



**The
Australian
Association
of
Special
Education
inc.**

**AASE National
Handbook
Number 5
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**AASE
CONFERENCES**

AASE National Handbook Number 5 Conferences

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5.1 Context

- 5.1.1** Conferences may be conducted at National, Chapter or Branch levels.
- (a)** National conferences are conducted by individual Chapters, on behalf of and under the authority of AASE National Council. As such, they will have a national scope and focus.
 - (b)** National conferences usually occur annually on a rotational basis (see 5.2 [Timing of Conferences] below)
 - (c)** Chapter and Branch conferences may be held when considered appropriate by the individual Chapter/Branch, but ensuring strict adherence to the conditions outlined in 5.2 (Timing of Conferences) below.
 - (d)** Conferences conducted at Chapter or Branch level will be the sole responsibility of the Chapter or Branch for which the conference is organised.
- 5.1.2** Conferences may be run in conjunction with other associations or organisations that have similar philosophies to those of AASE.
- 5.1.3** For the greater part of the remainder of this handbook is to provide information and advice to Chapters undertaking the task of organising the annual National Conference but will also be of assistance to Chapters and Branches that decide to conduct conferences at a state/territory or local level.

5.2 Timing of Conferences

- 5.2.1** AASE National Council will develop a five year schedule of future National Conferences, and will include the Chapter that will be conducting the National Conference for each of the five years.
- 5.2.2** AASE National Council will be advised of the date/s of each National Conference, by the responsible Chapter, at a National Council meeting a minimum of two years prior to the year in which the Chapter is scheduled to conduct the National Council on behalf of National Council.
- 5.2.3** AASE National Council will ensure that the five year schedule of future National Conferences, and the appointed Chapter responsible for organising them, will be maintained on the AASE web site.
- 5.2.4** Chapters and/or Branches that decide to conduct state/territory or local conferences will refer to the advertised five year schedule of National Conferences to ensure that clashes with National Conferences do not occur.

5.3 Conference Planning *Assistance in this area should be obtained from the AASE Executive Officer who should be included in the Conference Organising Committee.*

5.3.1 Conference Organising Committee

- (a) Begin the task early! The process should begin at the Chapter Annual General Meeting held in the year two years prior to the year in which the National Conference is to be held (e.g. 2012 National Conference Committee forms at 2010 AGM of Chapter).
- (b) The initial task for Chapters that accept responsibility for organising a National Conference is to form a committee of enthusiastic members.
- (c) A member of the Chapter Conference Committee will be appointed Conference Convenor (the Chapter Executive Committee may decide to appoint more than one member as co-convenors).
- (d) Each member should be allocated specific roles/responsibilities to assist in the organisation of the conference, to aid the Conference Convenor/s in the development of all aspects of planning of the National Conference. Each committee member should be working on areas according to their expertise – e.g. sponsorship, program and speakers, venue liaison, publicity and publications, registration and finance – with the conference convenor having an over-seeing coordination role.
- (e) Develop a regular schedule for Conference Committee meetings. This may be once each month at the beginning, becoming more frequent in the last few months leading up to the Conference.
- (f) Establish and maintain close effective links with local/state/territory/federal education authorities, and with your state/territory government to obtain the maximum financial/in kind support for your conference.
- (g) Talk to conference convenors of previous years. They will be happy to tell you what worked and what didn't.

5.3.2 The critical element in planning is the program

- (a) Commencing the planning process early ensures the optimum possibility of engaging keynote speakers of the highest quality, and most desired by the Conference Organising Committee to present the professional learning program of the conference.
- (b) The first task of the Conference Organising Committee is to establish the date/s of the conference, and then to select and book venue(s) and accommodation at best negotiated rates (visit venues, obtain quotes and confirm all details in writing once agreed upon).
 - (i) Remember that the venue does not have to be the biggest and brightest. Of course, you want to showcase your state/territory, but delegates have to be able to afford to come.
 - (ii) Liaise with the chosen venue to ensure that:
 - o there is parking at the venue and rate for participants

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- a special accommodation rate can be arranged for participants
 - check there is public transport available
 - AV equipment is available/included. This will be a major expense.
- (c)** The next, most important task is to determine the theme for the conference. Who are the key note speakers who will fit with this? Ask members of National Council and local academics.
- (d)** Speakers and presenters should be accepted on the grounds of their recognised excellence and currency in their fields and their relevance to the theory, understanding or practice of special education.
- (e)** The presentation of papers (the 'workshop' program) is an integral part of the National Conference program. Procedures to follow should include:
- (i)** Issue a call for papers widely. This process should commence approximately 18 months prior to the date of the conference. A closing date (approximately 6 months prior to the date of the conference) should be set as the closing date for submission of abstracts/papers.
 - (ii)** Papers can either be refereed or unrefereed. Refereed papers will be refereed for inclusion in *the Australasian Journal of Special Education* or *Special Education Perspectives*. Therefore, a copy of the paper must be obtained and sent to the Journal editor following an agreed timetable. For unrefereed papers, a copy of the presentation and/or the paper that underpinned it should be obtained before the conference so that it may be published on the AASE website as soon as possible following the conference.
 - (iii)** Preference should be given to presentations that are congruent with the conference theme.
 - (iv)** Form a sub-committee to review the abstracts/papers and to select the papers that will be included in the workshop program of the conference. Presenters who are invited to attend the conference will be required to pay the full registration fee for the conference.
 - (v)** The workshop program should be predominantly educational. Presenters from other disciplines should be selected for their relevance to and/or links with special education practice.
 - (vi)** The conference workshop program should not appear to support ideologies or methodologies incongruent with AASE policy
 - (vii)** Presenters' referees should be contacted where there is any doubt about the quality presentation or reputation of the proposed presenter.
- (f)** Start planning early. National Council will want to consider your conference proposal at least eighteen months before your conference. See attached proforma.
- (g)** Have you offered participants a range of accommodation possibilities?

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- (h)** Confirm in writing date, time and venue and topic and provide background material on AASE, if appropriate.
 - (i)** request synopsis on topics being addressed by speakers
 - (ii)** request CV from speakers
 - (iii)** check if they need audio facilities
 - (iv)** will they be providing handouts or are they expecting you to do this?
- (i)** Design and produce printed material and satchels (e.g. registration information, name tags, advertisements, etc).
- (j)** Always use AASE logo. Make sure the registration information and program is on the AASE website as early as possible and keep up dating when necessary - contact AASE executive officer for this.

5.4 Professional Conference Organiser

5.4.1 Organising a conference of the highest quality is very difficult for volunteers who are already in fulltime employment and, therefore, employment of a professional conference organiser (e.g. Gems), especially for national conferences, is a very important matter to consider early in the process of conference planning.

5.4.2 When considering the employment of a professional conference organiser, the Conference Organising Committee needs to decide on the level of services that the professional conference organiser is required to provide. These services could include:

- (a)** organising the development of the conference web site
- (b)** developing registration proforma for the conference
- (c)** liaising with keynote speakers to organise airline flights, accommodation, etc.
- (d)** acting as the secretariat to manage conference registrations, including a merchant banking facility for conference registration payments (e.g. credit card payments)
- (e)** promoting the conference to potential sponsors, and management of the trade display
- (f)** creating a specific bank account for the conference for the receipt of registration payments, and from which to deduct payment of accounts as they fall due
- (g)** liaising with the conference venue/s on behalf of the Conference Organising Committee
- (h)** developing a list of accommodation options for conference delegates
- (i)** providing a full budget outline of all costs incurred in the organisation of the conference
- (j)** promoting the conference to widest possible group of potential conference delegates
- (k)** Preparing or seeking background materials on all sessions for inclusion in conference satchels.
- (l)** Arranging the promotion of the conference (print and electronic media and advertisements in journals, newspapers, and radio, etc).
- (m)** Providing staff for the registration desk and on site management during the conference

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(n) Providing a secretariat function during the conference to assist delegates and to pass on messages, etc.

5.4.3 Each Conference Organising Committee needs to decide on the range of services that it requires from a professional conference organiser and then develop a prospectus for a competitive tender to be sent to potential providers. The successful tenderer will be the professional conference organiser who can best meet the needs of the Conference Organising Committee at the most reasonable cost.

5.5 Conference Budget *Assistance in this area should be obtained from the National Treasurer and the AASE Executive Officer.*

5.5.1 A successful conference is measured by more than the provision of an excellent, topical professional learning program. Success is also gauged by the extent to which the resources of the organisation have been insulated from having to absorb any financial loss incurred by the Conference Organising Committee.

5.5.2 The Conference Organising Committee needs to determine, very early in the planning process, the number of delegates expected to attend the conference. **Be conservative in your estimate! This 'magic' number will help to determine the registration fee for delegates. It will also determine the conference's 'break even' point.**

5.5.3 If required, a seeding fund may be provided by National Council. This is a refundable grant and the Conference Organising Committee must budget for its repayment to National Council within three months of the conclusion of the conference.

5.5.4 There is also a conference capitation fee (currently \$16.50 per conference participant) payable to AASE National at the conclusion of the conference which needs to be factored into the conference budget.

5.5.5 Liaise with the Professional Conference Organiser (see 5.4 above) to ensure that all anticipated costs have been factored into the budget for the conference.

5.5.6 The majority of the revenue for the conference will come from the registration fees paid by the delegates. Another source of income is from potential sponsors. Prepare sponsorship proposal and actively seek sponsorships (e.g. for conference, writing pads pens and satchels). **SEE 5.11 Sponsorship below.**

5.5.7 The conference budget should include all expected costs for the conference, as well as any expected income from sponsors and any state/territory or federal government grants that have been pledged. This will then determine the cost per delegate, based on the number of delegates expected to attend (see 5.5.2 above). This will be the registration fee that delegates will be requested to pay to attend the conference.

5.5.8 In calculating your registration fee there are a number of important matters to consider, and some which must be allowed for:

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- (a) AASE individual members do not pay the full conference registration fee. AASE members pay a discounted registration fee
- (b) Group membership of AASE provides **three discounted registrations** per Group member
- (c) Will there be an early bird registration fee (available up to a certain date before the conference) then the 'full' fee payable after that date, or will some other incentive be used to 'entice' people to register early (e.g. offering the potential of the return of the registration fee if registered by a certain date before the conference [register early to enter the draw for a free registration])?

5.5.9 After the conference, pay all accounts, refund any seeding fund received from AASE National, pay the per capita fee to AASE National, perform a financial reconciliation and publish a profit/loss statement.

5.6 Conference Program

5.6.1 AASE National Council has mandated the following inclusions into the program of ALL AASE NATIONAL CONFERENCES:

- (a) **The Des English Memorial Lecture (see 5.10)**
- (b) **The AASE National President's Address**

5.6.2 Adequate and appropriate time must be allotted in the conference program for both 5.6.1(a) and (b) above.

5.6.3 Each Conference Organising Committee needs to decide on whom they will invite to open and close the conference. Will there be other dignitaries (e.g. Federal/ state/ territory ministers of education, and/or other state/territory/Federal politicians?) who will be invited to attend the opening and closing sessions of the conference?

5.6.4 Ensure that an appropriate **Welcome to Country** ceremony is included in the opening of the conference. Liaise with the local indigenous community for assistance in this important, respectful event.

5.6.5 Ensure that excellent communications are maintained with key note speakers and other presenters so that their particular needs are met to enable the successful delivery of their presentations.

5.6.5 Plan the program around the key note speakers and other presenters. Ensure that there is a mix of plenary sessions and workshops. Some questions to consider in the planning of the conference program:

- (a) Is there something for everyone at each session time?
- (b) Is there sufficient balance between key note presentations and workshop presentations?
- (c) Has provision been made for professional reflection/interaction of participants with the various key note speakers/presenters?
- (d) Has sufficient time been allocated for meal breaks?
- (e) Will the participants have adequate access to the trade exhibitors?

5.7 Reporting Requirements

5.7.1 The first report from the Conference Organising Committee of National Conferences is required to be made to the first National Council meeting at least eighteen months prior to the year in which the National Council is to be held. Thereinafter a brief regular progress report will be made to the AASE National Executive, through the Executive Officer.

5.7.2 Regular reports to the National Executive, especially during the 12 months leading up to the conference, should include:

- (a) The theme for the conference.
- (b) The key note presenters engaged for the professional learning program
- (c) The organisation of the conference program
- (d) The person invited to deliver the Des English Memorial Lecture
- (e) Information about the conference budget (reports closer to the conference should provide greater detail on actual income/expenditure)
- (f) The number of participants expected to attend the conference (in early reports this will be an estimate, but in later reports it will be actual number registrants at that time).
- (g) Other matters such as planning for the social program (e.g. cocktail party/conference dinner).

5.7.3 Notwithstanding the level at which the conference has been conducted, a Conference Report is required to be made available no later than three months after the conference has concluded.

- (a) At National level, the Conference Report will be provided to National Executive, through the Executive Officer.
- (b) At Chapter level, the Conference Report will be provided to the Chapter Executive, with a copy being forwarded to National Executive, through the Executive Officer, as a courtesy.
- (c) At Branch level, the Conference Report will be provided to the Branch Executive Committee, with copies of the report forwarded to Chapter and National Executives.

5.7.4 The final report will provide a summary of the conference, and any information that has been collected from feedback received from participants and/or key note speakers and presenters. It will also include:

- (a) An audited statement of income and expenditure for the conference.
- (b) The total number of participants in the conference program.
- (c) Recommendations/suggestions that may be of assistance to future conference organising committees.

5.7.5 Lodge a copy of the conference proceedings with the National Library of Australia as this is a legal requirement – check that is currently required.

5.8 Event Planning

- 5.8.1** The Conference Organising Committee needs to decide on the following matters in regard to the social program that accompanies the formal conference program:
- (a) Will there be a welcoming function on the evening before the commencement of the conference (e.g. a cocktail party), or some other pre-conference function? If so, will the cost of this function be included in the registration fee?
 - (b) The conference dinner – when will this be held? Will the cost of the dinner be included in the registration fee or will it be an add-on cost to participants?
 - (c) What form of entertainment will be provided at the social functions (5.8.1(a) and (b) above)?
 - (d) Arrange tours for accompanying participants (or accompanying guest speaker), if appropriate.
- 5.8.2** Arrange for a message board at the venue.
- 5.8.3** Arrange for a telephone to be available for participants at the conference reception desk.
- 5.8.4** Organise AASE display stands, and the placement of AASE banners in prominent locations in the conference venue on the day/s of the conference.

5.9 After Conference Duties

- 5.9.1** Conduct final meetings of the Conference Organising Committee to wind up all activities.
- 5.9.2** Write to thank all presenters, sponsors, venue, subcommittee and organising committees and others as relevant.
- 5.9.3** Meet with the Professional Conference Organiser (if one was employed) to finalise all accounts, and to determine the final balance in the conference bank account (the final reckoning of profit/loss!!).
- 5.9.4** Write the Conference Report.
- 5.9.5** Forward to the national treasurer the conference levy of \$16.50 per registrant (plus GST), as well as any seeding funds that need to be refunded to AASE National.

5.10 Des English Memorial Lecture

5.10.1 Under instruction from AASE National Council the Conference Organising Committee will ensure that the Des English Memorial Lecture is delivered at all National Conferences

5.10.2 Background Information

(a) The Des English Memorial Lecture commemorates the outstanding contribution of Lewis Desmond (Des) English to special education in Australia.

Des completed his primary teacher training at Geelong Teachers' College in 1951-2, and was then granted an extension study award to gain the Trained Special Teachers' Certificate at Melbourne Teachers' College in 1953.

His first teaching appointments were to special classes, but by 1958 his exceptional teaching ability and leadership qualities had resulted in his promotion to principal, first of Footscray North Special School and later at Ormond Special School.

During his early years in teaching, Des English became acutely aware of the need for professional development activities for teachers in special education settings. He believed that these could be effectively provided by organising opportunities for his colleagues to share information and teaching strategies they found to be of value.

His foresight, initiative and motivation led in 1964 to the formation of the Association of Special Teachers of Victoria of which he was the foundation President. This organisation was the first in Victoria, and possibly in Australia, to conduct teacher-generated, teacher-managed residential in-service programs for special education professionals in their own time and at their own expense.

Through its monthly meetings, with stimulating speakers and its encouragement of research, and through its publications, the ASTV provided many opportunities for professional fellowship and participation. One of Des's innovations was "Special", the official journal of the Association of Special Teachers of Victoria. He was the Editor from 1966-74.

In 1970, due to extensive redevelopment in the field of special education in Victoria, Des was seconded to act as an assistant to the Director of Special Services in the Education Department.

Following a three year period as Principal of Travancore Special School for Emotionally Disturbed Children, Des gained an International Teaching Exchange Fellowship Award to Canada, spending 1975 at the Ontario Crippled Children's Centre. On his return, he was promoted to Principal of the newly built St. Albans Special School where he remained until his untimely death in 1977.

The progressive outlook of Des English was not confined within the boundaries of Victoria. He was instrumental in the development of the Australian Association of Special Education for special educators throughout the nation, and was its first President.

In addition, Des was Secretary of the Victorian Branch of the Australian Group for Scientific Study of Mental Deficiency (1973-4), a member of the Victorian Council for Special Education (1976), Associate Editor of the Australian Journal of Special Education. In 1977, he was posthumously awarded the Victorian Chapter of AASE's T.L.W. Emerson Award for his outstanding contribution to special education.

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Those who knew Des English remember not only his warm and sympathetic nature that endeared him to all who came in contact with him, but also his integrity and his firm belief in the worth of all people.

He had a wealth of experience and knowledge which, together with his innate wisdom, were used in a lifetime of service to his fellow man. Above all, Des was a champion of the dignity and rights of students with impairments and disabilities throughout Australia. The achievements of this unassuming, humanitarian and dedicated man will long continue to ensure their welfare.

5.11 Pro forma for AASE National Conference Proposal

- 5.11.1** This pro forma is to be presented for discussion by AASE National Council at the **March meeting of National Council the year before** the proposed conference.
- (a) Chapter
 - (b) Possible venue/s
 - (c) Proposed dates
 - (d) Convenor/s
 - (e) Proposed theme
 - (f) Possible key note speaker/s
 - (g) Other salient points
 - (h) As this is a proposal, you need not (and probably should not!) have this information finalized before the meeting.

5.12 Sponsorship

- 5.12.1** AASE National Council will maintain a register of sponsors who have pledged support to previous National Conferences. This list will be reviewed annually.
- 5.12.2** Other sponsorships, or funding grants, that may be accessible to the Conference Organising Committee may come from:
- (a) Teaching Australia, as all Network associations are eligible to receive sponsorship annually for their national conference. To apply, write with the details of your upcoming conference, including expected numbers, to Kerry Grimmond, Manager Strategy and Research at Teaching Australia, 5 Liversidge Street, ACTON ACT 0200 or email an enquiry to info@teachingaustralia.edu.au . or telephone 02 6125 1640.
 - (b) State/territory departments of education
 - (c) State/territory departments of tourist
 - (d) State/territory departments of health.
- 5.12.3** If corporate partners (sponsorship of the AASE event) are to be sought, a member of the organising committee should be designated the role of liaising with corporate partners.
- 5.12.4** Corporate support for AASE activities, either at a national level (Annual Conference), at Chapter or Branch level is entirely appropriate, if:

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- (a) Corporate participation in any AASE activity should be on the basis that:
Sponsorship assists in the provision of professional learning for members reducing the cost the activity to member.
- (b) Funds raised from corporate participation in the AASE activity enhances the capability of the organisers to engage quality keynote presenters, and
- (c) The corporate partners invited to participate in the AASE activity provide a service and/or product that are relevant to the professional working lives of members.

5.12.5 The sponsorship fee that is levied against each corporate partner includes all costs associated with participation.

5.12.6 Sponsors of AASE functions usually participate in all activities (morning/afternoon tea, lunch, and other official activities [cocktail parties, dinner]). The full member registration fee should be included in the sponsorship fee sought from potential corporate partners (how many representatives who will be provided with entry to the AASE activity should be determined prior to sending out invitations to potential corporate partners).

5.12.7 When the venue for the AASE activity has been determined, request the scale of charges the venue has established for the hire of space for sponsor booths and/or use of display space. These costs must be recovered through the fee to be levied against each corporate sponsor.

5.12.8 When a corporate partner has been engaged find out what special requirements they may have. Find out from the venue principals whether these additional requirements will incur further costs. If so, this may require further negotiation with that particular corporate partner.

5.12.9 Finally, determine the margin of profit that you wish to gain from each corporate participant. Then tally up the bottom line! This should be the minimum amount to which you intend to negotiate.

5.12.10 If a corporate entity is unwilling to pay the fee set then, reluctantly, space in the corporate display area at the venue for the professional learning activity should not be made available.

5.12.11 Sometimes, especially in regard to Annual Conference, it may be entirely appropriate to have several levels at which corporate sponsors can participate (e.g. Gold, Silver or Bronze levels).

5.12.12 Each level would have a different fee attached, with Gold level attracting the highest fee and Bronze the lowest. Of course, Gold level would have a greater number of entitlements than either those accepting at Silver or Bronze level (a greater number of registrants, exclusivity of service/product representation in the corporate display area, corporate logo on official letterhead/handouts to participants, etc).

5.12.13 To outline the range of entitlements that potential corporate partners could access at each of the levels of participation a sponsor prospectus should be prepared for distribution to those companies and organisations the organisers of the AASE activity wish to engage. The prospectus should include:

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- (a) A brief outline of AASE, its values and purposes.
- (b) Information about the potential participants in the activity, the sectors in education from which they come, and their professional interests.
- (c) An estimate of the number of participants that are expected to attend.
- (d) A description of the range of benefits to which corporate partners are entitled at each level of sponsorship.
- (e) The sponsorship fee to be levied at each level of sponsorship.
- (f) An expression of interest page to be filled in by the corporation's representative (with space to indicate the level of sponsorship offered) to be returned to the AASE member responsible for liaison with corporate partners.
- (g) Contact details to enable potential partners to make further inquiries before committing to participation.

5.12.14 But don't make the prospectus too long! It will go into the bin unread.

5.12.15 While the sponsor prospectus is an essential tool in engaging corporate partners, direct contact in person or by telephone in the first instance is of paramount importance. If there is an expression of interest in participation request the name and address to which the prospectus should be sent.

5.12.16 Allow several days after the date of expected receipt of the prospectus before making a follow-up call. This will either confirm interest, or provide instant refusal of the offer to participate.

5.12.17 It is very important that the member responsible for corporate partner liaison remain in contact with all corporations who have confirmed participation. This will enable a strong link between AASE and all corporate partners, as well as being able to liaise with the venue on behalf of corporate partners. It also ensures a rapport has been developed between the corporate partners and at least one person from AASE, albeit by voice at the other end of the telephone.

5.12.18 Prior to the activity, negotiate with the venue to ensure that the sponsor display area is in a high traffic area (the best of locations is in the area where participants will gather for meal breaks). If necessary, negotiate with the venue to ensure that food and refreshments are served in the area where sponsor displays are located.

5.12.19 At the venue, before the activity commences (and before corporate partners arrive), make sure that the space for each sponsor has been allocated, moveable screens (or booths) tables, chairs and/or other specific requirements of each of the partners are available to them.

5.12.20 Be available to meet each of the corporate partners as they arrive, direct them to their space, and attend to any unforeseen needs that they may have.

5.12.21 During the professional learning activity the member responsible for liaising with corporate partners may need to miss a large part of the professional learning program due to the more immediate duty of maintaining contact with each of the sponsors, checking

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that they are getting a reasonable flow of participants. Seek feedback from sponsors with the aim of improving their profile in the venue.

5.12.22 Sometimes it may be necessary to raise the awareness of participants to the availability of corporate partners at the venue.

5.12.23 In regard to corporate partners, it is important to keep foremost in mind that their participation in the AASE professional learning activity is a two-way affair:

(a) Their participation has assisted in reducing costs to AASE, and enhanced the program.

(b) Corporate partners have services/products to promote and sell to participants.

(c) their right to have ready access to all AASE members who attend.

5.12.24 “Looking after” corporate partners, ensuring they gain a high profile at the venue, will ensure that they will be keen to participate in the next AASE professional learning activity.

5.12.25 Sometimes they will even contact you before you make contact with them! Good luck and good hunting!

APPENDIX 1



Australian Association of Special Education
CONFERENCE ORGANISATION STRUCTURE

C = chapter; N/C = National Council; CO = Conference organisation; E/O = Executive Officer; Treas = National Treasurer; Eds = editors; A/C = appointed councillor

Primary →		Secondary →		Tertiary →	
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TASK	C	N/C	CO	E/O	Treas	Eds	A/C
Timing of conferences							
Conference organising committee							
Date of conference							
Liaison							
Coordination							
Reports							
Budget							
Accounts							
Venue							
Accommodation choices							
Theme							
Key note speakers							
Workshops (refereed)							
Workshops (non-refereed)							
Des English Memorial Lecture							
Sponsors/Exhibitors							
Publicity							
Registrations							
Registration desk							
Accommodation booking							
Delegate's handbook							