



ANZSOG FREQUENTLY ASKED QUESTIONS (FAQS)

2023 NRCOP National Conference - Regulatory hindsight, foresight & insight

The FAQs for the **2023 NRCOP National Conference - Regulatory hindsight, foresight & insight** can be found below. If you have a question that has not been addressed, please email:

- regulators@anzsog.edu.au for any questions related to NRCOP or the conference program
- e.education@anzsog.edu.au for any questions related to registration, payments or the conference app

1) When and where will the 2023 NRCOP Conference be held?

The **2023 NRCOP National Conference - Regulatory hindsight, foresight & insight** will be held on 21-22 September 2023 at the Sofitel Melbourne on Collins, 25 Collins Street, Melbourne.

2) What is the Conference theme?

Coming together as a community of practice has long been an important activity for NRCOP and we are delighted that we are able to resume the strong tradition of National Conferences!

Professor Malcolm Sparrow will provide the Conference Keynote Address. With over 20 years' experience of working with and inspiring members of NRCOP, Professor Sparrow will take this opportunity to look ahead and examine how we can prepare ourselves for the challenges facing regulators in the next 5-10 years.

Conference sessions, led by regulatory practitioners and academics, include:

- *Regulatory failure and remediation*
- *The role of investigative journalism in shaping regulatory reform*
- *Frank and fearless advice for regulators wishing to work with Indigenous communities*
- *Putting the 'public' and the 'value' back into public value regulation*
- *Exploring 'near misses': Reflecting on past behaviours as a way of improving regulatory practice*
- *Regulating behind closed doors: Making the invisible visible*
- *Regulatory levers and tools.*

The program will provide a mix of inspirational speakers and interactive activities, providing you with a range of opportunities to hear new ideas, contribute views and network with your regulatory peers.

3) Will there be a virtual admission option if I can't make it to Melbourne?

Yes - you can attend the Conference virtually. Virtual admission will provide you with access to the live streamed morning plenary sessions.



3a) When will I receive my Conference virtual login information?

Upon paying your virtual registration, you will receive an auto-generated acknowledgement that you are registered to attend. Prior to the Conference commencement you will receive access to a central *Attendee Hub* and key Conference information enabling you to interact with session content, speakers, and other Conference attendees.

3b) Can I ask questions as a virtual attendee?

Yes – the *Attendee Hub* will facilitate engagement during the live sessions including providing a Q&A Chat function.

3c) Will I need special software to attend the Conference virtually?

No - although a mobile app will be available for IOS and Android mobile devices, the virtual platform is also compatible with web browsers such as Google Chrome, Edge, and Firefox (Google Chrome is recommended).

4) Can I register for the Conference now and how much does it cost?

Yes - registrations are now open. The registration costs below include in-person and virtual admissions for individuals who are currently employed by an organisation with [Corporate Membership of the National Regulators Community of Practice](#) and general admission.

Registration Type	Cost (AUD, ex GST)
In-person Corporate Member of NRCOP	\$950
In-person General Admission Member	\$1,250
Virtual Corporate Member of NRCOP	\$250
Virtual General Admission	\$350
In-person University Academic/Student	\$950
Virtual University Academic/Student	\$250
Optional Conference Dinner (Thursday 21 September 2023 from 7pm – 10pm)	\$150 (spaces limited)

4a) What is the difference between NRCOP corporate member rate and general admission rate?

A corporate rate for both in-person and virtual admissions is available for employees who are currently employed by an organisation with a corporate membership of the National Regulators Community of Practice.

All other attendees who are employed by an organisation with no current corporate membership with the National Regulators Community of Practice or from the public, private, or other sectors will pay a general admission rate.

Find out if your organisation is a [Corporate Membership of the National Regulators Community of Practice](#). Alternatively, please contact regulators@anzsog.edu.au.

4b) Is there a discount for university academics and students?

Yes, a university academic and student rate is available via the University Academic/Student admission for both in-person and virtual.



4c) What happens if I registered for corporate membership rates and my organisation is not a current member?

ANZSOG will notify you via email if your organisation is not a current member and your registration admission is required to be updated. Any differences in registration rates will be payable at time of the transfer.

5) How can I pay for the conference?

Payment methods include direct payment at registration via credit card (Mastercard or Visa accepted) or a request for an invoice. If request for an invoice option is selected, please note, registrations are not confirmed until payment has been received. Invoices are payable within 14 days of the date of issue and will be emailed to the address provided on the registration form.

5a) Are there discounts for group bookings?

No - discounts are not available for group bookings. A discounted price is available for those employees who are currently employed by an organisation with [Corporate Membership of the National Regulators Community of Practice](#).

5b) Can I make a group booking using only one name?

No – we require the full details of each registrant, in line with OHS standards in the event of an emergency at the venue, which also enables us to distribute additional information, papers, program changes etc. to each registrant.

5c) If I need to cancel my registration, can I get a refund?

Yes - cancellations must be made in writing to ANZSOG via email at e.education@anzsog.edu.au. Cancellations received more than 30 days prior to the Conference will not incur charges and a full refund applies. For cancellations received within 15 to 30 days prior to the Conference, 50% of the registration fee is payable. For cancellations received within 14 days or less prior to the Conference, 100% of the registration fee is payable.

6) Can I transfer/substitute my registration to a colleague?

Yes - If a delegate is unable to attend, the booking can be transferred to another person no later than 3 business days prior to the Conference. Substitutions for individual and group bookings must be made in writing to ANZSOG at e.education@anzsog.edu including details of the current delegate and the replacement delegate's name, title, organisation/department, email address, mobile number and any special requirements.

Substitutions made with less than 3 business days' notice cannot be guaranteed. Bookings and payments cannot be transferred to an alternative ANZSOG program or event if the delegate is unable to attend.

ANZSOG will endeavour to accommodate special dietary requirements for late substitutes, but this cannot be guaranteed.



6a) Can my registration be used by multiple people?

No – delegates cannot “share” a pass between multiple people.

6b) Can I change my registration from in-person to virtual and vice-versa?

Yes – transfers in bookings and payments between virtual and in-person registrations are permitted, and requests must be made in writing to ANZSOG at e.education@anzsog.edu.au. Requests for transfer from in-person to virtual must be received more than 7 days prior to the Conference. Any differences in registration fee will be refunded within 30 days of the transferral. ANZSOG will endeavour to accommodate the transfer to in-person registration. However, the transfer is pending availability at the time of the request. The difference in registration fee is payable via credit card or invoice request at the time of transferral.

7) Can I review the Conference program or a list of speakers before registering?

Yes - The Conference program is on the Conference webpage and will be updated as the program develops. To stay informed about Conference speakers [sign up for ANZSOG's NRCOP e-news](#).

7a) Where can I find information about previous conferences?

The first NRCOP National Forum was held in 2016. You can find out more about previous conferences, including access to videos and resources on the NRCOP website here [Regulatory Resources | ANZSOG](#).

8) Will you accommodate special dietary and accessibility requirements?

Yes – to ensure we make your participation at the conference more enjoyable, please advise us of your requirements when registering. If you did not include these details when registering, please email e.education@anzsog.edu.au by **COB 14 September 2023** and we will do our best to accommodate your needs.

The Sofitel Melbourne on Collins provides equitable access to all levels, with accessible restrooms located adjacent to meeting rooms. We will also ensure that there are designated spaces for wheelchairs and allocated spaces for carers in meeting rooms.

9) Will there be a space for First Nations delegates to meet?

Yes - a designated room will be available for First Nations delegates to caucus if required and no booking necessary.

10) Are safety measures in place at the venue?

Yes – the Sofitel Melbourne on Collins developed [event safe guidelines](#) in consultation with the Victorian Government and health authorities, to ensure a safe operating environment. We encourage you to keep 1.5m distance from fellow attendees, sanitise your hands regularly and wear your mask when travelling on public transport.

11) Is there a dress code for the Conference and networking functions?

Yes - the dress code for the day program and conference dinner is smart casual.



12) Can I contact ANZSOG if I have any further queries about the Conference?

Yes – please contact Shannon Tucker, NRCoP Senior Engagement Coordinator via email at regulators@anzsog.edu.au

13) Can I contact ANZSOG for Media enquiries?

Yes, for all media enquiries, please contact Ben Ruse, Senior Writer and Media Advisor via email at b.ruse@anzsog.edu.au.

14) Is there parking available?

Yes. A paid carpark is located underneath Collins Place, via Wilson Parking, 28 Flinders Lane, Melbourne. Book a space. Alternative CBD paid carparking can be found by visiting the [City of Melbourne website](#).

15) How do I get to the Sofitel Melbourne on Collins by public transport

By Train. The Sofitel Melbourne on Collins is located a short walk from Parliament Station which is located on the City Loop.

By Tram. The Sofitel Melbourne on Collins is located near Stop 8 on Collins Street. Trams that stop at Stop 8 include:

31 Collins St West End to St Vincent's Plaza
109 Box Hill to Port Melbourne
112 St Kilda/Fitzroy St to West Preston

16) What accommodation is available?

Options for accommodation will be listed on our website.