

## **BOMNet Meeting**

### **Diversity and Accessibility – How to connect with a diverse audience**

**When:** Tuesday 26 March 2019

**Where:** Frankston Arts Centre, 27-37 Davey St, Frankston, VIC



**Meeting cost: \$110.00**

**Book your place by following this link: <https://www.trybooking.com/BALHQ>**

#### **AGENDA:**

**8.30am** Arrival

**9am** Welcome, Venue information, introductions around table,

**9.30am** Jenny Ryssenbeek – Executive Director VAPAC; updates

**10.00am** **Morning tea and networking**

**10.30am** **Fiona Price - Customer Service Across Cultures**

*Dr Fiona Swee-Lin Price is the director of Globalise Consulting, a business that specialises in cultural diversity management. She is an award-winning public speaker, and has been working in the intercultural field for over twenty years. Her approach is practical and energetic, with a focus on providing insights and strategies which are directly applicable to the work and experiences of her clients.*

**1pm** **Lunch and networking**

**1.45pm** **Speaker 2 – Creative Victoria – Audience Research Toolkit**

**2.30pm** **Speaker 3 – Arts Centre Melbourne access and inclusion team**

*How we can make sure that our marketing and customer service is reaching the audience that may have special accessibility requirements.*

**3.15pm** **Working afternoon tea – Stage Queensland Conference Report**

**3.30pm** **Panel Discussion**

*Marketing and box office members from some of our culturally diverse community venues will discuss and field questions around how they connect with, make comfortable, and welcome their unique communities. What have they tried that hasn't worked, what is working for them now, what do they plan for the future? Come armed with your questions or problems to pick the brains of your colleagues.*

**4pm** Finish

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**Could you please bring any new season brochures that you have? Also draft any ideas and questions that you may have about the agenda topics.**

**Accommodation:**

For those of you that would like to come down the night before the best recommended accommodation is.

**Quest Frankston**

377 Nepean Highway

Frankston Vic 3199

**Phone:** 03 8796 1000

**Email:** [questfrankston@questapartments.com.au](mailto:questfrankston@questapartments.com.au)

**Meals:**

Both of the below will do charge back to the Quest apartments on request. It has been suggested if you want to go to either of these that you book in advance to ensure a spot as they are both popular places.

***For Dinner:***

Waves on the beach (Open 11am-10pm)

2/1 Long Island Drive

FRANKSTON

Ph: 9770 0000

***For Breakfast:***

One pear Tree (Open 7am-4pm)

372 Nepean Highway

FRANKSTON

Ph: 9781 0077

**Parking:**

Onsite parking underneath the Centre access via Young Street

\$6.50 all day boom gate system operates, see below details for pre-payment on day options

[https://artscentre.frankston.vic.gov.au/Your\\_Visit/General\\_Information/Car\\_Parking](https://artscentre.frankston.vic.gov.au/Your_Visit/General_Information/Car_Parking)

- Other parking in Frankston

[https://www.frankston.vic.gov.au/Our\\_Community/Parking\\_and\\_Transport/Car\\_Parking](https://www.frankston.vic.gov.au/Our_Community/Parking_and_Transport/Car_Parking)

