



SOCIAL WORK

CONGRESS

80 Years of Leadership

Shaping Tomorrow Together

Gold Coast Convention & Exhibition Centre
18 – 20 November 2026

2026 Social Work Congress

Terms and Conditions

These terms and conditions (“T&Cs”) form part of your registration for the **2026 Social Work Congress** (“the event” , “Congress”). By completing your registration and thereby agreeing to our Terms and Conditions you agree to be bound by these T&Cs.

Your agreement with us

All attendees who register for the event should read the T&Cs carefully, these terms govern your registration, attendance at and/or participation in the event. By registering to the Congress, you agree that you have read and accepted the T&Cs and agree to be bound by the T&Cs. Should you not wish to be bound by these terms, please do not register, attend or participate in the event.

Registrations on behalf of another

If you are registering on behalf of another person, it is your obligation and responsibility to make sure that the person attending is aware of the T&Cs and accepts them. By completing the registration, you are submitting that the person you are representing has warranted that they are aware of these terms and that they have accepted the T&Cs.

Changes/updates to this policy

We may update this policy at any time for legal or regulatory reasons or to reflect changes in our services or business practices. Any amendments to the T&Cs will be posted here.

1. Registrations

1. The 2026 Social Work Congress’ preferred method of registration is online. If you encounter difficulties with online registrations, please contact us.
2. Delegates who are travelling from overseas or from out of state should confirm receipt of their registration confirmation prior to confirming their travel arrangements. You remain solely responsible for any travel arrangements that you make. In the unlikely event that the event is cancelled or postponed, the 2026 Social Work Congress is not responsible for reimbursing any travel costs incurred by you.
3. Registration balances must be paid for registrations to be confirmed and submitted.

2. Payment of Registration Fees (if applicable)

1. This clause 2 only applies where a registration fee for attending the event is indicated as part of your Registration (“Registration Fee”).
2. You agree to pay the Registration Fee as detailed in your Registration and in accordance with these T&Cs. The Registration Fee, unless otherwise stated, is inclusive of all charges, duties, taxes or similar charges.
3. You agree that if you are accessing a discounted AASW Member fee that you are a valid member of the Association. If you provide false information, you will be required to pay the difference between what you register for, and your correct membership category registration cost, or otherwise your registration will be cancelled.
4. The Student registration fee category is open to both Australian and international social work students. Australian students need to be enrolled in a Bachelor of Social Work or Master of Social Work. International students need to be enrolled in a course comparable to an Australian Bachelor or a Master of Social Work. Please note that PhD students are not eligible for this fee category. To register under the student category, attendees will be required to upload a copy of their student ID for verification purposes. If you provide false information, you will be required to pay the difference between what you register for, and your correct membership category registration cost, or otherwise your registration will be cancelled.
5. Payment must be made immediately via credit card in the “Payment” section of the registration before submitting your registration.

3. The Event

1. You are responsible for ensuring that you have (i) suitable footwear and clothing for the Congress, we encourage you to dress smart casual.
2. You must always behave in a professional and appropriate manner at the event and must not engage in any behaviour contrary to this. This includes, but is not limited to, trying to advertise products or services, marketing your business or bad behaviour or protest.
3. During the course of the event, you may not: (i) perform any activity or cause or permit anything that is reasonably likely to be disruptive or dangerous to the 2026 Social Work Congress or the Australian Association of Social Work (AASW), or any delegates or attendees; or (ii) conduct or pursue any illegal or offensive activities.
4. Unless authorised, you may not sell or display any goods or services or distribute any materials at the event.
5. We reserve the right to deny access, or require a person already admitted, to leave the event without refund, liability, or compensation should the attendance of such individual be determined illegal, disruptive, inappropriate or potentially a legal or reputational liability, or inconsistent with these T&Cs. Furthermore, we reserve the right to remove an individual to the event at any time for any reason or no reason, in our sole and absolute discretion.

6. In-person registrations agree to comply with reasonable instructions issued by the 2026 Social Work Congress, AASW or the operator of the venue for the event.
7. You acknowledge that you may be filmed, have your voice recorded and/or photographed by 2026 Social Work Congress, AASW, the media or any other party at the event and AASW may use or approve the use of the film, voice recording and/or photograph for any purpose and in any way whatsoever. If you do not consent to be filmed, have your voice recorded and/or photographed, please indicate this during the registration process.

4. Cancellation/Postponement

1. *Cancellation of Registration Deadline: **19 September 2026*** Cancellations must be notified in writing (e-mail is sufficient) to the Congress Organisers. Cancellations made by **19 September 2026** will result in a full refund less \$150 to cover administration costs. As an alternative to cancellation, your registration may be transferred to another person by **4 November 2026** without incurring any cost penalty. Refunds for cancellations received after **19 September 2026** will only be made in exceptional circumstances. The host reserves final decision on a case-by-case basis for granting a cancellation in extenuating circumstances. It is recommended that travel insurance be secured personally upon registering. The Congress Organisers must be advised in writing of any alterations or transfers of registrations.
2. In the unlikely event that we have to cancel the Congress, if, for example, delegate numbers are too low to run the event, we will give you as much notice as possible, and you will be given the option of a refund or transfer to an alternative event.

5. Non-attendance

1. We are not liable to you for any non-attendance for any reason. If you are unable to attend the event.

6. Circumstances outside of our control

1. We will not be liable to you for any delay, defect or deficiency in performing our obligations under these T&Cs to the extent that such delay, defect or deficiency is caused by an event beyond our reasonable control. This includes (but is not limited to) acts, defaults or omissions of our suppliers or subcontractors, unavailability of the venue, a strike, lock out or other form of industrial action, outbreak of hostilities, riot, civil disturbance or acts of terrorism; pandemic, epidemic or other health emergency; fire, explosion or flood; or theft and malicious damage.

7. Program changes

1. We will use reasonable endeavours to avoid changes in the advertised program for the event. However, amendments may be required, for example, as a result of changes to speakers' circumstances or corporate change. It is your responsibility to check the status of the event program.

8. Data protection

1. We will process the personal data you provide in your Registration in accordance with our Privacy Policy.
2. You understand that by choosing to attend the event, your personal data will be shared with the event organiser (AASW) as well as the event sponsors, and they may contact you about their products or services. On disclosure of your personal data, the sponsor becomes the data controller of that personal data and is responsible for compliance with relevant data protection laws.

9. Photography and Social Media

1. You must not share or reproduce content from the event or of any presentations without AASW's written approval.
2. You may not tag or otherwise discuss on any social media platforms any person at the event without their permission.

10. Insurance

1. Registration fees do not include insurance. All participants are advised to procure their own insurance to cover all risks including (but not limited to) costs of registration and ticket fees, personal property, health and medical expenses, injury, death, any travel and accommodation, and all other risks. AASW will not be held liable for any claims under any circumstances.
2. The Participant acknowledges if they choose to attend the 2026 Social Work Congress in person, this is at their own discretion, and they are responsible for seeking advice on refunds or cancellations prior to booking travel and accommodation.

11. Congress Content

1. The information shared by presenters and exhibitors in the 2026 Social Work Congress is the opinion of the presenter alone, and AASW does not endorse, nor verify the accuracy, credibility, validity, and reliability of any Congress material.
2. You will assess the suitability of the 2026 Social Work Congress for your own personal educational purposes, and that the use of or reliance on the Congress materials is at your own risk. AASW will not be responsible for any use of or reliance on the 2026 Social Work Congress materials.

12. Sponsorship and Exhibitions

1. The 2026 Social Work Congress is a sponsored event, and the trade exhibition is an integral component of the event. This component provides delegates with the opportunity to meet with representatives from the leading companies that provide products and services relevant to social work and find out about the latest developments and trends designed to assist social workers and allied health professionals.
2. To acknowledge the importance of the exhibition, the 2026 Social Work Congress has been structured to ensure delegates have ample time to visit the exhibition space.
3. If you would like to participate as a sponsor or an exhibitor at the event, please contact us for details.

13. In General

1. Unless required by an applicable law, AASW will not be responsible for any direct or indirect costs or losses incurred in any circumstances.
2. To the extent permitted by law, any statutory or other warranty, condition, description, or recourse, express or implied as to the 2026 Social Work Congress is expressly excluded by AASW.

14. Accommodation Booking through the Organisers

1. A deposit of one nights fee or full amount (depending on hotel) is required to secure your accommodation booking. The remaining amount for all other nights(s) will be due for payment upon arrival at the hotel via debit or credit card.
2. Bookings are subject to availability
3. Breakfast is NOT included unless otherwise stated
4. The rates listed are shown per night per room and for the full stay
5. The rate are in Australian Dollars (AUD), inclusive of 10% Goods and Services Tax (GST) which is payable to the hotel chosen.

If accommodation deposit is not received by **4 October 2026** your room will be released back to the hotel. The does not take responsibility for accommodation if deposits are not received by this date.

If you require accommodation outside the nights of **17-21 November 2026**, please email the Congress Organisers with your preferred dates and they will do their best to arrange this on your behalf.

In addition, if you are unable to book accommodation due to no availability in the search fields below, please contact the Organisers, as they will be able to contact the hotel to arrange a room for you.

Accommodation Deadline: 4 October 2026 Cancellations

NO ACCOMMODATION PAYMENTS WILL BE REFUNDED ON OR AFTER **4 October 2026**. Delegates who confirm an accommodation booking with a credit card or full pre-payment and who wish to cancel on or after **4 October 2026** are liable for the full cost of their accommodation nights cancelled. Credit Card details or full pre-payments will be held on file as a guarantee of booking and shared with the hotel upon situations of no-shows, or late cancellations, to charge at full rate upon their discretion. To cancel your reservation, please contact the Congress Organisers. Name changes to a reservation can be made at no charge.

Deposits

Accommodation will not be confirmed until payment of the first night is received by Credit Card or full pre-payment is received by Cheque or Electronic Funds Transfer. Your payment will be forwarded to your hotel and credited to your room account and credit card details will be retained on file as a guarantee of booking. Delegates must settle the balance of their account with the hotel concerned upon check in/out depending on the hotels policy. If accommodation deposits are not received before **4 October 2026** your room will be cancelled and released back to the hotel. The Congress Secretariat does not take responsibility for accommodation if payment is not received by this date.

Change of booking

Any change in booking must be made in writing to the Congress Organisers and NOT directly to the hotel before **4 October 2026**. Any changes received after **4 October 2026** will be at the hotels discretion and based on availability.

Early arrival

As check in at most hotels is not until 14:00, it is possible that your room may not be ready for immediate occupation on your early arrival. Whilst hotels will do everything possible to accommodate early arrivals, if you wish to be guaranteed immediate occupation you can pay an extra day's tariff for the night before you are due to arrive. If you wish to take this precaution, please advise the Congress Organisers so we can notify the hotel that your room is required early.

No show policy

In the event of a "No Show" on the date of arrival, full cancellation penalties apply to all nights of the stay.