



THE UNIVERSITY
of ADELAIDE

Professional and Continuing Education

2024 Program





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The University of Adelaide

01

Ranked no. 1 university for teaching



30,000 students



Go8

Member of the Group of Eight

The University of Adelaide unites and serves those striving to change the world—and themselves—for the better. It's a place where history is made.

Established in 1874, we're home to over 30,000 students and 3,000 staff, all striving to create progress. Ours is a university of outstanding quality—ranked 89th in the world*—in the heart of one of Australia's most liveable cities†.

Adelaide has always broken new ground. We were Australia's first university to welcome female students. The first offering science and business degrees. The first with a conservatorium of music.

Among those who've studied, taught, or conducted research here are Australia's first: female prime minister; space-walking astronaut; Indigenous Rhodes Scholar; and female Supreme Court judge and state governor. Not to mention five Nobel Prize winners.

In research, we're rising to global challenges in a huge range of fields—with work universally rated world-standard or above^. While in education, we're ranked among the top 100 globally in 27 subject areas‡.

We can't wait to see what's next.

*QS World University Rankings, 2024.

†Economist Intelligence Unit, 2022.

^Excellence in Research Australia, 2018 (the most recent assessment date).

‡Total unique entries across QS World University Rankings by Subject (2023), Times Higher Education (2023), and Academic Ranking of World Universities by Subject (2022).

About Professional and Continuing Education

Professional and Continuing Education helps individuals and organisations learn, grow, adapt and thrive in the changing world of work.

We're in the business of future proofing.

Our focused and high-quality executive education programs, short courses and workforce solutions respond to current and emerging industry and business trends, and are designed to build the necessary skills and capabilities for the jobs of the future.

We're proud to support the lifelong-learning of thousands of individuals each year, and deliver transformational outcomes for some of the nation's largest and most well-known organisations.

To do this, we embrace contemporary teaching and learning practices.

Our learners' can choose to study when, where and how they want – flexibility is at the core of the way we operate.

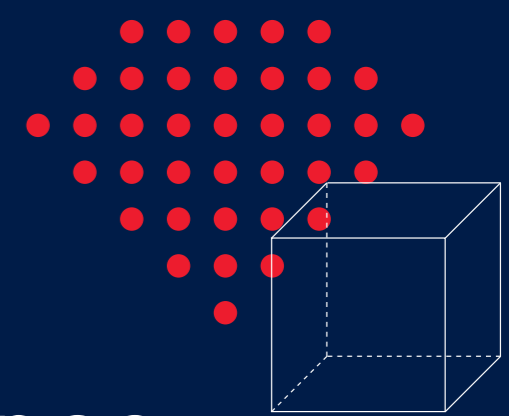
Being part of the world leading University of Adelaide allows us to leverage the impact and expertise of renowned subject matter experts, and provides unique pathways to further study at the University.

So, where will we take you?

Learn, grow, adapt and thrive with Professional and Continuing Education.



An unrivalled learning experience



Subject matter experts

Our courses and programs are delivered by subject matter experts who understand your needs and priorities.



Diverse offering

With 90+ courses and programs on offer in 2024*, we offer training and development in a variety of professional specialisations.



For all learners

Our programs and courses are tailored to the unique education needs of thousands of learners each year, spanning executive assistants to CEOs.



Flexible

Study on your own terms with flexibility in when, where and how you learn with online and in-person study options.



Pathways to further study

Our customised education solutions can be structured to offer credit into further study at the University of Adelaide.



World-leading university

The University of Adelaide is consistently ranked in the top 1%[^] of the world's universities.



Industry-aligned

Our courses and programs respond to emerging industry and business trends.



Customised education specialists

We have a strong track record of partnering with organisations to develop customised education solutions that facilitate impactful change.



National and international footprint

From Perth to the Philippines, our workforce training and development has been delivered across Australia and the world.

* Including short courses, Executive Education programs, online courses and microcredentials.

[^] 2024 QS World University Rankings.



Short courses

Our comprehensive range of short courses are practical, work-ready and focused on your goals.

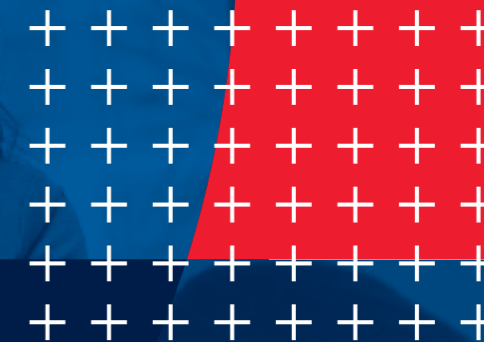
Offering opportunities to upskill and develop both your interpersonal and technical skills, our short courses are delivered either online or in-person, providing you with the freedom and flexibility to choose when, where and how you learn.

All the courses outlined in the following pages can be undertaken either:

- on their own by an individual; or
- as part of a customised education solution (see page 16).

In addition to the short courses listed in this program, we are proud to partner with AdelaideX and FutureLearn to offer an exclusive range of online-only short courses, Bootcamps and micro-credentials, available on a variety of topics.

For more information, visit:
adelaide.edu.au/pace/online-short-courses



Business skills

Uncover new ways to drive improvements and efficiencies in your organisation with our essential business skills short courses.



What participants had to say...

“Lisa’s experience and knowledge shone through in her engaging delivery. What I really liked was that we were taught the basics, but then could apply what we learnt on the day which, for me, embedded the learnings.”

- Process Mapping Tools and Techniques short course.

“I found the content was applicable to all aspects of my work. The tips and hints on preparing for a tender were excellent, and have helped me to look at things in a different way. It was refreshing and has recharged my batteries!”

- Writing Winning Tenders and Proposals short course.

“The course was enriching, professionally, and gave me a good insight into my own personal development. Great course!”

- Project Management Essentials short course.

Process Mapping Tools & Techniques

► **Duration** 1 day

► **Delivery mode** In-person

Workplaces are always changing and with this change comes a need to understand and describe how we do our work. Regardless of the sector you work in, the ability to use business processes to achieve both strategic and operational objectives is critical. Process improvement and process mapping provides the opportunity for you to gain a greater understanding of your current practices, identify improvements, risks and opportunities, streamline practices and clarify the roles and responsibilities of individuals and work groups – reducing mistakes, duplications and inconsistency.

In this practical workshop you will be introduced to process improvement methods, process mapping approaches, tools and practices, and a framework that you can immediately apply in your organisation.

Project Management Essentials

► **Duration** 2 days

► **Delivery mode** In-person

In today’s rapidly changing world almost every professional needs to take on a project management role alongside their core organisational responsibilities. This makes project management an indispensable management skill.

In this interactive and practical course, learn to effectively meet your project objectives on time and on budget through functional project documentation, schedules and Gantt charts.

Writing Winning Tenders & Proposals

► **Duration** 1 day

► **Delivery mode** In-person

The capacity to write winning tenders and proposals combines strategic thinking with tactical decision making and the ability to write clear, concise and compelling documents. Many tenders or grants are lost because the bidder did not understand what the assessment panel was looking for, how to articulate a compelling proposition, and how to write so that the funder wants to move to the next stage, either awarding you the bid or at least saying “we need to talk to these people.” Whether you are in the public, private or not-for-profit sector – at some point you may need to submit a proposal for a tender or grant.

This practical workshop will use your own documents and examples to improve your skills, clarify your thinking and give you an increased ability to write winning tenders and proposals.

Professional skills

From communication to conflict resolution, develop your professional skills to stand out to potential employers and advance your career.



What participants had to say...

“David used excellent visuals to explain points, and practiced what he preached. Just delightful!”

- Confident and Persuasive Presentations short course.

“The combination of written resources and interactive delivery was beneficial. Overall, the course was well designed and delivered.”

- Report Writing short course.

“Marilyn was an excellent presenter – valued every participant, was supportive and engaging. A very worthwhile course!”

- Speak with Impact short course.

Building Resilience & Sustained Optimal Performance

▀ **Duration** 1 day

▀ **Delivery mode** In-person

Resilience in the workplace is about managing personal and business challenges. Resilience is known as the ability to ‘bounce back’ after failure. Resilience is a life skill we all want to provide for our children, our staff, our students or our businesses. Learn practical strategies for improving both resilience and sustained optimal performance from Derrick McManus, who draws on his inspirational history as a former sniper, diver and counter-terrorist operative with the elite SA Police Special Tasks and Rescue (STAR) Group. Reap the benefits for work, life satisfaction, increased confidence and optimism and improved mental wellbeing.

Business Writing Essentials

▀ **Duration** 1 day

▀ **Delivery mode** In-person

Do you need to write with a high level of clarity, precision and influence? In this workshop you will learn a number of strategies to make your writing clearer, more concise and more effective, and will practice applying them to the types of writing that you do as part of your work role. Ideal for experienced professionals working on high level communication and wanting to sharpen the quality of their written work.

Confident & Persuasive Presentations

▀ **Duration** 1 day

▀ **Delivery mode** In-person

Learn how to inform, persuade and inspire! If you lack confidence or experience in public speaking, and need to speak to small or large audiences in the course of your work, this course is for you. Improve your business communication by overcoming anxiety and entering into a state in which you can perform with ease. Stimulating, challenging and enjoyable activities develop your unique presentation style. When you have mastered the ability to be natural, you will be able to say what you want to say, the way you want to say it and deliver confident and persuasive presentations.

Dealing with Difficult Customers

▀ **Duration** 1 day

▀ **Delivery mode** In-person

Are you ever involved in situations where you have to deal with difficult, angry or aggressive customers? Do you wish that you could handle these situations in a way that is less stressful for all concerned? This course will show you how to use advanced verbal techniques to handle difficult customer situations with confidence and achieve better results with less stress.

Delivering Training in the Workplace

▀ **Duration** 1 day

▀ **Delivery mode** In-person

Delivering training within your workplace can be a daunting prospect, whether you’re a learning and development professional or not. Understanding how people learn and how to engage others is key to a successful education program. Whether you are upskilling your colleagues in a new piece of technology, or actioning a new organisational strategy, this short course can help you gain the skills and confidence to design and deliver impactful learning in your organisation.

Increasing Your Professional & Personal Effectiveness

▀ **Duration** 1 day

▀ **Delivery mode** In-person

Do you take on too much and find it difficult to say ‘no’? Do you procrastinate, worry excessively or get stuck in non-action? Are you a perfectionist or do you like to control everything? Do you seek approval from others or excessively try to please others? Do you doubt yourself? Would you like more success and fulfilment in your professional and personal life? If you answered ‘yes’ to any of these questions, you are not alone! Many people can relate to these behaviours that can limit our professional and personal effectiveness. This workshop gives you practical strategies to address the behaviours that can get in the way of your success and help you formulate a personal action plan to change specific behaviours and increase your effectiveness and success.

Influence for Positive Outcomes

▀ **Duration** ½ day

▀ **Delivery mode** Online

As you progress through your organisation into leadership and management roles, you will find yourself needing to influence those around you to achieve results. Influential managers who build collaborative relationships with senior managers, colleagues, stakeholders and staff, have developed the skills to lead a conversation and influence the outcome. In this course, you will identify your own influencing style, explore sources of influence and power and unpack the decision-making criteria used by other people. You will learn how to use influential language to speak persuasively, deal with emotions and logic, and apply structure to manage and lead a conversation.

Personal Communication in the Workplace

▀ **Duration** 1 day

▀ **Delivery mode** In-person

Do you want to communicate with more clarity, confidence and self-assurance? Do you want to be more persuasive in your communication and have greater impact on others? Do you want to develop your ability to communicate consistently, in a calm manner and with positive impact? Effective and professional communication is a key, but often forgotten, part of business today. In this one day course you will learn about your personal communication style and its advantages and disadvantages, how better listening can enhance your relationships and productivity, how to better understand those you communicate with, how to develop your confidence in communication and your ability to present effectively.

Report Writing

▀ **Duration** 1 day

▀ **Delivery mode** In-person

Do you want to improve your confidence and skills in report writing? Would you like your reports to make an impact and achieve your goals – whether to inform, persuade or inspire? Reports come in all shapes and sizes. From memos, standardised form reports to formal reports, they can be highly technical in nature or a straight forward business report. Your reports have the potential to influence a significant number of people now and in the future. The ability to write an effective report is an indispensable skill to successfully communicate at all levels of the organisation. In this course you will identify the barriers to effective report writing and practice various methods and approaches to effective report writing that can be applied immediately in your work.

Speak with Impact

▀ **Duration** ½ day

▀ **Delivery mode** In-person

Confident communication is a powerful asset for any professional, in any organisation. Speaking with clarity and control will allow you to overcome the biggest hurdles with public speaking and develop the full potential of your voice. Learn to control your breathing, develop resonance and use tools such as pace and pitch to enhance how you speak. Marilyn Bodycoat has more than 25 years of experience in voice training, specialising in developing and improving voice for individuals to reach their potential. Amongst other roles, Marilyn is the principal of a leading Adelaide voice coaching agency, is a voice coach for the ABC and Channel 9, and brings a depth of practical experience and passion to her training.

Leadership and Management

Develop the tools and strategies to lead and manage people, resources and projects effectively and confidently with our extensive suite of leadership and management short courses.



Rising as Women Leaders

- Duration 1 day
- Delivery mode In-person
- Suitable for Emerging women leaders and high-potential women

Women face numerous challenges in their career journeys, both in their professional and personal lives. This course offers women an opportunity to develop clarity on what gets in the way of advancement and what strategies are available to them to accelerate their career:

- Develop skills to build and leverage your strategic networks, create an authentic reputation and communicate your value proposition.
- Identify ways to establish and communicate boundaries so you can achieve balance between your work and personal life.
- Gain clarity on your career goals and develop strategies to make it happen.

Leading Change

- Duration 2 days
- Delivery mode In-person
- Suitable for Middle to senior leaders

As the pace of change in corporate Australia accelerates, effective change agents are increasingly sought-after. Organisations rely on people who can lead and inspire others to implement change initiatives smoothly and successfully. This course explores change management from three interrelated perspectives to ensure change is understood holistically. These perspectives are: the individual, the organisation and the change agent.

Courageous Leadership

- Duration 1 day
- Delivery mode In-person
- Suitable for Team leaders, middle managers

Dealing with difficult personalities and having tough conversations can be anxiety inducing. Have to tell a staff member they're not up to scratch? Dreading performance review time? Need to tell senior management you're going to miss a deadline or admit a mistake? Perhaps you're in a difficult spot with a disgruntled client? You might be wondering; how do you walk the fine line between being a doormat and sticking up for yourself in a way that won't make the situation worse, resulting in tears or anger. Or worse, you end up at a point where you dread going to work, you don't put your hand up at meetings, and weekends become your salvation. This course will teach you the strategies to cut through the egos and behaviours that starve productivity and stifle innovation in order to be an effective leader.

Emotional Intelligence at Work

- Duration 2 days
- Delivery mode In-person
- Suitable for All leaders

Learn to lead your organisation more positively and effectively with emotional intelligence. Achievement is rarely about one person, therefore our engagement with others has a high impact on how we survive, grow, and thrive at work. Our ability to know ourselves, and take the time to understand others, are critical skills for professional growth. In this course, you'll learn the key elements relating to the practice of emotional intelligence, with tools, models and activities to translate immediately into your workplace.

Strategic Thinking

- Duration 2 days
- Delivery mode In-person
- Suitable for Executives, senior managers

Crafting and executing successful strategies is essential for long-term organisational success. This high impact course presents a hands-on approach to strategic management, with a balanced mix between strategy development and implementation. You will learn how to define a business strategy with clear objectives that meet organisational needs.

Finance for Non-Financial Managers

- Duration 2 days
- Delivery mode In-person
- Suitable for Middle to senior managers

Information contained in financial reports is critical to understanding an organisation's situation - both the opportunities for improvement and issues to be addressed. This course gives you the capability and confidence to interpret and use financial and accounting information. Assuming no prior knowledge or training, it explores the basic ideas behind three key financial accounting reports: the Balance Sheet, the Profit and Loss Statement and the Statement of Cash Flows.

Leadership & Management Essentials

- Duration 2 days
- Delivery mode In-person
- Suitable for Middle managers

Do you want to be a better leader and manager? Are you looking for fresh ideas and smart solutions to deal with the tough and often complex challenges that leadership and management bring? This intensive program will give you the chance to learn practical strategies for you to manage yourself, your team, and performance - to meet increased demands for productivity and output with limited human and financial resources.

From Team Member to Team Leader

- Duration 1 day
- Delivery mode In-person
- Suitable for Professionals about to make a leadership role transition or those recently transitioned

Making the transition from co-worker to supervisor or manager can often happen quickly, with little preparation for the difference it makes to your work habits and relationships. This course will provide you with strategies to deal with the personal changes and challenges you may face in your new role. You will explore the issues and develop basic skills in the areas of leadership, team development, conflict management and managing performance.

Leading & Managing People

- Duration 2 days
- Delivery mode In-person
- Suitable for Middle to senior leaders

Without exception, good management is about leading and managing people. This has always been the case, of course, but in an increasingly competitive business environment, with widespread technological parity, it is becoming even more so. Whatever the core business of your organisation, its long-term viability and profitability is heavily dependent on the talents and motivations of your people. This high impact course explores self-awareness, motivation, and values, and how this influences others. Learn to use this information to motivate your colleagues.

What participants had to say...

"Lorraine was relatable, knowledgeable and allowed a lot of class discussion and feedback."

- Emotional Intelligence at Work short course.

"This course was very enlightening and honest in how to approach change."

- Leading Change short course.

"Alina is an amazing presenter — very emotive and engaging. She provides a huge variety of examples to explain the theoretical information she is teaching, along with practical learning opportunities."

- Strategic Thinking short course



Executive education

Our executive education programs are designed to enhance your leadership skills and build your management capabilities – whether you’re transitioning into leadership for the first time, or you’re an experienced executive.

You’ll be immersed in current business and leadership methodologies, provided with actionable skills you can implement immediately and over the long term, and join an extensive network of likeminded professionals.

Transformative Leadership Program

Transform your thinking, gain new tools for addressing increasingly complex issues and collaborate with executives in similar leadership roles.

- ✔ **Duration** 105-120 hours delivered over five months
- ✔ **Delivery mode** Blended (in-person and online)
- ✔ **Suitable for** Senior leaders and high-performing executives

Program overview

In an increasingly complex and unpredictable environment — where change happens at unprecedented speed and magnitude — leaders must be agile and dynamic, with advanced complex and adaptive thinking abilities.

The Transformative Leadership Program has been designed to equip senior leaders and high-performing executives with the knowledge and skills needed to lead with impact in this emerging environment.

You will have the opportunity to engage in deep, experiential learning relevant to your organisation’s context, through a combination of in-person and interactive online sessions and a residential intensive.

The 2024-25 Transformative Leadership Program will be held between October 2024 - February 2025.

Key learnings

- Develop the capabilities and mindsets needed to lead effectively in a fast-changing world.
- Increase your capacity to consider multiple view points, leading to improved problem solving and decision making.
- Discover how to make better decisions in VUCA (Volatile, Uncertain, Complex and Ambiguous) operating environments.
- Apply tools and techniques to act and make progress on complex challenges.
- Have access to a strong cohort of fellow professionals.
- Understand how to grow your organisation’s capacity to learn, change and adapt in a rapidly changing environment.

Professional Management Program

Take your leadership and strategic thinking capabilities to the next level.

- ✔ **Duration** Approximately 15 days over a nine-month period
- ✔ **Delivery mode** In-person
- ✔ **Suitable for** Managers, team leaders and professionals operating at middle-to-senior management level

Program overview

The Professional Management Program has been delivered by the University of Adelaide for more than 20 years, and provides aspiring managers and business leaders with the opportunity to develop core leadership, management, finance and operational skills.

Over a dynamic, nine-month period, you’ll be immersed in current business and leadership methodologies, and provided with actionable skills you can implement immediately and over the long-term — while forming close connections with likeminded professionals from a range of industries.

For those interested in extending their learning upon completion, the Professional Management Program provides a pathway into the University of Adelaide’s Executive MBA.

The next intake for the Professional Management Program is February 2024.

Key learnings

Upon completion of the Professional Management Program, you’ll:

- Be able to lead authentically, by evaluating and applying leadership and management frameworks that allow you to identify talents and areas for development for yourself and your staff.
- Develop and apply core financial, analytical and strategic skills, which is essential for being an effective decision-maker.
- Understand change management frameworks and how they can be applied within organisations and on projects.
- Be able to create, write and implement a strategic project plan – including scheduling, budgeting, risk management and stakeholder engagement – to benefit your business.

What participants had to say...

“We expanded our networks, connected with other leaders we’d probably never cross paths with professionally otherwise and made what will likely become lifelong friendships.”

- Sarah Leo, Chief Operating Officer, Resonate Consultants and Transformative Leadership Program participant.

“My experience of the Professional Management Program was very rewarding, for both my personal learning and also connecting and understanding other industries and challenges. We had a great PMP group!”

- Emily Van Der Sommen, Manager – Marketing, Fundraising & Communications, Uniting Communities and Professional Management Program participant.

Workforce solutions

The world of work is changing – and fast. With rapidly evolving social, digital and technological trends impacting every aspect of business, ensuring your organisation has a capable, agile, and diverse workforce is key to helping you prepare for what's next.

To help your organisation navigate this change and fill skills gaps, we offer a range of workforce solutions, including:

- **Customised education solutions** (further information overleaf.)
- **Capability frameworks**, to help your organisation define the behaviours, skills and knowledge your people need to succeed.
- **Coaching and profiling**, to maximise the personal and professional potential of leaders and leadership teams within your organisation.
- Packaged, on demand and scalable access to the University's range of high quality and focused **online short courses**, ideal for upskilling or re-skilling larger groups of people across your organisation; and
- **Credentials**, providing your people with formal recognition and independent verification of their skills, knowledge and capabilities from the University of Adelaide.

We offer two types of credentials: Adelaide Credentials and micro-credentials.

Adelaide Credentials recognise learning undertaken 'on the job', while our industry-focused micro-credentials involve study. Both types of credentials assess knowledge against industry-recognised capabilities.

Thanks to the modular and stackable nature of some credentials on offer, upon completion, credentials can offer your staff with credit into further study at the University of Adelaide.

To view our current range of micro-credentials, visit: adelaide.edu.au/pace/micro-credentials



Sectors we work with

We have co-designed education programs to upskill employees for a wide variety of clients, partnering with stakeholders at all levels, and across several diverse industry sectors—locally, nationally and internationally—including:

- Agriculture, Food and Wine
- Defence and Technology
- Energy, Mining and Renewables
- Finance
- Government at all levels
- Professional services
- Space
- Health and Medical

Our clients

From research institutes to not-for-profits, we're proud to deliver transformational outcomes for some of the nation's largest and most well-known organisations.



Customised education solutions

Partner with us to design customised education solutions for your organisation's context and people.

Whether you want to upskill your team, meet strategic goals or future-proof your workforce, our range of short courses and workforce solutions can be customised and packaged to address your unique business challenges.

If we don't already have an education solution that meets your needs, we can create it.

We are specialists in bringing together industry, consultants and academics to

deliver focused and high-quality workforce training tailored to your organisation.

From course design to delivery, flexibility is the core of the way we operate.

Our customised education solutions can also incorporate our innovative Adelaide Credentials to offer credit into further study at the University of Adelaide.



From L-R: Amy Penny - Regional Contract Management Lead, Nyrstar; Matthew Crosnier - Site Welding Supervisor, Nyrstar; Rhys Millington - Campus Coordinator, Unihub Port Pirie.

Customised leadership program delivers results for Nyrstar

How we work with you



Discover

We work with you to discover what your needs are.



Design

We then co-design a program with you that meets these needs.



Deliver

We deliver the program and continue to work with you to refine the program.



Debrief

We evaluate the program and provide you a debrief of the results.

To chart a course for the next generation of its team, in 2023, Nyrstar engaged Professional and Continuing Education to develop a customised education solution for its workforce.

Working in partnership with Nyrstar, we developed the 'Nyrstar Leadership Program' — a three-month program focused on building core leadership skills for 124 of its local, Port Pirie-based leaders.

Recognising that the learning needs of no two organisations are identical, the customised program we developed for Nyrstar focused on team development, leadership communication, strategy and decision making, performance, project management and negotiation and presentation skills.

"Professional and Continuing Education's Business Development team was instrumental in helping us identify the key aspects we wanted to focus on, and tailoring an education package that met our needs," Hamish Wright, Resourcing Specialist at Nyrstar said.

"We loved that they understood our unique environment and challenges and could offer a bespoke solution that related to us and our staff."

Just months after the program's completion, Hamish said participants were already applying their learnings in the workplace — delivering tangible benefits for Nyrstar and its people.

"Since the program, we've noticed a significant decrease in terms of non-attendance and the amount of overtime paid, and a very steep decline in staff turnover too."

Having delivered clear benefits for Nyrstar's Port Pirie site, we're proud to be strengthening our partnership with Hamish and his team to expand and launch the Nyrstar Leadership Program at the company's interlinked zinc refinery in Hobart.

Further enquiries

The University of Adelaide SA 5005 Australia

phone +61 8 8313 3268

email pace@adelaide.edu.au

web adelaide.edu.au/pace

linkedin [linkedin.com/company/paceuoa](https://www.linkedin.com/company/paceuoa)

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Kurna acknowledgement

We acknowledge and pay our respects to the Kurna people, the original custodians of the Adelaide Plains and the land on which the University of Adelaide's campuses at North Terrace, Waite, and Roseworthy are built. We acknowledge the deep feelings of attachment and relationship of the Kurna people to country and we respect and value their past, present and ongoing connection to the land and cultural beliefs. The University continues to develop respectful and reciprocal relationships with all Indigenous peoples in Australia, and with other Indigenous peoples throughout the world.