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The 6th International Conference on Engineering, Project, and Production Management (EPPM2015)



Welcome to

The 6th International Conference on Engineering, Project, and Production Management (EPPM2015)

We are pleased to announce that the **EPPM2015** conference will be held on the **Gold Coast, Queensland, Australia** on **2-4 September 2015** at the **Surfers Paradise Marriott Resort & Spa**.

EPPM2015 will provide a forum for researchers, engineers, managers, students, and practitioners to present and discuss current and emerging research issues, problems, questions, findings, and new developments in engineering management, project management and production management. It also hosts theoretical discussions, data analysis, case studies, and industrial practices in form of research papers or workshops. It is a great opportunity for interdisciplinary research and industrial networking at local and international levels.

The EPPM2015 conference is hosted by **Griffith School of Engineering, Griffith University** ([./engineering-information-technology/griffith-school-engineering](http://engineering-information-technology/griffith-school-engineering)) **in conjunction with the Association of Engineering, Project, and Production Management** (<http://www.ppml.url.tw/EPPM/>).

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(<https://www.bpeq.qld.gov.au/iMIS15/BPEQ/>)

Supported by



Registration is now closed

**No onsite registration
at the conference**

Important Dates

Abstract Submission (extended):
24 February 2015

Abstract Acceptance Notification:

9 March 2015

**Full Paper Submission Due
(extended):**

18 May 2015

Full Paper Review Decision:

15 June 2015

Early-Bird Registration Deadline:

17 July 2015

**Camera-Ready Paper Submission
Deadline:**

9 August 2015

Registration Deadline:

16 August 2015

Note: The above dates may be subject to
change



Online
Submission
System



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Conference Paper
Guidelines



Copyright Transfer
Form



Camera-ready
Paper Guidelines



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Call for papers

Call for papers

Similar to its predecessors, the EPPM2015 conference is interdisciplinary in nature, considering all topics related to engineering management, project management and production management, particularly in the construction, transportation, automobile and manufacturing sectors. The main themes broadly include:

- Theories and Applications of Engineering Management
- Theories and Applications of Project Management
- Theories and Applications of Production Management
- Integration of Engineering Management and Project Management
- Integration of Engineering Management and Production Management
- Integration of Project Management and Production Management
- Integration of Triplet Engineering, Project, and Production Management

Submission of abstracts:

Abstract submission is now **closed**.

Submission of full papers:

Full paper submission is now **closed**.

Review process and publications:

All papers submitted to the EPPM2015 conference will undergo a **double-blind peer review** process by the International Scientific Committee. All accepted papers will be published in the conference proceedings (ISBN: 9781922216762).

A **best paper award** will be given to the best paper presented at the conference. High quality papers will be recommended for publication in the [Journal of Engineering, Project, and Production Management](#) (http://www.ppml.url.tw/EPPM_Journal/).

Camera-ready paper preparation:

Authors are required to prepare a camera-ready version of their paper(s) after they have been accepted to the conference. Camera-ready paper should be uploaded to the conference using "Camera Ready Paper Submission" link. Camera-ready paper guidelines can be downloaded from the link in the right-hand menu.

Presentation format and guidelines:

Each presenter will have no more than 15 minutes to present his/her work. This will be followed by 3 minutes of questions and answers. A session chair will manage the presentation time and discussions.

All presentation should be prepared in Microsoft PowerPoint formats (.ppt, .pptx). It is also advisable to prepare a backup presentation in a PDF format.



Online Submission
System



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Camera-ready
Paper Guidelines



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Conference photos

EPPM2015 Photo Albums

[Welcome Reception](https://goo.gl/photos/y8odm5hVEncEFQC59) (<https://goo.gl/photos/y8odm5hVEncEFQC59>)

[Gala Dinner](https://goo.gl/photos/NatoHCqTm6JFWq6C6) (<https://goo.gl/photos/NatoHCqTm6JFWq6C6>)

[Day 1 Sessions](https://goo.gl/photos/mzxF4NomMYuhrJ8T8) (<https://goo.gl/photos/mzxF4NomMYuhrJ8T8>)

[Day 2 Sessions](https://goo.gl/photos/uaQYEoaQ16xbjBHPA) (<https://goo.gl/photos/uaQYEoaQ16xbjBHPA>)

See you next year at the EPPM2016 in Bialystok, Poland!!



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Conference proceedings

Full papers published in the EPPM2015 proceedings can be found **HERE** (<http://www.ppml.url.tw/EPPM/conferences/2015/papers.htm>) .

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Conference location and venue

Surfers Paradise Marriott Resort & Spa

(<http://www.marriott.com/hotels/travel/oosp-surfers-paradise-marriott-resort-and-spa/>)

Gold Coast, Queensland, Australia

Awarded "Best Deluxe Hotel Accommodation 2014" by QHA, the gorgeously reimagined Surfers Paradise Marriott Resort & Spa offers the Gold Coast's ultimate beach holiday and one of the top Surfers Paradise hotels. Immaculate beaches, charming hinterland valleys, and the bustle of high-fashion boutiques greet visitors nearby. Reconnect with nature at our Gold Coast, Australia resort, where verdant tropical gardens, a stunning waterfall, and the area's only private saltwater lagoon (ideal for snorkeling with tropical fish) await. Enjoy lush amenities in elegantly appointed guest rooms, then head out for an indulgent bite of the freshest Japanese cuisine at Benihana. Or, see what foodies have long been raving about at Citrique Restaurant, awarded "Best Seafood Restaurant 2014". Other creature comforts at the hotel include the Lattouf Hair & Day Spa, with a selection of spa treatments and hair services, and also an onsite, 24-hour fitness center.

For more information, please visit the Surfers Paradise Marriott Resort & Spa website [here](#)

(<http://www.marriott.com.au/hotels/travel/oosp-surfers-paradise-marriott-resort-and-spa/>) .



About the Gold Coast

Australia's Gold Coast is an endless playground of entertainment and adventure, because fun comes in all types and styles.

It is a promise of big smiles and warm memories in a spectacle of golden beaches, legendary theme parks, iconic rainforests, and lively entertainment.

Feel the excitement of life in the fun lane, where the sun shines on an unlimited variety of things to see and do all year round. Cuddle a koala, learn to surf, and walk a World Heritage listed rainforest trail in a day full of natural adventure. Scream with excitement on the biggest and best theme park rides, browsing the boutiques, or putting your way to a win on a championship golf course. And as the sun sets over this city by the sea, treat yourself to an international stage show, dine on the freshest local produce and take your cocktail beachside as the Gold Coast glimmers through the night.

The Gold Coast is a celebrated holiday experience set on one of Australia's most spectacular natural stages.

The Gold Coast is famous for fun.

For more information, please visit Gold Coast Tourism website [here](http://www.visitgoldcoast.com/) (<http://www.visitgoldcoast.com/>) .



About Surfers Paradise

One of Australia's most unique and inspiring city centres, this is the legendary Surfers Paradise. It has long been regarded as Australia's most popular holiday destination with its healthy, outdoor lifestyle and positive enjoyment of life.

Surfers Paradise is the playground of the Gold Coast, featuring an abundance of memorable experiences set amid a spectacular skyline and brilliant stretch of coast. Art and fashion houses line the alleys, enticing the inquisitive visitor to encounter some of the city's finer qualities. Restaurants, bars and nightclubs fill the district with a 24-hour excitement that bursts into colour and animation at nightfall. Events run all year round in this lively city centre with activities ranging from beach cinema to international sport and musical events.

A great spot for families with its perfect swimming beach, free beach volleyball competitions offer fun for all ages, while the nearby cafes and shopping areas make it easy to take a break with an ice-cream or a cool drink. For more information, please visit Surfers Paradise website <http://www.surfersparadise.com/>

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Keynote speakers



"Organisational Competence and Construction Firms

(https://www.griffith.edu.au/__data/assets/pdf_file/0008/746378/EPPM-2015-AJ-Address.pdf) "

By Professor Ali Jaafari

Director and Principal, JCS Consultants; Founder and Past President (2004-2015) of Asia Pacific International College

Professor Jaafari is the founder and Past President (2004-2015) of Asia Pacific International College. APIC is a recognised degree-granting Australian Higher Education Institution with undergraduate and postgraduate programs in project management, business and information systems.

From 1982 to 2004 Professor Jaafari held numerous academic positions at the University of Sydney, including Chair Professor of Project Management. He pioneered the discipline of project management at the University and designed and developed numerous academic programs at both undergraduate and graduate levels that influenced the education of engineers and project managers. He was the chief architect of the Project Management Graduate Program that won a number of national and international awards, and was recognised as a trail-blazing program.

In 1990-3 he was Chief Manager, Project Management, at Snowy Mountains Engineering Corporation (SMEC) and in that role he was responsible for leading a number of projects in both Australia and overseas.

Professor Jaafari has been an active contributor to the literature, including journals and international conferences. He has authored over 190 publications, and presented numerous keynote or plenary lectures in the past 20 years. He is on the editorial board and a reviewer for a number of journals, including the *International Journal of Project Management*, the *International Journal of Information Technology Project Management*, etc.

Professor Jaafari has also presented seminars and executive training programs in project and strategic management to over 6,000 executives and managers in Europe, Middle East and Asia. He has acted as an expert consultant to a number of Australian organisations, the European Commission and numerous government agencies in Asia and the Middle East.

Professor Jaafari has held a number of visiting academic positions in universities in the US, Europe and Asia. He is perhaps best known for developing competence-based transformative graduate programs at both the University of Sydney and APIC. These programs herald a shift to project-based experiential and reflective learning.

"Trackstar Richlands to Springfield - Practical Procurement Case Study



edu.au/_data/assets/pdf_file/0008/747647/C-Lawson-Presentation-EPPM2015.pdf) "

By Chris Lawson

Former Head of Integrated Project Delivery Systems, Aurecon

Chris Lawson has over 15 years as a consulting engineer, 23 years in local government and 2 years in applied research. In June 2015, he retired from his role as global Head of Integrated Project Delivery Systems with Aurecon Group Pty Ltd, one of the largest Australian based consulting firms where he previously managed the South Queensland business for 6 years. During his time at Aurecon he has been involved in projects such as the \$1.8B Trackstar Alliance which completed 4 mainline passenger rail upgrades in the Brisbane region from 2006 to 2014, Moreton Bay Rail, Eastern Busway, the replacement of the Brisbane Ferry terminals, CLEM7, Airport Link and Legacy Way tunnels, and Trackpower Alliance which completed mainline electrification upgrades on the Blackwater and Goonyella coal rail lines for Aurizon. He has also been involved in the establishment of systems integration and document control for the design phases of Northconnex tunnels in Sydney, Melbourne Metro and Torrens to Torrens Alliance in Adelaide. Chris was also a principal author of the *Queensland Urban Drainage Manual* which since 1992 has been the principal design reference for urban drainage design in Queensland and in many other jurisdictions.

Before his retirement, Chris was chairman of the Aurecon ANZ shareholders' board and chairman of the Aurecon Australasia Corporate Social Responsibility Committee.

He currently serves on the Transport Advisory Board for Mackay Regional Council and provides advice to various contractors on their transition to BIM.

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Registration

Registration is now closed

Onsite registration is NOT available at the conference.

Please contact Dr. Krieng Panuwatwanich (k.panuwatwanich@griffith.edu.au) for further enquiry regarding registration.

Registration fees

- Regular registration: AUD 700
- EPPM-member and early-bird registration: AUD 600
- Engineers Australia member registration: AUD 600
- Full-time student registration: AUD 500
- Accompanying person: AUD 300

Notes:

- A regular registration covers: (1) conference proceedings and program book; (2) access to conference sessions; (3) welcome reception on 2 September 2015; (4) coffee breaks and lunch on 3-4 September 2015; and (5) conference dinner on 3 September 2015.
- A full-time student registration covers those included in the regular registration.
- Accompanying person registration covers: (1) welcome reception on 2 September 2015; (2) lunch on 3-4 September 2015; and (3) conference dinner on 3 September 2015.
- Registration fee does not include accommodation.
- Every conference paper requires a registration (regular, early-bird or student registrations) to be included in the conference proceedings. One registration fee is limited to a maximum of two papers. The registration of the 3rd paper, if any, requires another registration fee.
- All registrations are GST inclusive.
- Free WIFI is available at the conference venue.

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Conference program

PDF conference program can be downloaded here

(https://www.griffith.edu.au/__data/assets/pdf_file/0003/743313/EPPM2015-At-A-Glance-Program_updated30Aug.pdf) .

At-A-Glance Conference Program

Wednesday 2 September 2015

17:00 - 19:00 Registration (Venue: Hinterland Gallery)

18:00 - 20:00 Welcome Reception Cocktail (Venue: Verandah Room, Dress code: Business Casual)

Thursday 3 September 2015

08:30 - 09:00 Registration / Welcome coffee and tea (Venue: Hinterland Gallery)

09:00 - 10:00 Opening Ceremony | Keynote Speaker: Prof. Ali Jaafari (Venue: Hinterland Gallery)

10:00 - 10:30 Coffee Break

10:30 - 12:00 **Parallel Session 1-1-A**

(<https://www.griffith.edu.au/conference/eppm2015/program/session-1-1-a>) (Hinterland Room)

| **Parallel Session 1-1-B** (<https://www.griffith.edu.au/conference/eppm2015/program/session-1-1-b>) (Verandah Room)

12:00 - 13:00 Buffet Lunch at Verandah Terrace

13:00 - 15:00 **Parallel Session 1-2-A**

(<https://www.griffith.edu.au/conference/eppm2015/program/session-1-2-a>) (Hinterland Room)

| **Parallel Session 1-2-B** (<https://www.griffith.edu.au/conference/eppm2015/program/session-1-2-b>) (Verandah Room)

15:00 - 15:30 Coffee Break

15:30 - 17:30 **Parallel Session 1-3-A**

(<https://www.griffith.edu.au/conference/eppm2015/program/session-1-3-a>) (Hinterland Room)

| **Parallel Session 1-3-B** (<https://www.griffith.edu.au/conference/eppm2015/program/session-1-3-b>) (Verandah Room)

19:00 - 22:00 Conference Gala Dinner featuring Aboriginal Performance by Jaran Dance Company | Best Paper Award Presentation (Verandah Room, Dress code: Business Casual/Business Formal)

Friday 4 September 2015

08:30 - 09:00 Registration / Welcome coffee and tea (Venue: Hinterland Gallery)

09:00 - 10:00 Keynote Speaker: Chris Lawson (Venue: Hinterland Gallery)

10:00 - 10:30 Coffee Break

10:30 - 12:00 **Parallel Session 2-1-A**

(<https://www.griffith.edu.au/conference/eppm2015/program/session-2-1-a>) (Hinterland Room)

| **Parallel Session 2-1-B** (<https://www.griffith.edu.au/conference/eppm2015/program/session-2-1-b>) (Verandah Room)

12:00 - 13:00 Buffet Lunch at Verandah Terrace

13:00 - 15:00 **Parallel Session 2-2-A**

(<https://www.griffith.edu.au/conference/eppm2015/program/session-2-2-a>) (Hinterland Room)

| **Parallel Session 2-2-B** (<https://www.griffith.edu.au/conference/eppm2015/program/session-2-2-b>) (Verandah Room)

15:00 - 15:30 Coffee Break

15:30 - 17:30 **Session 2-3**

(<https://www.griffith.edu.au/conference/eppm2015/program/session-2-3>) (Hinterland Room)

17:30 - 18:00 Closing ceremony and EPPM2016 introduction (Hinterland Room)

18:15 - 19:00 EPPM-Association Business Meeting (venue to be confirmed)

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Travel and visa information

Visa Information

All visitors to Australia need a valid passport and an Australian visa or Electronic Travel Authority. For the best possible chance of obtaining a visa to travel to Australia to attend the event, you should:

- Determine which visa you should apply for ([ETA](http://www.immi.gov.au/Visas/Pages/601.aspx) (<http://www.immi.gov.au/Visas/Pages/601.aspx>) , [eVisitor](http://www.immi.gov.au/Visas/Pages/651.aspx) (<http://www.immi.gov.au/Visas/Pages/651.aspx>) , [Visitor subclass 600 visa](http://www.immi.gov.au/Visas/Pages/600.aspx) (<http://www.immi.gov.au/Visas/Pages/600.aspx>)).
- Apply for your visa at least six weeks before your intended date of travel to Australia (or two weeks if you are from an ETA or eVisitor eligible country) as visa processing times may vary.
- Consider Australia's [health](http://www.immi.gov.au/media/fact-sheets/22health.htm) (<http://www.immi.gov.au/media/fact-sheets/22health.htm>) and [character](http://www.immi.gov.au/media/fact-sheets/79character.htm) (<http://www.immi.gov.au/media/fact-sheets/79character.htm>) requirements, which you will have to meet as part of the visa application process.
- If you are not eligible to apply for an eVisitor visa or ETA, ensure you obtain a confirmation of your registration, or a letter of invitation, to attach to your Visitor Subclass 600 visa application.
- Lodge paper-based visa applications at the [Australian visa office](http://www.immi.gov.au/Help/Locations/Pages/our-offices.aspx) (<http://www.immi.gov.au/Help/Locations/Pages/our-offices.aspx>) nearest to your current country of residence.

Visa Applications Requirements Information Sheet can be downloaded [HERE](#)

(https://www.griffith.edu.au/__data/assets/pdf_file/0007/721429/Visa-Application-Requirements-Information-Sheet-March-2015.pdf) .

Letter of Invitation

Should you require a letter of invitation to attend EPPM2015, after registering for the conference, please email

k.panuwatwanich@griffith.edu.au (<mailto:k.panuwatwanich@griffith.edu.au>) and include your full name as it appears on your passport.

Transfer Information

There are 2 airports you can fly into to get to the conference: Brisbane and Coolangatta Airports. Brisbane Airport is about 80 kilometres from the venue while Coolangatta Airport is about 30. Most international airlines fly into Brisbane and a smaller number fly direct to Coolangatta. However, if you are combining the conference with a holiday and you intend to arrive or depart via another airport such as Sydney, you can save time and money if you organise your internal flight to Coolangatta Airport.

Brisbane International Airport to the Surfers Paradise Marriott Resort & Spa

Brisbane's Airtrain leaves from just outside both the International and domestic terminals. You can buy tickets inside both terminals from well signed booths or online. Take the Airtrain to Nerang Station. The train costs \$30.30 per adult to Nerang Station. If you book the [Airtrain Connect Gold Coast](http://www.airtrain.com.au/products_airtrainconnect.php) (http://www.airtrain.com.au/products_airtrainconnect.php) door-to-door service this includes the train to Nerang and a chauffeured car pickup from the station to your accommodation.

Alternatively

- Catch a [CON-X-ION](http://www.con-x-ion.com/) (<http://www.con-x-ion.com/>) bus which costs \$49 per adult each way or \$92 return. Con-X-ion provide the most frequent and direct shuttle transfer service to and from Gold Coast, Brisbane, Airport's to accommodation houses or local residences. This service usually takes 2 hours depending on traffic conditions, and the number of other drop offs. More information and booking can be found at <https://www.con-x-ion.com/>. All arriving Con-X-ion passengers are to proceed to the Con-X-ion desk where check-in will take place. Passengers will then be directed to the designated departure point where the shuttle bus will be waiting. If you are unable to locate the Con-X-ion desk, please ask one of the airport staff for assistance, or call Con-X-ion on 1300 266 946.
- If you have a few people it is nearly the same price, and much faster to get a private transfer. You could go by sedan limousine for \$185, or a standard stretch limo will cost you \$265. The super stretch costs \$255 and holds up to 8 people. You could also take the 6 seater Mercedes Viano at a fixed cost of \$210. There is an additional toll charge from \$4.95-\$9.25. In this case there would be a driver waiting for you in the arrivals area with a sign with your name on it. This service takes between 1-2 hours depending on traffic conditions. Please contact [United Limousines](http://www.unitedlimousines.com.au/) (<http://www.unitedlimousines.com.au/>) on (07) 55389000. For private transfer bookings, you must book directly by credit card, and provide all your flight, and contact details. **Note: a 100% cancellation fee applies to no shows or last minute cancellation**
- A taxi can cost anywhere from \$200-\$280 depending on traffic and driver. You could consider hiring a rental car directly from Brisbane Airport. Rental cars start from about \$55 per day, with insurance excess reduction an additional cost. The hotel recommends [Thrifty](http://www.thrifty.com.au/) (<http://www.thrifty.com.au/>) car rentals.

Gold Coast/Coolangatta Airport Transfer to Surfers Paradise Marriott Resort & Spa

- Catch a CON-X-ION bus which costs \$22 per adult each way or \$41 return. Con-X-ion provide the most frequent and direct shuttle transfer service to and from Gold Coast, Brisbane, Airport's to accommodation houses or local residences.

Upon arrival, collect your luggage from the designated luggage carousel and proceed to the Gold Coast Tourism Visitor Information Centre at the southern end of the arrivals terminal. From here, the staff will direct you to the departure point where you will be collected by your driver. Con-X-ion's Gold Coast airport shuttle service operates on the hour, every hour. For any further assistance, please call Con-X-ion on 1300 266 946. More information and booking can be found at <https://www.con-x-ion.com/>

- You can catch a Gold Coast Tourist shuttle. The cost is \$19 per adult, \$11 Child, Family costs \$47. Return costs are: Adult \$37, Children \$19, Family \$86. These shuttles leave regularly from the airport. There is no need to make an advance booking, just head to the Gold Coast Tourist Shuttle counter in the arrival's area.
- A taxi will cost you about \$50 for a sedan, or \$65 for a Maxi Taxi, again there is no need to make an advance booking.
- If you have a few people it would be a similar price, excellent service, and much faster to catch a private transfer. eg [United Limousines](http://www.unitedlimousines.com.au/) (<http://www.unitedlimousines.com.au/>). The cost is \$65 for a sedan limo. The cost is \$90 for a van, or \$105 for a stretch limo. There is an additional \$3.60 airport tax. If you would like Crowne Plaza to book a private transfer, please contact them directly with your flight number and time, number and age of passengers, and mobile number. In this case the driver would be waiting in the arrival area with a sign with your name on it.

Travel in Gold Coast - G:link Light Rail

There is a convenient way to get around the central Gold Coast with [G:link](http://ridetheg.com.au/) (<http://ridetheg.com.au/>). Fast, frequent trams connect 16 stations along a 13 kilometre route from Broadbeach to Gold Coast University Hospital. Ride the G: to some of the Gold Coast's major destinations including Griffith University, Southport CBD, Broadwater Parklands and the new Gold Coast Aquatic Centre, Gold Coast Convention and Exhibition Centre, and Pacific Fair. In Surfers Paradise, you can get off the G at stations; Surfers Paradise North, Cypress Avenue, Cavill Avenue, Surfers Paradise or Northcliffe and be within easy access to the precinct.

Travel Tips

Alcohol

Legal drinking age is 18 years and older. Bring photographic identification to prove your age. Alcohol can only be purchased in liquor outlets and hotels (not in supermarkets).

Electricity

240/250 volts AC 50Hz universal outlets for 110 volts (shavers only) standard in hotels, apartments, motels.

Emergency

Dial 000 from a fixed line or 112 from a mobile phone. Police, ambulance, fire.

Language

English. Translation and multi-lingual tours available. Telstra's Foreign Language Service offers telephone assistance in 9 languages.

Measures

Metric system. [OnlineConversion.com](http://www.onlineconversion.com/) (<http://www.onlineconversion.com/>)

Post Offices

Australia Post offices are generally open 9am to 5pm weekdays, 9am to 12pm Saturdays. [Australia Post](http://www.australiapost.com.au/) (<http://www.australiapost.com.au/>)

Religion

Australia is multi-cultural. Discrimination is an offence. Mosques, temples, Christian churches and prayer rooms are located on the Gold Coast. Specific dietary requirements are available (halal, kosher).

Road Rules

Left hand side driving. A 50kmh speed limit applies in most residential areas.

Open highways

100-110kmh. View speed limit signs. Seat belts mandatory. Strict drink driving laws apply. Bring your current driver's licence if you want to hire a vehicle. [Queensland Transport](http://www.transport.qld.gov.au/) (<http://www.transport.qld.gov.au/>)

Smoking

Queensland has strict tobacco laws with new legislation being phased in. There is no smoking in indoor public places and no sales to children under 18 years. [Queensland Health](http://www.health.qld.gov.au/) (<http://www.health.qld.gov.au/>)

Sun/Surf Safety

Australian beaches are beautiful. Never underestimate the power of the Pacific Ocean. Always swim between the red and yellow flags in a patrolled beach and heed life guards' advice. Gold Coast beaches are patrolled by professional life guards and volunteers (weekends). [Queensland Health](http://www.health.qld.gov.au/) (<http://www.health.qld.gov.au/>)

Swimmers must accept responsibility for their own safety. Sun protection is vital – always wear a hat, collared shirt with sleeves, maximum sun block and avoid the heat of the day 10am – 2pm. [Workplace Health and Safety Queensland](#)

(<http://www.deir.qld.gov.au/workplace/>)

Telephones

Australian international code 61. Public telephones, international dial cards available.

Tipping

Tipping is not mandatory in Australia. Some restaurants charge surcharges on public holidays

Currency and Money

- Travellers' cheques can be cashed at banks and major hotels.
- ATMs widely available 24 hours a day.
- Major credit cards accepted at shops, hotels, restaurants. Common credit cards include American Express, Bankcard, Diner's Club, MasterCard, Visa.
- Bank hours: 9am to 4pm (Monday to Thursday), 9.30am to 5pm (Friday).
- Bureau de Change offer more flexible hours.

Currency exchange facilities

Are available at airports, hotels, key tourist centres. Australia has a Federal Goods and Services Tax on all goods and services. Travellers may be eligible for a GST refund on departure through Customs. [Australian Customs and Border Protection Service](#) (<http://www.customs.gov.au/site/page.cfm>)

Travellers must declare substantial amounts of foreign currency (valued at \$10,000 AUD or more) through Customs. [Australian Customs and Border Protection Service](#) (<http://www.customs.gov.au/site/page.cfm>)

Australia's Gold Coast has some of the nation's largest duty free stores. View Customs for allowances. All shoppers in Australia are protected by consumer legislation. Some heritage items may be protected against export. [Australian Customs and Border Protection Service](#) (<http://www.customs.gov.au/site/page.cfm>)

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Griffith School of Engineering, Griffith University, Australia

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