

# The World HEARING VOICES CONGRESS

20 – 22  
November  
2013

MELBOURNE CONVENTION  
AND EXHIBITION CENTRE  
Melbourne Victoria Australia



## HEARING VOICES:

Journeys to Understanding – *Sharing experience, expertise and wisdom*

## REGISTRATIONS:

### Frequently Asked Questions

#### **Q. Why are the prices when I register such odd amounts?**

All congress registration fees have to include the Australian Government's Goods & Services Tax (GST). The GST is 10% of the purchase price. The online booking system adds this separately so the initial prices listed when you register will have 10% added before you make your final payment.

For all prices including GST please visit the congress website where you can download them in PDF format.

#### **Q. What are the 3 different registration categories?**

There are 3 different price categories for the congress.

Full fee is the usual registration fee for everyone who doesn't meet the following criteria.

Reduced fee is for individual voice hearers, mental health consumers/service users and carers who are on a reduced or limited income and are not working full-time. This is also for full time students.

Concession is for voice hearers and carers who are in receipt of government unemployment or pension benefit. If you are Australian, you must have a valid Centrelink Pension or Health Care Card. If you are from overseas, you will need to have proof of entitlement such as a social security card or number.

#### **Q. What are the 'Early Bird' registration fees?**

As a special incentive to register early we have reduced our fees for registrations made between June 1<sup>st</sup> and 31<sup>st</sup> July. You must register online by 31<sup>st</sup> July – and ensure that payment is made by 14<sup>th</sup> August in order to receive this special rate.

Regular fees apply from 1<sup>st</sup> August to 31<sup>st</sup> October 2013

Late registrations may be accepted, subject to places being available, at the late registration rate from 1<sup>st</sup> to 19<sup>th</sup> November.



**Q. What payment methods are accepted?**

Payment can be made by credit card (Visa or Mastercard) at the time of booking. Alternatively, if you are in Australia you can select to pay by Cheque, Money Order or Direct Bank Deposit – in which case you must following the payment instructions given at the time of registration and ensure we receive your payment within 14 days. We hope to also have PAYPAL available as a payment option very soon.

**Q. Do I have to register online?**

Yes, all registrations must be made online via the congress website: [www.hearingvoices2013.org](http://www.hearingvoices2013.org)

You will require an email address in order to register. If you do not have an email address, we recommend you set one up for free via a web-mail service such as Gmail, Hotmail or Yahoo.

If you need help with this process we recommend you ask a friend, neighbour or family member for assistance. If you have a support worker or outreach worker they may also be able to assist you. You can often also get internet access and some preliminary support at your local library or neighbourhood/community house.

Processing registrations online is the most efficient, cost-effective way for us to manage the number of registrations we expect. The system also allows you to email or print off an Invoice if you need to, and to substitute delegates free of charge – just log-in using the email address and password you registered with.

**Q. The registration page is asking for a password, and I don't know what it is?**

If you have previously registered with Voices Vic for either our 2012 conference or for any of our training workshops, and you registered online, you would have been asked to create a password.

If you cannot remember your password you have 2 options:

1. Click on “reset” password – you will then be able click to reset your password (it will send you an email with the new password) – please note that the password reset email will only be valid for 12 hours.
2. Or, you can click on “start a new registration” and then continue to enter all of your details.

**Q. I need to register for someone else but I have already registered for myself – can I still use my email address?**



Yes, you can register multiple people under the one email address. Please note that 'group' registrations will have the total payment for all of that group's delegates listed under the "Primary delegate", and will be on the one invoice.

**Q. I have registered but am now unable to come. How can a substitute another delegate?**

There is no charge to transfer your registration to another person if you are no longer able to attend. Simply log back in where you made your initial registration and click on "View or Change Your Existing Registration".

**Q. What is the cancellation policy?**

Cancellations received in writing to [vvtraining@prahranmission.org.au](mailto:vvtraining@prahranmission.org.au) by **18th October 2013** will receive a full refund, less a \$30 administration charge.

Cancellations received in writing to [vvtraining@prahranmission.org.au](mailto:vvtraining@prahranmission.org.au) between **19th Oct 2013 to 8th Nov 2013** will receive a 50% refund.

Cancellations received **after 8th Nov 2013** will not be entitled to a refund. Prahran Mission, in its sole discretion, may provide a full or partial refund in exceptional circumstances (eg., a medical certificate may be required).

**Substitutions:**

Substitute attendees will be accepted without charge. Delegates can substitute another person via this online booking system (you can log-in again at any time using your email address & password). Substitutes made after 1st Nov 2013 cannot be guaranteed any special dietary requirements but we will do our best to meet your needs.

**Q. How can I print an Invoice or receipt?**

You are able to print a copy of the invoice yourself from the on-line booking system. Simply log in using your email address and password. Then select: "View or Change Your Existing Registration" (just above the box where you enter your email address); then click on the link that says: "Print, view or email registration record or receipt" You are then able to print out an invoice. There should also be a link to your invoice in the email you receive following registration.

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Personal Info   Checkout   **Registration Complete**

**Your registration is complete.**

Now, invite your friends and co-workers!

[facebook](#)   [Send an Email](#)   [twitter](#)   [Linked in](#)

Invite Your Friends   Send an Email   Tweet About It   Tell Your Network

[Return to Voices Vic Website](#)

**Personal Info**

Registration ID: 1234567

Registrant: FirstName LastName  
RegOnline  
4750 Walnut Street  
Suite 100  
Boulder, CO 80301

Registration Date: 1/01/0001 6:00 PM

Registrant Type: Full Fee

Status: Confirmed

Work Phone: (303) 577-5100

Email: abc@regonline.com

**Actions**

- [Change Your Registration](#)
- [Print Your Registration](#)

**Documents**

- [Invoice](#)
- [Map and Directions](#)

**Calendar**

- [Add to My Calendar](#)
- [Schedule a Reminder](#)

**Click here to download invoice/receipt**

### Q. What is the “Mad Hatters Party?”

Join us on Wednesday evening (20th Nov 2013) for our Mad Hatter's Party.

This congress welcome event will be a little mad... laugh, dance, register for our open mic performances (poets, musos, comedians & other performers all welcome) and enjoy the tunes spun by DJ Lady Erica. Raffles, competition and, yes, even canapés.

Wear a mad hat and show that we all get a little mad sometimes!

Places are limited - pre-purchase now to guarantee your spot and save. Tickets on the day (if not sold out) will be \$30.

### Q. Can I find out who is speaking on each day?

As we are still finalising the congress program we are unable to say which speakers will be presenting on which day. Also, some speakers will be presenting on more than one panel or workshop and so may be on multiple days. Draft versions of the congress program will be uploaded to the congress website as we get closer to the event.



**Q. I wish to attend the Wednesday and the Friday but not the Thursday – how should I register?**

You will need to register for each day separately.

**Q. Is food included in the congress registration fee?**

Yes, morning tea, lunch and afternoon tea are included in your registration fee. If you have special dietary requirements you will need to include this on the registration from when you book, and we will do our best to accommodate them.

**Q. Can I book accommodation at the same time as booking my registration?**

No, you will need to book directly with the particular hotel or hostel. However we have managed to secure some great rates at hotels and hostels ranging from 5 star through to hostel/back-packers. Please visit the congress website for more info and to get the special congress discount codes that you will need to quote to get the reduced rates.

**Q. If this is supposed to be a consumer/voice hearer friendly event, why are your fees so high?**

The congress organising team fully understands that many voice hearers – particularly those in the mental health system – are frequently on low incomes. Many of us have been there ourselves! However not everyone coming to this event will be in that situation. For that reason we have deliberately set 3 different price categories. The concession rate we are charging does not even cover our costs, but we have made it as low as possible in order to help as many people as possible to attend. Another mental health conference being held at the same venue earlier in the year to ours is charging \$860 for 3 days or \$440 concession – we are charging considerably less than this. However we also want to have a wide range of high-quality speakers from around the world – and there are costs associated with bringing these people out to Australia. Our concession fee for 3 days (\$A198 early bird) is also comparable to, if not cheaper than, last year's congress concession fee of £150.

Voices Vic is an unfunded, not-for profit program. However we are in the process of trying to source sponsorships and subsidies to assist voice hearers and carers who are financially disadvantaged to be able to attend. Please keep an eye on the congress website as this is where announcements will be made regarding subsidies as they become available.

We also suggest that you approach your local community mental health service, Member of Parliament, Rotary club, church group or similar organisation and enquire if they might be able to



assist you to attend. We have known people in the past who have managed to source their own sponsorships through such groups.

**Q. I am really excited about attending this event, how can I contribute?**

There are many ways you can contribute! If you would like to apply to be able to present at the congress please visit the congress website for information on how to submit an Abstract. Please note that Abstract submissions close on 10<sup>th</sup> July. Another option is to submit a Poster – these are approx. 1m x 1m displays that can be about your work, your research, your hearing voices group, your artwork, what has contributed to your recovery... whatever you want to share... More information is on the website. The Friday at the congress will be structured a little bit more like an “unconference” with lots of large and small group discussions (rather than being in a large auditorium) where you will have the opportunity to network and interact with other delegates who are interested in similar areas to you. We will also be having a “graffiti” or “voices” wall where you will be able to leave comments and there will be an open-mic session at the Mad Hatters party (Wed night) where delegates can share music, poetry, comedy etc...

If you have any suggestions for other ways delegates might be able to participate, let us know on our Facebook page: [facebook.com/voicesvic](https://www.facebook.com/voicesvic)

**Q. I have never been to a conference before and am little apprehensive... Do you have any advice?**

If you have never been to a conference before then this is the perfect first one! We understand that large events such as this can be a little intimidating and will be doing all we can to help put people at ease. We will have plenty of volunteers around to give people directions, designated “chill-out” spaces to go to if things do get a bit overwhelming, support available from counselors experienced at working with voice hearers, self-care workshops (such as tai-chi and meditation), printed information including self-help strategies and lots more! We will also have a large number of both delegates and speakers who have lived experience – so you might find support simply by chatting to others!

If you have any further ideas for what might be helpful to first-time delegates, let us know on our Facebook page: [facebook.com/voicesvic](https://www.facebook.com/voicesvic).

**Q. I have a question regarding registrations that has not been answered here... what should I do?**

Send us an email to: [vvtraining@prahranmission.org.au](mailto:vvtraining@prahranmission.org.au) and we'll do our best to answer it!