges of Kaiser Permanente • Private sector solutions to affordable health care delivery • Improving the efficiency and quality of health care • Developing patient-centred care • Implications for private health insurance in Australia	
11.15am-11.35am	Morning tea	

Conference organising committee

The Conference Organising Committee Members include: Russell Schneider, AHIA, Dr Frances Cunningham, AHIA (the Conference Convenor), Craig Bosworth, Medibank Private, Rohan Mead, Australian Unity, Richard Bowden, BUPA Australia Health and the Event Manager, Allana Spree, Adjunct Solutions.

11.35am-1.05pm	SESSION TWO		
Chair	George Savvides, Managing Director, Medibank Private		
Keynote Topic Speaker	Sustainable affordability - Australian and New Zealand experiences with Private Health Insurance Professor Ian Harper, Executive Director, Melbourne Business School The Benefits of Private Health Insurance Effect of the rebate on public hospital waiting lists Private health insurance and sustainable affordability in Australia Dr Ian McPherson, Chief Executive Officer, Southern Cross Healthcare, New Zealand Update on the role of private health insurance in New Zealand The challenge of sustainability for Southern Cross Health Fund Private health insurance innovations Medical savings accounts Implications for private health insurance in Australia		
1.05pm–2.15pm Guest Speaker Topic	LUNCH Dr Mukesh Haikerwal, Federal President, AMA How can General Practitioners work with health funds to improve patient outcomes?		
2.15pm–3.45pm Chair Topic	SESSION THREE Tim Murray, ICS Global Chronically ill patients – Health fund approaches to coordination of care and self management		
Speakers	Chronic Care Initiatives at Medibank Private Bruce Levy, Group Manager, Health Services, Medibank Private • Medibank Private's approach to chronic care Virginia Haggar, Director-Education, International Diabetes Institute • A provider perspective • The results of Medibank-on-Track Program — diabetes management pilot Chronic Care Initiatives at BUPA Keith Finney, General Manager, Provider & Procurement, BUPA Australia Health • BUPA's approach to chronic care • A clinician's perspective • Patient perspective: how AuseMed has helped		
3.45pm-4.00pm	Afternoon tea		

4.00pm-5.30pm	SESSION FOUR		
Chair	Dan Hook, Chief Executive Officer, Australian Health Management		
Topic	Responses to providing better quality health care at an affordable cost; The potential for more effective use of data		
Speakers	Safety in Australian Healthcare: who cares? Dr Martin Van Der Weyden, Editor, The Medical Journal of Australia The safety of Australian Health Care — QAHCS Study, sentinel events, incidents and scandals The need for reform Clinical workforce shortages and health care financing challenges Role of Australian Council for Quality & Safety in Health Care Urgent areas for action Implications for private health insurance		
	Using Data to Improve Healthcare & Health Services in Australia The Hon Dr Michael Wooldridge The mixed public/private Australian health system Overview of Australian health and health service indicators and international comparative data Using data to improve health services Barriers to linking data and establishing effective databases in Australia		
	Improving Patient Safety in Hospitals Professor Peter Collignon, Director, Infectious Diseases Unit, The Canberra Hospital The extent of health care associated infections in Australian hospitals Staphylococcus aureus and MRSA Trends and outlook Clinical presentation of patients High risk patients National strategies for prevention Data collection and monitoring Impact on health care quality, patient outcomes and costs		
7.00pm–7.30pm Address	RECEPTION Terry Smith, President, AHIA & Chief Executive, HCF		

7.30pm **GALA DINNER** Entertainment Pot-Pourri (Presented through Music Theatre Australia One Stop Entertainment) Music Theatre Australia One Music Theatre Australia Stop Entertainment is thrilled proudly presents Pot-Pourri to present sensational Australian singers, Pot-Pourri, as Feature Entertainment for the Gala Dinner. They will present a magical performance with highlights ranging from opera to Broadway and song. Just returned from rave reviews in Italy, Asia and New Zealand, this fabulous quintet is widely acclaimed as Australia's leading music theatre ensemble. With 30 overseas tours under their belt including Europe and USA, Pot-Pourri present their unique and innovative blend of music theatre, cabaret, opera, magic, didgeridoo and comedy in a superbly entertaining show. **Raymond Crowe** Described as one of Australia's leading contemporary magicians, Raymond has an innovative, fresh approach that delights audiences. The popularity of Ray Crowe amongst his peers and audience is such that he was invited to become the first ever Australian Magician to be on the now famous NBC TV Special — "World's Greatest Magic". This 4th annual TV Special was filmed before a live audience at Caesar's Palace in Las Vegas and included what are considered to be the 20 greatest magicians in the world! The show

was viewed by over 20 million people worldwide.

Day Two

Thursday 10 November 2005

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8.00am-9.00am	Registration and coffee	
9.00am-10.15am	SESSION FIVE	
Chair	Rohan Mead, Group Managing Director, Australian Unity Limited	
Topic	An ageing Australia: Implications for health expenditure and private health insurance	
Speakers	Bernard Salt, Partner, KPMG	
	Demographic trends and an ageing Australia Current outlook	
	Health expenditure and health insurance implications	
	Rhonda Parker, Chief Executive, Positive Ageing Foundation of Australia	
	Research findings on the impact of ageing	
	Trends	
	Healthy ageing	
	Needs of mature people Considers and an arrange to promote process of a process of the	
	 Services and programs to promote successful ageing Implications for health insurers 	
	Professor Allan McLean, Director, National Ageing Research Institute	
	The biology of ageing	
	Cause, prevention and cure of disease	
	Consequences of ageing and its social accompaniments	
	Lessons for health insurers	

10.15am-11.15am	SESSION SIX		
Chair	Colleen McGann, Managing Director, St. Luke's Health		
Topic	Musculoskeletal disease and injury, treatment and rehabilitation		
Speakers	Musculoskeletal disease and injury, treatment and rehabilitation The Scope of Musculoskeletal Disease – Treatment and Costs Professor Stephen Graves, Director, Australian Orthopaedic Assoc. National Joint Replacement Registry The scope of musculoskeletal disease Incidence, prevalence, extent of the disease Incidence, prevalence, extent of the disease Trends and implications for treatment and coverage Cost implications Patient management Joint replacement Improving health outcomes and reducing cost Knee Replacement Surgery: Evaluating Rehabilitation Management Strategies Dr Marlene Fransen, Senior Research Fellow, Injury Prevention and Trauma Care, The George Institute for International Health, University of Sydney Extent of knee replacement operations in Australia Trends Demographics Post-operative recovery and rehabilitation outcomes Cost-effectiveness and scientific evidence Implications for private health insurance		
11.15am-11.35am	Morning tea		
11.35am—12.05pm Chair Topic Speaker	SESSION SEVEN Richard Bowden, Managing Director, BUPA Australia Health Can we keep pharmaceutical costs affordable and new medicines viable? Professor Andrew Wilson, Chair, Economic Committee, Pharmaceutical Benefits Advisory Committee, DoHA Overview of the Pharmaceutical Benefits Scheme Special Access and High Cost Drugs Current coverage and expenditure Future trends Impact of new technologies and high cost drugs Drugs in the pipeline Role of PBAC Evaluation methods used in PBAC decision-making Implications for private health insurance		

12.05pm-12.35pm	SESSION EIGHT			
Chair	Terry Smith MBE RFD ED, President AHIA and Chief Executive, HCF			
Topic	The ACCC view of key competition issues impacting on the Private			
	Health Sector			
Speaker	John Martin, Commissioner, Australian Competition and Consumer Commission			
	 The ACCC approach to approval of recent large merger proposals, such as Ramsay/Affinity Update on ACCC's monitoring of anti-competitive practices impacting on private health insura ACCC view of sustainable affordability and whether hospital mergers and takeovers result in lower prices for consumers Competition, health funds and the privatisation of Medibank Private Future outlook for the private health sector from the ACCC viewpoint 			
12.35pm-1.00pm	CEO ADDRESS			
	Russell Schneider, Chief Executive Officer, AHIA			
1.00pm-2.15pm	LUNCH			
	Guest speaker			
2.15pm	CLOSE OF CONFERENCE			

Dr Peter Collignon

MB, BS (Hons), BSc (Med), FASM, FRACP, FRCPA

Professor Collignon has qualifications as a Specialist Physician from the Royal Australasian College of Physicians with training in clinical infectious diseases. He is currently Director of the Infectious Diseases Unit at The Canberra Hospital, a position he has held since 1987. He also has appointments at all the other hospitals in Canberra (Calvary Hospital, John James Hospital and The National Capital Private Hospital).

He continues to be active and involved in many research projects associated with infections and infection control. This involves not only the Canberra area but also Australia-wide and International programs. In the area of hospital acquired infections, especially blood stream infections, he has been widely published and involved in many studies involving intravascular catheters and interventions to try and decrease the serious infections associated with these devices. He has been involved in many research projects involving infection control, particularly looking at procedures and current practices in medicine and how these may be improved to decrease the risks for patients acquiring infections.

Keith Finney

Keith Finney is the General Manager — Provider and Procurement for BUPA Australia Health. Keith leads a team that consists of a number of advisers with medical, hospital, ancillary, administrative and analytical skills. Two major objectives for the team are affordable health insurance and no unexpected out-of-pocket expenses for members.

Keith's team has led the way in Australia with a number of significant changes in the private health insurance industry. These

include the introduction of the highly successful Ezyclaim system for the payment of medical benefits, the development of episodic benefits based on DRGs, and the development of the first prospective payment system covering psychiatric care.

Dr Marlene Fransen PhD, MPH

Marlene is a Senior Research Fellow in the Injury Prevention and Trauma Care Division of The George Institute, University of Sydney. Marlene was a clinical physiotherapist who completed a PhD on exercise for people with osteoarthritis of the knee at the University of Sydney and has undertaken further formal training in epidemiology and public health. Her main research interest is the development, and increased accessibility, of cost-effective nonpharmacological treatment strategies to limit the burden of chronic musculoskeletal disability amongst older people. She has conducted various randomised clinical trials and published widely in this area of research.

Professor Stephen E Graves

MBBS, DPhil, FA, OrthA

Professor Graves has an appointment as Professorial Fellow in the Department of Medicine, University of Melbourne. Prior to this he was Professor of Orthopaedics. University of Melbourne and Director of the Orthopaedic Department, Royal Melbourne Hospital. He is also Director of Orthopaedic Research at Flinders University and Director of the Australian Orthopaedic Association National Joint Replacement Registry. He was appointed to the latter position in 1998. He has been responsible for the setting up and implementation of the Registry, which monitors the outcome of all joint replacement procedures undertaken in Australia.

He is well known for his ability to set up extensive collaborative research programs not only within Victoria but also nationally and internationally. These are both in the clinical and basic science area relevant to musculoskeletal health. He is a Co-leader of Program 4 in the Collaborative Research Centre for Chronic Inflammatory Diseases. This work concentrates on improving the understanding of the basic cell biology involved in musculoskeletal tissue repair as well as examining the role of inflammation in bone and joint diseases.

He has a DPhil from Oxford University in the area of bone cell biology. He has presented and published extensively on outcomes of clinical practice and basic musculoskeletal biology. He is a member of numerous professional and government committees.

Dr Mukesh Haikerwal

MB, ChB, Dip IMCRCS (Ed), DRCOG, Cert FP

Dr Mukesh Haikerwal was elected President of the Australian Medical Association in May 2005.

Mukesh is a General Practitioner in a small group practice in one of Melbourne's most ethnically diverse municipalities, Hobsons Bay, where he has consulted in all aspects of general practice for 15 years.

Mukesh also held the position of Vice President of the Australian Medical Association from 2003 – 2005 and President of the Australian Medical Association (Victoria) from 2001 to 2003. In both AMA roles Mukesh has represented the medical profession to the public in the media, and across all levels of government.

Educated in the United Kingdom, Mukesh was trained as a specialist of General Practice. His accredited attachments include care of the elderly, general medicine, accident and emergency, ophthalmology, gynæcology and obstetrics.

Professor Ian Ross Harper

B Econ (Hons) (Qld), M Ec, PhD (ANU), FASSA, MAICD

lan Harper is one of Australia's most distinguished academic economists. As a member of the celebrated Wallis Inquiry, he was at the forefront of financial market reform in Australia.

lan is currently Executive Director, Centre for Business and Public Policy at the Melbourne Business School, where he holds the Sidney Myer Chair of Commerce & Business Administration. Prior to joining Melbourne Business School in 1993, lan was Professor of Monetary and Financial Economics in the Faculty of Economics and Commerce at the University of Melbourne. He has also held positions at the Australian National University in Canberra, Princeton University in the United States and the Reserve Bank of Australia in Sydney.

Bruce Levy

BEc, LLB

Following his graduation in Economics and Law in 1980, Bruce worked for 15 years as a lawyer specialising in commerce and litigation and then as a manager in the health and hospitality industries in the private sector.

Bruce joined the staff at The Alfred Hospital in 1995, undertaking a number of senior management roles, including the implementation of Competition Policy under the Chairmanship of Graeme Samuel.

In 2000 Bruce took on the General Manager position at The Alfred, taking full responsibility for Victoria's leading tertiary teaching hospital, having a staff of 4000 and an annual operating budget of \$300 million.

After leading an efficiency review of four metropolitan health services for the Victorian Health Department, in October 2002 Bruce joined Medibank. Bruce holds the senior executive position of Group Manager, Health Services, being responsible for the delivery of all health services (hospital, ancillary and medical) used by Medibank's members. The total outlay governed by this responsibility exceeds \$2.3 billion per annum, and covers health service providers across Australia. A key part of his role has been a strategic review of all purchasing methodologies taking in transaction efficiency, quality and safety and member wellbeing.

John Martin

BEc

John Martin was appointed as
Commissioner of the Australian Competition
and Consumer Commission (ACCC) in June
1999 with special responsibilities for small
business related matters. Commissioner
Martin is Chairman of the Commission's
Transport Committee, a member of the
Enforcement and Adjudication Committees
and is responsible for health-related issues.

Mr Martin was Executive Director of the Australian Chamber of Commerce and Industry from 1989 until his appointment to the ACCC. In his position at the ACCI he was responsible for representation of business interests and development of business policies and programs, particularly as they affect small and medium enterprises. Mr Martin was a member of the Board of Standards Australia for over five years and represented Australia on the Business and Industry Advisory Committee (BIAC) to the OECD.

Mr Martin holds an economics degree from the Australian National University. He was reappointed for a second five year term as Commissioner from 7 June 2004.

Professor Allan McLean

MBBS (Hons I), B Med Sci, PhD, FRACP, Grad Dip Mgt (Technology Mgt), MBA (Monash Mt Eliza)

Professor/Director, National Ageing Research Institute

Director of Acute Geriatric Medical Services, Royal Melbourne Hospital

Professor in Medicine and Professor of Geriatric Medicine, Department of Medicine, University of Melbourne

Professor of Gerontology, Faculty of Health Sciences, University of Canberra

Professor McLean's principal research interests over a 40 year research career have been in the areas of cardiovascular control, blood flow and liver metabolism, the influence of disease states on drug clearance, clinical research into evidence based medicine and therapeutic care, pharmacoeconomics, and the management of health service delivery with particular interests in Geriatrics and Gerontology, and primary ageing biology of the liver in humans, primates and rodents.

His most recent strategic contributions have centred on the development of ageing research capacity with leadership roles in the National Health and Medical Research Council (NHMRC) Scoping Study on Ageing Research and the Prime Minister's Science, Engineering and Innovation Council.

Dr lan McPherson

MB, ChB, Dip Obst

Group Chief Executive Southern Cross Healthcare

Prior to joining Southern Cross Healthcare, lan worked as Regional General Manager, Health for Allianz Asia Pacific Ltd — a healthcare insurance organisation based in Singapore. During that time, he was accountable for the development, performance, profitability and support of Allianz's health insurance business in the Asia Pacific region.

lan has also worked for Aetna International, Aetna Health NZ Limited, within the Department of the Prime Minister and Cabinet, and served as chief executive officer of the Thames Hospital Board and Bay of Plenty Area Health Board.

lan holds a medical degree from Otago University and, early in his career, was a GP and also practised in anaesthetics and obstetrics.

Rhonda Parker

Rhonda Parker is a respected commentator and leader in the field of ageing in Australia. She is Chief Executive of the Positive Ageing Foundation of Australia.

Ms Parker served seven years as a Member of the Western Australian Parliament, with three years as a Cabinet Minister. Her human services portfolio included responsibility for the Seniors portfolio. As Minister for Seniors, Ms Parker was instrumental in developing the framework for the National Healthy Ageing Strategy.

Ms Parker is a Director of the Aged Care Standards and Accreditation Agency Ltd. Among her committee memberships are or have been the Technical and Industry Advisory Council Steering Committee of the Export of Western Australian Healthcare, the Technical Reference Committee to Evaluate the Impact of Accreditation on the Quality of Care and Quality of Life to Residents, Department of Health and Ageing, and the Industry Advisory Committee for the Centre For Research Into Aged Care Services, Curtin University.

Bernard Salt

Partner, KPMG, FAICD

Bernard is a KPMG Partner. He has established an enviable profile within corporate Australia as an adviser and as a commentator on consumer, cultural and demographic trends. He is also author of a best-selling book *The Big Shift* launched in July 2001.

Bernard is also engaged by Corporations to review market trends and to advise on business acquisitions and expansions. He is frequently quoted in the Australian media and has appeared on numerous radio and television programs including the *Today Show, Business Sunday, Nightline* and *Healthy, Wealthy & Wise.*

Bernard J Tyson

Bernard Tyson is the Senior Vice President Brand Strategy and Management, Kaiser Foundation Health Plan Inc and Kaiser Foundation Hospitals.

Prior to his current role, Mr Tyson was chief operating officer of Regions Outside California for Kaiser Permanente. He began his career at Kaiser Permanente in 1985 at the San Francisco Medical Center, serving in a number of management positions. He went on to assume leadership roles for the Northern California Region, the California Division, and the Central East Division, which included the Baltimore, Washington, DC, Virginia, and Ohio markets.

He is currently chairman of the board of the Kaiser Foundation Health Plan in the Mid-Atlantic States region and is a board member of the Alliance of Community Health Plans (ACHP). He serves on the advisory committee of the National Committee for Quality Health Care (NCQHC) and serves on an advisory board for the National Managed Health Care Congress.

Mr Tyson received a bachelor of science degree in health services administration and a master of business administration degree in health care administration from the Golden Gate University in San Francisco, California.

Professor Andrew Wilson

PhD, FFAPHM, FRACP, MBBS (Hons), B Med Sci

Professor Andrew Wilson is Deputy
Executive Dean and Director of Research
for the Faculty of Health Sciences and
Professor of Public Health in the School
of Population Health at the University
of Queensland.

As well as his teaching and research roles at the University of Queensland, he is a member of the Pharmaceutical Benefits Advisory Committee and chair of the Economic Sub Committee of the PBAC.

He is a public health physician with research interests in all aspects of the application of epidemiology to clinical medicine, public health, and health service evaluation. Research interests include prevention and management of chronic disease, evaluation of the effectiveness and responsiveness of health care systems and the impact of social environment on health and health care behaviour.

The Hon Dr Michael Wooldridge

Dr Wooldridge holds degrees in Science, Medicine and a Masters Degree in Administration and prior to entering federal Parliament in 1987 he worked as a trainee in surgery at Melbourne's Alfred Hospital and practised locally as a General Practitioner.

In Parliament, Dr Wooldridge held a diverse range of Shadow Ministries including Aboriginal Affairs, Education, Employment and Training and Community Services, Senior Citizens and Aged Care. In 1996 he was appointed to Cabinet as Minister for Health and Family Services, a portfolio he retained until 2001.

Dr Wooldridge is the current Chairman of the Ministerial Advisory Committee on AIDS, Sexual Health and Hepatitis and of the Health Services Advisory Committee and is also a Board member of the Menzies Research Centre.

Dr Martin Van Der Weyden

Dr Martin Van Der Weyden has been Editor of The Medical Journal of Australia since 1995 and Chief Executive of the Australasian Medical Publishing Company since 1996.

A graduate of Sydney University, Martin has had a varied and distinguished career in academic and clinical medicine and hospital administration. He was a Merck Sharpe & Dohme International Fellow in Clinical Pharmacology and a National Science Foundation Fellow at Duke University Medical Centre, North Carolina. On return to Monash Medical School at Alfred Hospital Melbourne he was appointed as an NHMRC Research Fellow and, subsequently, Associate Professor of Medicine and Professor of Haematology. At the Alfred, he was a senior visiting physician and head of Haematology Services. Not satisfied with these challenges he was recruited into administration as Chief of Investigative Medicine before joining The Medical Journal of Australia.

General information

Welcome to Melbourne

Known as the "Garden City", Melbourne is renowned for its culture, festivals, gardens, wide boulevards and sporting events. It is a vibrant and cosmopolitan city that is host to a multitude of international sporting events including the 2006 Commonwealth Games, Australian Open Tennis Grand Slam, the Australian Formula One Grand Prix, International One Day and Test Cricket matches at the Melbourne Cricket Ground (MCG) and the world famous Melbourne Cup.

Melbourne was recently voted "the world's most livable city" and is a modern, progressive city.

Tourist information on Melbourne is available at www.visitvictoria.com.au

Venue

Sofitel Melbourne, 25 Collins Street, Melbourne

Located at the prestigious Paris End of Collins Street in the heart of the central business district, the Sofitel Melbourne Hotel commands the city's premier address nestled amongst historic buildings, elegant boutiques, theatres, restaurants and corporate headquarters. A private entrance leads to an extensive first floor lobby and lounge. All rooms have sweeping views of the Melbourne skyline. Rooms start on level 35 and soar 15 stories surrounding a mirrored atrium. The hotel has a Business Centre, Internet access and a two-line business telephone with facsimile service in questrooms and an in-house gym/leisure centre. Further information on the hotel's facilities and services is available at www.sofitelmelbourne.com.au

Non-Smoking Policy

Smoking is not permitted in the conference venue.

Registration Desk

The Conference registration desk will be situated in the promenade area outside the main foyer on Level One. The registration desk will be staffed from 4.00pm to 5.30pm on Tuesday 8 November 2005, from 7.45am to 9.30am on Wednesday, 9 November 2005 and from 8.00am to 9.00am on Thursday, 10 November, 2005.

Hotel Accommodation

A block booking has been made at discount rates for Conference delegates at the Conference venue. All rooms are Superior King rooms. These rates are guaranteed until 7 October, 2005. To avoid disappointment, it is recommended that you book your registration and confirm your accommodation as soon as possible. To ensure your room is secured, please provide your credit card details, which will be forwarded to the hotel and serve as a guarantee only.

All bookings, alterations or cancellations must be made in writing and directed to the Event Manager. Please do not contact the hotel directly for such changes.

Conference delegates are personally responsible for settling their room accounts and for all expenses incurred for additional services outside of the conference program such as laundry, minibar, use of business centre and recreational activities.

Car Parking

Car parking is available under the Hotel (enter from Little Collins Street) in Wilson's car park. Rates are:

 Maximum charge per day \$37.00.

Enter after 5.00p.m and exit before 6.00am, Monday – Friday \$9.00.

Please note the above car parking rates are subject to change without notice.

Public Transport

The Hotel is located 5 minutes from Parliament underground railway station and is serviced by a network of trams.

Transport from the Airport

Taxis

Taxis are available from the ground floor level of Melbourne Airport, outside the International Terminal and both domestic Terminals. Expect to pay around \$35 to \$40 for the 25-minute trip into the centre of Melbourne.

A \$2.00 taxi parking fee applies at Melbourne Airport. This \$2.00 per vehicle fee only applies to passengers leaving Melbourne Airport from a taxi rank. A \$3.00 per vehicle pre-booked taxi fee also applies for passengers catching a limousine or taxi from the Premium Parking area opposite Terminal 2

Bus

SkyBus offers a shuttle bus service from the airport to Melbourne CBD and city hotels. This service operates 24 hours, 7 days per week.

Buses run every 15 minutes throughout the day and every 30–60 minutes overnight. Adult one way tickets cost \$13/Adult open return tickets cost \$24. You can purchase and print your ticket online.

For more information Skybus can be contacted on (61 3) 9335 2811.

Visit www.Skybus.com.au for more information.

General information

Social Functions

Welcome Reception

Date Tuesday 8 November 2005
Time 5.30pm - 7.00pm
Venue Sofi's Lounge, Level One,
Sofitel Hotel
(adjacent to the Lobby)

Cost \$55.00 Dress Business Attire

Reception & Gala Dinner

Date Wednesday, 9 November 2005
Time Reception 7.00pm – 7.30pm

Gala Dinner 7.30pm onwards *Reception* – Promenade,

Level One, Adjacent to the Lobby & Grand Ballroom Gala Dinner – Grand Ballroom, Level One, Sofitel Hotel

Cost \$110.00 Dress Lounge Suit

Dress

Venue

Recommended dress for the Conference is smart casual for all conference sessions.

Privacy Clause

Your registration details will be used for the purposes of organising this and future conferences on behalf of AHIA. A list of delegates (name and organisation only) will be circulated at the event to all attending conference delegates and will not be used for any other purposes. Note that details may be made available to parties directly related to the Conference including Adjunct Solutions (Event Manager) and venues and accommodation providers (for the purpose of room bookings).

Please indicate on the registration form if you DO NOT want your details published in the delegate listing, or used for future AHIA educational promotion.

Special Needs

We endeavour to cater for the special needs of delegates. Should you require particular assistance, please make a note on your registration form or contact the Event Manager – Allana Spree, Adjunct Solutions Pty Ltd Tel: (61 3) 9497 1899; Fax: (61 3) 9497 1346 or email aspree@adjunctsolutions.com.au

Personal Insurance

Delegates shall be regarded in every respect as carrying their own risk for loss or injury to person or property, including baggage during the Conference. We strongly recommend that at the time of booking your travel and tours you take out a travel insurance policy of your choice. The policy taken should include the loss of deposit through cancellation, medical insurance, loss or damage to personal property, financial loss incurred through disruptions to accommodation or travel arrangements due to strikes or other industrial action. The organisers are in no way responsible for any claims concerning insurance.

Cancellation Policies

If you are no longer able to attend this event, a substitute delegate may take your place for the Conference registration. However, if you wish to cancel your registration a full refund, minus 20% (inc GST) service fee, will be given provided you have notified us in writing, by letter, fax or email, on or before 2 November 2005. No refund will be made after that date.

Please note that for the Sofitel Melbourne a 24 hour cancellation notification policy applies. This means that cancellations within a 24-hour period of the accommodation booking will incur a cancellation fee equivalent to all room nights confirmed.

Registration Fee Inclusions

Full Registration

Welcome Reception Gala Dinner

Morning/afternoon teas and lunches Admission to all conference sessions

(Wednesday and Thursday)

Delegate listing

Satchel including name badge and Conference program

Day Registration

Morning/afternoon teas and lunch on nominated day Admission to all Conference sessions on nominated day Delegate listing Satchel including name badge and Conference program

Program Alteration

The Conference Program and registration information is correct at the time of publication. The AHIA reserves the right to make program changes due to unforeseen circumstances.

Event Manager

All inquiries regarding the conference and registration should be directed to the Event Manager:

Allana Spree
Adjunct Solutions Pty Ltd
PO Box 656
Heidelberg VIC 3084
Tel: (03) 9497 1899
Fax: (03) 9497 1346

Email: aspree@adjunctsolutions.com.au

Registration form

Title Prof Dr Mr Mr Surname	s Ms Miss Given Name	Preferred name for badge
		1 Total Tallio Tot Dauge
Organisation	Position	
Postal Address		
	State	Postcode
Telephone (BH)	Mobile	Fax
Email		
Special requirements (dietary or otherwise	se)	
Please tick one of the following	Member of AHIA	Non-member
Conference Payment Details		
Full Registration* early bird fee (receive	d before 14 October 2005)	Day Registration**
AHIA Member:	\$825	AHIA Member \$440
Non-member:	\$875	Non-member \$475
Full Registration* (received after 14 Oc	tober 2005)	Please nominate which day you will attend
AHIA Member	\$875	Wednesday, 9 November, 2005
Non-member	\$950	Thursday, 10 November, 2005
Social Program Additional Tickets		Note: * Full Registration includes Lunches, Welcome Reception and Gala Dinner ** Welcome Reception & Gala Dinner not included in
Welcome Reception	No. of Tickets @ \$55.00	Day Registration Fee
Gala Dinner	No. of Tickets @ \$110.00	Places indicate here if you DO NOT want your
Grand Total Owing	\$	Please indicate here if you DO NOT want your details published in the delegate listings, or used for future AHIA educational promotion.
How to pay		of latere / t in Codecatorial promotori.
Payment is to be made by cheque or	ly. Please make cheques payable in Australia	an dollars to Australian Health Insurance Association.
AHIA National Secretariat, 4 Campion S Tel: (02) 6285 2977 Fax: (02) 6285 295		
Accemedation Dealtimes		
Accomodation Bookings Hotel Sofitel (Please tick one)		Type of accommodation required
\$240 net, room only, per room, per	niaht	King OR Twin
\$260 net, room & 1 breakfast, per r		Non-smoking OR Smoking
\$280 net, room & 2 breakfasts, per		9
Arrival date	Estimated time of arrival	Departure Date
I wish to share accommodation with		
		funds will be deducted from your account and
you will be liable for settlement of you Yes. Lagree to my credit card deta	ar room account on your departure.	guarantee my reservation
Please debit my Mastercard		Amex
,		cient notice in writing of your cancellation to the Event Manager.
Card number		Expiry date
		M
Cardholder name	Signature	



National Conference 2005

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