

LGBTIQA+

LEADERSHIP SUMMIT 2024



**INTERCONTINENTAL
DOUBLE BAY,
SYDNEY**

17th - 20th September 2024

Face to Face + Livestreamed Event

EVENT PARTNERS:



EMBRACE AUTHENTICITY & INCLUSION AT LGBTIQA+ LEADERSHIP SUMMIT 2024

As we gather for **LGBTIQA+ Leadership Summit 2024** in Sydney, we celebrate the strides made towards inclusion while acknowledging the work that lies ahead. This summit aims to foster leadership that embraces authenticity, inclusivity, and resilience.

The Current Landscape

LGBTIQA+ individuals face significant challenges in the workplace and broader society. 39% of LGBTIQ+ workers have experienced discrimination or harassment at work. LGBTIQA+ employees are also twice as likely to be victims of workplace discrimination compared to their non-LGBTIQA+ colleagues.

Despite these challenges, there is growing recognition of the value the LGBTIQA+ community brings to leadership. Companies with inclusive cultures not only perform better but also foster environments where all employees can thrive.

The Mission

At this summit, you have access to thought leaders, advocates, and trailblazers to share their experiences and strategies for creating inclusive and equitable workplaces.

Highlights include:

- **Keynote Speakers:** Gain invaluable insights from trailblazing LGBTIQA+ leaders who have reached the pinnacle of success in their respective fields.
- **Workshops and Panels:** Participate in dynamic sessions that provide actionable strategies and practical tools to promote inclusion and equity in your workplace.
- **Networking Opportunities:** Build meaningful connections with peers and influential leaders dedicated to advancing LGBTIQA+ rights and inclusion.

Our goal is to equip you with the tools and inspiration needed to drive meaningful change. By developing leadership skills and resilience, we aim to create a legacy of impactful leadership that supports the LGBTIQA+ community across all sectors.

Join us in creating a future where authentic and inclusive leadership empowers stronger, more vibrant workplaces and communities.



Dana Lightbody

Director | **The Leadership Institute**

T: 02 8294 2044 | E: dana@theleadershipintstitute.com.au



LGBTIQA+
LEADERSHIP
SUMMIT 2024



Exclusive Keynote Sessions From.



IAN THORPE

5 x Gold Medallist, Multiple
World Record Holder, LGBTIQA+
Champion, Olympic Commentator
and National Hero

Ian Thorpe AM, known for his incredible achievements as one of Australia's greatest swimmers, brings a message of resilience and authenticity. Starting his international swimming career at just 14, Ian earned 5x Olympic gold medals, becoming Australia's most successful Olympian.

Beyond the pool, Ian has become a strong advocate for mental health, human rights, and LGBTIQA+ inclusion. His courage in coming out as gay has inspired many, and his dedication to these causes earned him the Member of the Order of Australia. As a speaker, Ian Thorpe shares his personal journey of overcoming challenges and embracing his true self, inspiring leaders to foster inclusivity and lead with authenticity in their communities.



NERELDA JACOBS OAM

Whadjuk Noongar Australian Journalist,
Newsreader, & Television Legend; First openly
lesbian TV newsreader



Nerelda has become a prominent voice in the media, advocating for inclusivity and diversity. Renowned for her compelling storytelling and commitment to truth, she has earned national respect and admiration. Her journey from a local newsreader to a national icon exemplifies her dedication, courage, and pioneering spirit.

She will share her remarkable experiences and insights, offering invaluable lessons on leadership, authenticity, and breaking barriers. Join us to be inspired by her story and dedication to fostering a more inclusive and equitable world.



HUGH SHERIDAN

Acclaimed Actor and Advocate for
Inclusivity - *Packed to the Rafters*

Hugh Sheridan is a celebrated Australian actor, musician, and performer, renowned for their versatile talent and charismatic presence. Best known for their role as Ben Rafter in the popular television series *Packed to the Rafters*, Hugh has earned multiple Logie Awards for their exceptional performances.

A passionate advocate for the LGBTIQA+ community, Hugh openly embraces their non-binary identity and uses their platform to promote inclusivity and acceptance. With a career spanning theatre, music, and television, Hugh's insights and experiences will be a valuable addition to our event, inspiring and empowering all attendees.

Your Incredible Speaker Line-Up.



RICHARD FELEDY
Managing Director
Allianz Australia Insurance



TIM FORD
CEO
Treasury Wine Estates



FRANK COSTIGAN
former Managing Director of QBE
Australia, SafetyCulture Care and
former CEO of Youi Insurance. Frank
is also a Board Director of Out for
Australia.



SHEETAL DEO
Founder and Principal Solicitor
Shakti Legal Solutions



KARAN NAGRANI
Disability Advocate, Content Creator
and Blind Graphic Designer, CEO, That
Blind Guy



LISA HILTON
Group CTO & APAC CIO
CoverMore



SAM JACOB
Chief Executive Officer
Collarts
(Australian College of the Arts)



CINDY SCHWARTZ
Head of Customer Solutions, ANZO
Amazon Web Services



CONFERENCE LOGISTICS

Physical Attendance.

**CONFERENCE DATE**

18th - 19th September

**PRE CONFERENCE WORKSHOP.**

17th September

**POST CONFERENCE WORKSHOP.**

20th September

**START/FINISH**

9:00AM – 5:00 PM

Australian Eastern Daylight Time

**VENUE**

Intercontinental Double Bay

**ADDRESS**33 Cross St,
Double Bay NSW 2028

Livestream.

WHAT YOU'LL NEED:Computer and stable
internet connectionLogin details will be
provided. **Compatibility
with Zoom Meetings
essential.**Quiet room or office
recommended for best
experienceInteraction with delegates
and speakers throughout
the event via event app**Pricing:**

Almost half the value of these events is meeting the speakers and networking with your peers. The other half is learning from our inspirational speakers. That's why your live streaming pass is 40% off your physical ticket. You can still learn from and be inspired by our amazing speakers – from the comfort of your office or home.

Just select "Livestream Pass" at checkout

Meet Our Event Partners



Pride in Law is a national association of lawyers, academics, and other legal professionals dedicated to enhancing the lives of the LGBTIQ+ community. It is a professional not-for-profit LGBTIQ+ legal networking association aimed at connecting lesbian, gay, bisexual, transgender and trans, intersex, queer, and questioning members of the legal community and their allies.

Australia's first and only independent legal networking association designed to bring together the LGBTIQ+ legal profession across multiple disciplines. With a goal to promote a positive working atmosphere that is 'Law Focused, Pride Inspired'. Pride in Law is an essential resource for all legal professionals seeking to embrace their LGBTIQ+ community.



The Sydney Gay and Lesbian Business Association (SLGBA) is a not-for-profit organisation dedicated to supporting and growing Sydney's LGBTQIA+ business community.

Our regular networking opportunities including Fruits and Lemons, signature events and exclusive partnerships provide our members the opportunity to expand their presence within and beyond the LGBTQIA+ community, while benefiting from new and exciting opportunities along the way.

Everyone is welcome at the **SGLBA**, and our memberships are open to those from all professions who want to grow their businesses, expand their networks and benefit from our exclusive partnerships.



Out for Australia's mission is to empower LGBTQIA+ people to thrive at work in the formative stages of their career. As Australia's leading LGBTQIA+ mentoring program, Out For Australia builds connection across our community, across our workplaces, and across generations through thought leadership, events and amplifying visible role models.

Their Purpose is to empower our next generation to thrive at work.



Inner City Legal Centre provides a state-wide specialist LGBTIQ legal service and specialist sex workers legal service as well as the Safe Relationships Project for same sex couples. The centre also provides a means tested generalist legal service for people living in the Inner City, Eastern Suburbs and Northern Sydney.

The LGBTIQ+ and Trans and Gender Diverse Legal Service (TGDLs) provide advice on same sex parenting, surrogacy, de facto relationships, discrimination, violence and vilification, medical issues, domestic violence and employment. Contact us at www.iclc.org.au today if you would like more information about our services, are interested in volunteering, or would like to set up a workplace giving program to help support these one-of-a-kind specialist services.

What You Can Expect To Learn At LGBTIQA+ Leadership Summit 2024.



Promote Mental Health

Learn practical strategies to create a workplace where everyone can thrive mentally and emotionally.



Advance Your Career

Identify and seize opportunities to achieve your professional goals and grow as a leader.



Gain Confidence

Develop the courage to challenge bigotry and unwelcoming behaviour effectively.



Embrace Authenticity

Hear inspiring stories and learn to confidently be yourself at work.



Create Safe Spaces

Learn how to make your workplace a safe environment for all colleagues to express their true selves.



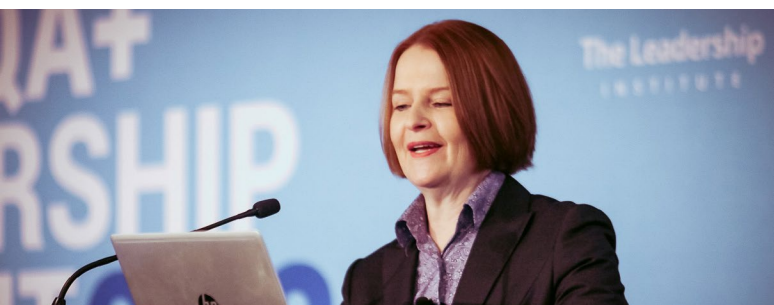
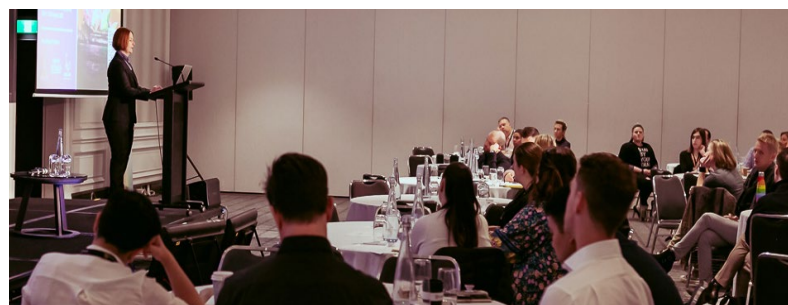
Enhance Inclusion Practices

Equip your organisation with effective strategies to support LGBTIQA+ employees.



Drive Cultural Change

Learn how to foster a truly inclusive and supportive work culture.



Experience The Leadership Institute Difference.

01

EXPERT INSIGHT

Uncover priceless insights from top executives of Australia's biggest companies. Explore the tactics, obstacles, and achievements that have influenced their journeys.



02

DIRECT Q&A OPPORTUNITIES

Our extended Q&A session allow the opportunity to garner personalised insight by having *your* questions addressed by experienced leaders who have successfully overcome the challenges you are currently encountering.

03

PROFESSIONAL GROWTH

Deep dive into interactive workshops and panel discussions, designed to elevate your leadership skills, foster critical thinking, and inspire actionable insights.



04

CURATED GIFT BAGS

Every delegate receives a specially curated gift bag, packed with unique and thoughtful items that complement the summit's experience.

05

EDUTAINMENT

Infuse some fun and enjoyment into your educational journey. Capture a moment in the photo booth, rub shoulders with a celebrity, snap a selfie, attend a book signing or relax with a beverage while networking.



Conference Agenda.

SUMMIT DAY 1 – 18TH SEPTEMBER 2024

Time to take action for First Nations empowerment!

9:00 AM: Welcome to Country



Uncle Allen Madden
Gadigal Elder
Aboriginal Land
Consultancy

9:05 AM: Opening Remarks from the Chair



Dana Lightbody
Executive Director
The Leadership Institute



Dana Lightbody is the CEO of The Leadership Institute. She is a staunch advocate of equality for women in business and believes women should be helping other women every chance they get. Dana established Konnect Learning in 2013 and the Leadership Institute in 2017. Since then she has advocated for equality for women in all aspects of her entrepreneurial and professional life – in particular by chairing and assisting the production team in the development of TLI's Women in Leadership line of events.

SESSION 1

9:20 AM: Promoting Inclusivity From Within and Without



Richard Feledy
Managing Director
Allianz Australia Insurance



Richard will provide delegates with valuable techniques for nurturing a diverse and accepting workplace that allows diverse skills to thrive. By leveraging his vast expertise, Richard will emphasise the significance of driving inclusive practises and the pivotal role that leadership plays in advancing diversity. Participants will obtain valuable tools used in Allianz to support employees from the LGBTIQ+ community in the workplace.

This session will present practical measures to integrate diversity into all aspects of your

10:10 AM: It's Time.....for Networking!

10:30 AM: MORNING TEA

SESSION 2

11:00 AM: Leading to Ensure Inclusion is at the Heart of Your Organisation



Tim Ford
CEO
Treasury Wine Estates



This session will provide practical strategies for creating an inclusive culture where diverse talents can thrive. Learn from experienced leaders about the importance of inclusive policies, the role of leadership in fostering diversity, and effective ways to support LGBTIQ+ employees. Discover actionable steps to promote equality, combat biases, and ensure that diversity is embedded in every aspect of your organisation's operations.

This session is essential for leaders committed to making a meaningful impact in their workplaces.

SESSION 3 EXCLUSIVE KEYNOTE

11:50 AM: Fame, Pressure, Leading Men, and the Pressures of a Public Persona on Private Matters



HUGH SHERIDAN
Acclaimed Actor and Advocate
for Inclusivity
Packed to the Rafters

As a celebrated actor and public figure, Hugh will share his experiences navigating the intense pressures of fame and the challenges of maintaining a private life under public scrutiny. Delve into his journey as a leading man, the expectations placed upon him, and how he balances his public persona with his personal identity. Gain valuable insights into the realities of fame, the impact on mental health, and strategies for resilience.

Don't miss this opportunity to learn from Hugh's candid reflections and his commitment to authenticity and self-care

12:50 PM LUNCH

SESSION 4

1:50 PM: Sharing the Experience of Being an LGBTIQ Leader to Mentor the Next Generation of Leaders



Frank Costigan
former Managing Director of
**QBE Australia, Safety Culture
Care** and former CEO of **Youi
Insurance**.

Frank is also a Board Director
of **Out for Australia**.

Join Frank Costigan, former CEO of You and Safety Culture, at the LGBTIQ+ Leadership Summit 2024 for a compelling session on sharing the experience of being an LGBTIQ leader to mentor the next generation of leaders. With a distinguished career and a commitment to fostering inclusive workplaces, Frank will discuss his journey as an LGBTIQ leader, the challenges he faced, and the strategies he used to succeed.

Gain valuable insights into how to navigate your career, break through barriers, and become a mentor for future leaders. Don't miss this opportunity to learn from a seasoned leader dedicated to empowering and inspiring the next generation of LGBTIQ leaders.

SESSION 5

2:40 PM: Intersectionality and bias and the struggle to be seen for who you are



Karan Nagrani
Disability Advocate, Content
Creator and Blind Graphic
Designer, CEO, That Blind Guy

Karan is a disability advocate, speaker, content creator, mental health warrior, and blind graphic designer, Karan brings a unique perspective on navigating multiple identities. He will share his journey of overcoming stereotypes and advocating for visibility and inclusion.

Gain insights into the complexities of intersectionality, the importance of authentic representation, and strategies for breaking down barriers. Don't miss this opportunity to learn from Karan's inspiring experiences and his commitment to creating a more inclusive world.

3:30 PM: AFTERNOON TEA

SESSION 6 EXCLUSIVE KEYNOTE

3:50 PM: Intersectionality, Fame, and Finding a Place on Australian TV



Narelda Jacobs OAM
Whadjuk Noongar Australian
Journalist, Newsreader, &
Television Legend; First openly
lesbian TV newsreader



Join Narelda Jacobs as she shares her compelling journey as an Indigenous lesbian navigating the world of Australian television. In this session, Narelda will explore the challenges and triumphs of embracing intersectionality in the public eye. She will discuss how her identities intersect and influence her career, the impact of fame on her personal and professional life, and the importance of representation and visibility for marginalized communities.

Narelda's story is a powerful testament to finding one's place and voice in the media landscape, inspiring others to embrace their true selves and advocate for diversity and inclusion.

4:50 PM: END OF DAY ONE & NETWORKING DRINKS

Join us at the end of Day 1 for networking drinks!

18TH SEPTEMBER 2024 | 5:20PM - 6:30 PM



Conference Agenda.

SUMMIT DAY 2 – 19TH SEPTEMBER 2024

Time to take action for First Nations empowerment!

9:00 AM: Opening Remarks from the Chair



Dana Lightbody
Executive Director
The Leadership Institute



SESSION 1

9:10 AM: Embracing Your Authentic Self at Work to Maximize Your Own Performance and That of Your Team



Lisa Hilton
Group CTO & APAC CIO
CoverMore



Lisa will share her experiences and insights on how bringing your whole self to work can enhance both your performance and the performance of those around you. She will discuss the importance of creating an inclusive environment where everyone feels valued and empowered to be their true selves. Discover strategies for fostering authenticity, driving engagement, and unlocking the full potential of your team.

Don't miss this opportunity to learn from Lisa's leadership journey and her commitment to cultivating a culture of inclusivity and excellence.

SESSION 2

10:00 AM: Navigating Homophobia and Ignorance as a 'Tempered Radical'



Sheetal Deo
Founder and Principal Solicitor
Shakti Legal Solutions



Sheetal brings her formal training, qualifications and lived experience to the forefront. Her session will explore the challenges and triumphs of being an LGBTIQ+ person of colour in today's society, focusing on dealing with homophobia and ignorance in the office and everyday life as a 'tempered radical.'

Gain invaluable insights on fostering inclusion, resilience, and empowerment within the community. Don't miss this opportunity to learn from Sheetal's dedication to advocating for marginalized voices and her commitment to creating a more equitable and inclusive world.

10:50 AM: MORNING TEA

SESSION 3

11:15 AM: Leading to ensure inclusion is at the heart of your organisation



SAM JACOB
(They/Them)
Chief Executive Officer
Collarts
(Australian College of the Arts)



This session will provide practical strategies for creating an inclusive culture where diverse talents can thrive. Learn from experienced leaders about the importance of inclusive policies, the role of leadership in fostering diversity, and effective ways to support LGBTIQ+ employees. Discover actionable steps to promote equality, combat biases, and ensure that diversity is embedded in every aspect of your organisation's operations.

This session is essential for leaders committed to making a meaningful impact in their workplaces.

SESSION 4 ONCE IN A LIFETIME FIRESIDE CHAT

12:00 AM: Privacy, Identity and Embracing Your True Self



Ian Thorpe
5 x Gold Medallist, Multiple
World Record Holder,
LGBTIQ+ Champion, Olympic
Commentator and National Hero

In this session, Olympic legend Ian Thorpe will discuss his journey through the highs of his athletic achievements and the personal challenges of addressing his sexuality. He will share insights into the pressures of life under public scrutiny and the liberation that came with embracing his true self after retiring from competitive swimming.

Ian's story is not just about the struggle and liberation of accepting one's true self but also about the broader implications of privacy, identity, and honesty in the demanding world of professional sports.

1:50 PM LUNCH

SESSION 5

2:05 PM: Insights from a Global Traveller on LGBTIQ Inclusion



Cindy Schwartz
Head of Customer
Solutions, ANZO
Amazon Web Services



Cindy has had experience on three continents and she will join us to share invaluable insights from her global travels on LGBTIQ inclusion. Drawing from diverse cultural experiences, Cindy will highlight best practices for fostering inclusive workplaces, showcase AWS's innovative diversity initiatives, and offer practical steps for leaders to drive positive change.

Don't miss this opportunity to gain actionable insights and inspiration to support LGBTIQ inclusion in your organization.

SESSION 6

2:55 PM: Harnessing Your Authority to Impact the Stories Seen and Watched



**YOUR SPEAKER WILL BE
ANNOUNCED SOON**

Graeme has over 20 years of international experience in film, television and multimedia businesses. Graeme has worked with large US studios, a UK television network, independent producers and government agencies. Graeme has previously worked in both factual and entertainment TV programming in Australia before moving to the UK. In Britain he worked across all aspects of film production, sales and acquisitions, and distribution for companies such as Polygram Filmed Entertainment. From 1998 to 2002 he was president of worldwide acquisitions for Universal Studios. At Screen Australia, he has been instrumental in promoting LGBTIQ+ voice on screen and television.

In this session, he discusses how he uses his position to exert social influence over what is seen and how this normalises the LGBTIQ experience.

3:45 PM: AFTERNOON TEA

SESSION 7

4:00 PM: Bringing Your Whole Self to Work



**YOUR SPEAKER WILL BE
ANNOUNCED SOON**

Liam has always felt comfortable bringing his whole self to work and as such this has enabled him to be a strong advocate and visible executives for others below him. Liam has worked actively to establish LGBTQ+ employee networks at both QBE Insurance Group and CommBank and has been recognised one of the Outstanding 50 LGBTI Leaders in Deloitte's inaugural list in 2016. Previously, he was the Chair of the Governance Risk and Audit Committee for Sydney Gay and Lesbian Mardi Gras Limited and served on the board of Gay and Lesbian Community Publishing Limited, the publisher of the Star Observer. In this session he shares his journey to understand what it meant for his own health and wellbeing by being exactly who he is in the workplace but also the impact his authenticity had on others.

4:50 PM: END OF CONFERENCE

Pre-conference Workshop.

Unleashing your leadership potential as a mentor

9:00 AM - 12:30 PM | 17TH SEPTEMBER 2024

Mentoring is one of the most powerful tools for leadership development and personal growth. In order to ensure LGBTIQ+ team members have a pathway to success, and to grow representation in senior leadership, it is imperative that existing leaders foster future leaders as mentors. This not only benefits the lives and careers of mentees, but adds valuable leadership experience and confidence to mentors as well.

This pre-conference workshop will help you overcome the imposter syndrome that often crops up for mentors; those nagging question we often ask ourselves like *'can I actually help someone? Do I actually have anything to offer?'*

This workshop will also explore mentoring skills, the power of vulnerability, building your confidence as a mentor and bringing out the value of your experiences to help mentees

This workshop will cover

- Understand mentoring and how it contributes to leadership success and career growth
- Overcoming the imposter syndrome that often affects new mentors
- Becoming a mentor and how it benefits both the community and your leadership
- Resources to support both mentors and mentees in their growth

YOUR EXPERT FACILITATOR



Frances Gamble
CEO
Out for Australia

Out For
AUSTRALIA

Frances (she/her) is the Chief Executive Officer of Out for Australia, living on Ngunnawal Country (Canberra). She has held the position since 2021, and was previously the Deputy CEO in 2020 and Victorian State Director. Frances also works at the Australian Bureau of Statistics and is a former wine professional. Frances is a trained facilitator, who prior to joining Out for Australia, volunteered with youth-run NGO Oaktree for 8 years.

Post-conference Workshop.

Leading Out Loud: Executive Presence for the LGBTIQ Leader

1:30 PM - 5:00 PM | 20TH SEPTEMBER 2024

A solid understanding of Emotional Intelligence is a core competency for today's corporate leaders. Those with a high 'EQ' are able to discern what drives the behaviour of others, being better equipped to lead and drive improved performance in their teams, divisions and companies.

This workshop will give you the tools to understand why emotions are integral to how you interact within the workplace. You will correctly perceive emotions whilst understand and manage emotions in both yourself and others. Emotionally intelligent leaders perform, inspire and communicate more effectively than those who are not – so this ability is vital!

Key Learning Outcomes

- Know when to participate and when to walk away
- Understand emotions to improve performance in yourself and others
- Build solid relationships through emotional tools and influence effectively
- Maintain an effective impact on others
- Improve observation skills to increase the skills of emotional intelligence
- Become aware of the importance of non-verbal communication
- Recognising emotional triggers in yourself and others
- Understanding the physiological responses to stress
- Developing strategies to communicate more effectively
- Manage your emotions, even in stressful situations with difficult people

YOUR EXPERT FACILITATOR



Peter Smith
Facilitator, Coach, Mentor
CorporateTrainer.com

PeterSmith
Master Coaching & Group Facilitation

Peter Smith is a behaviour change expert. Individuals and organisations rely on him to help them get better results in their business.

Peter is a master facilitator and coach who works at the intersection of neuroscience, emotional intelligence and learning design; the place where behaviour changes. He believes in doing the work that matters. This means being real, authentic and responsible for the world around you. He believes business and how people organise themselves around their work, is changing in terms of engagement and accountability. As business models change no longer is it enough to look after the shareholder and the stakeholder. Organisations must take care of the community and the social and environmental impact of their actions.

Purpose before profit is often the most effective way of actually making a profit. If you want problems solved, you want better decisions made – faster, and you want people to collaborate, to be smart, and creative - That's what Peter can help you do. When that happens, you and your team get the results you're after, and find a way to stay sane in the process.

LGBTIQA+ LEADERSHIP SUMMIT 2024

Pricing.

Please Note: Pricing Does Not Include GST

PHYSICAL PRICING	First In Rates 30th June 2024	Early Bird Rates Before 2nd August 2024	Standard Rates After 2nd August 2024
Pre-Conference Wokshop Only	\$999	\$999	\$999
Post Conference Wokshop Only	\$999	\$999	\$999
Conference Only	\$1,999	\$2,199	\$2,399
Conference + Pre Workshop	\$2,799	\$2,999	\$3,199
Conference + Post Workshop	\$2,799	\$2,999	\$3,199
All Four Days	\$3,299	\$3,499	\$3,699
Corporate Table of 8 - Conference Only	\$12,999		
Company Table of 8 - Entire Event (all four days)	\$19,999		

ONLINE PRICING	First In Rates 30th June 2024	Early Bird Rates Before 2nd August 2024	Standard Rates After 2nd August 2024
Conference Only	\$1,599		
Corporate Table of 8 - Conference Only	\$7,999		

+ Group Discounts

Looking to send more than 1 team member?
Interested in bringing a colleague along?
Learning is always better when done in teams (and your company gains more value too!)

Take advantage of our group discounts:

- Register 3 attendees and get a **5% discount**
- Register 4-5 attendees and get a **10% discount**
- Register 6 or more and get a **15% discount**

+ Industry Packages

We appreciate that it's not always easy to get approval to attend training courses and events, so we have put together a variety of packages to assist. Take advantage of these savings:

Local government	10% Off
Non-for-Profit	20% Off

* Discounts do not apply to livestream passes

Please contact The Leadership Institute on (02) 8294 2044 if you have any issues.

LGBTIQA+ LEADERSHIP SUMMIT 2023

Terms and Conditions.

➤ Live Streaming + COVID – 19

There is a lot of confusion around corporate learning events and COVID – 19. We understand. We're all going through it. Given this, we want to make the following assurances:

- If you have booked onto a physical pass and can no longer attend an event, you will either be refunded the difference in your registration ticket, or be given access to an additional live streaming ticket for anyone within your organisation
- Should your circumstances change, we are happy to offer a full credit note for yourself or anyone within your organization to attend any one of our other excellent events
- Now that our events will be live streamed, they will also be recorded. If you cannot attend the event, whether it be live streamed or a physical pass, we are working hard to ensure everyone receives a recording of the event so you can have the same experience for all time

➤ Changes to Events (COVID – 19 & Beyond)

Many events this year have inevitably been postponed or cancelled due to State and Federal Government mandated shutdowns. We are doing our best to ensure that these events will go ahead on postponed dates and via livestreaming mechanisms. In the event that your registration or participation in an event has been postponed, The Leadership Institute offers flexible tickets and credit notes to all clients that have been impacted. Given the financial and economic impact of COVID – 19, TLI is unable to offer a financial refund for events that have been affected by COVID – 19.

A tremendous amount of effort is spent to ensure all of TLI events proceed as originally marketed. It is with regret that circumstances beyond TLI control can prevent this from happening. As such, TLI reserves the right to change the speaker and/or agenda details at any time throughout the marketing lifecycle of an event. TLI will diligently minimise the risks of changes to any event and will always ensure events deliver the content that is advertised. TLI will notify all participants of any changes in a timely manner leading up to an event.

➤ Cancellation Policy

If you are unable to attend an event, TLI accepts substituted attendees in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by TLI.

Cancelled registrations must be emailed to info@theleadershipinstitute.com.au as soon as possible. A credit note will be issued valid for use towards any future event within the following 12 months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$300.

The Leadership Institute does not provide refunds for cancellation.

It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. Please call or email us to arrange the details.

If an event is cancelled or rescheduled, TLI will ensure all stakeholders are contacted. If an event is cancelled or you are unable to attend the rescheduled event, you will be issued with a credit note valid for use towards any future TLI event held in the twelve months following date of issuance.

➤ Credit Notes

In the event of issuance of credit notes, holders are entitled to use this credit towards ANY TLI event which can accommodate additional delegates. Credit notes must be used within 12 months from the date of issue to avoid expiry.

➤ Customer Privacy

TLI takes diligent action to ensure all client details are protected. Furthermore, we respect our customer's right to 'opt out' of our various promotional activities for relevant, upcoming events. If you do not want to receive further information about our upcoming conferences, training courses and learning experiences, please email us at info@theleadershipinstitute.com.au

➤ Once You Are Registered, What Is The Next Step?

When you have registered for an event, and that registration has been received by TLI, you will be sent a confirmation email. This will include your invoice and any relevant information regarding the event you are registered for. TLI will regularly keep you updated regarding the events for which you have registered. If you require any further information visit our website at: info@theleadershipinstitute.com.au or call us on (02) 8294 2044.