

**FIA
Conference**
2024

Where **passion**
meets **purpose**

Brisbane
28 Feb – 1 Mar

FIA Conference **28 February – 1 March 2024**

Brisbane Convention and Exhibition Centre
www.fiaconference.org.au

EXHIBITOR MANUAL



Fundraising Institute Australia
ABN: 51 943 541 450
PO Box 549, Crows Nest, NSW 2064

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Exhibitor Checklist and Forms

Description	Due Date	Submission	Form
Online Company Registration Form	Profiles will be published as information is received.	Compulsory	<u>Create New Company Registration Form</u>
Update/modify existing Company Registration Form	Completed profile 5 December 2023	Compulsory	<u>Update/Modify Existing Company Registration Form</u>
Delegate Notebook Adverts	5 December 2023	Optional	Delegate Notebook Specs
Satchel Insert – mock up or sample to FIA	9 January 2024	Optional	Satchel Insert Details
Balance of account	28 January 2024	Compulsory	Account Information
Satchel inserts delivered	29 January 2024	Optional	Satchel Insert Delivery Label
Public Liability Insurance / Certificate of Currency	30 January 2024	Compulsory	Upload in Company Information Form or Email to: training@fia.org.au (minimum \$10mil coverage required)
Exhibitor Registration (incl. Social Functions)	30 January 2024	Compulsory	Click here to register exhibitors and sponsors
Custom Stand Design	30 January 2024	Compulsory (for custom stands)	Information to be added to Online Company Registration Form
Walk on package Furniture order	30 January 2024	Optional	Walk on Package Information
Harry the Hirer			
Stand sign confirmation	2 February 2024	Compulsory	Fascia Sign Confirmation Form
Furniture order	2 February 2024	Optional	Harry the Hirer Website
Additional Lighting or Power	19 February 2024	Optional	Power and Lighting Order Form
Audio Visual order	19 February 2024	Optional	Audio Visual Order Form
GEL Events – Freight Forwarders			
Freight & Transportation	30 January 2024	Optional	GEL Events Booking Form
Brisbane Convention & Exhibition Centre			
BCEC Delivery label	Compulsory for all deliveries		BCEC Delivery Label
Exhibitor Services (BCEC)	12 February 2024	Optional	Exhibitor Services Portal
Induction (BCEC) – video for all exhibitors	21 February 2024	Compulsory	Induction for Exhibitors & Contractors

Contacts List

Conference Secretariat

Fundraising Institute Australia
Suite 2, Level 4, 201 Pacific Highway
St Leonard's, NSW 1585
Web: www.fiaconference.org.au
Email: training@fia.org.au

FIA Contacts

Lindsay Wallace
Manager Events & Sponsorship
Phone: 02 9411 6644
Email: lw Wallace@fia.org.au

Natalie Walker
Executive Manager - Conference & Event
Phone: 02 9410 5902
Email: nwalker@fia.org.au

Caitlin Brown
Events Coordinator
Phone: 02 9411 6644
Email: training@fia.org.au

Venue

Brisbane Convention and Exhibition Centre
(BCEC)
Cnr Merivale and Glenelg Streets
South Bank, Brisbane, QLD
Website: <https://www.bcec.com.au/>

The Exhibitor Services Department
Phone: 07 3308 3536
Email: exhibitorservices@bcec.com.au

Stand contractor - including furniture and equipment hire

Harry the Hirer
Vicki Hoogland | Account Coordinator
Phone: 02 9666 8699
Mobile: 0467 333 658
Email: vickih@harrythehirer.com.au
Website: <http://www.harrythehirer.com.au/>

Freight / Logistics

GEL Events

GEL Events is the official supplier for Transport and Logistic Services
Email: mira@gelevents.com.au
Telephone: 1300 013 533

For all freight being brought to the venue by courier please use the [BCEC Delivery label](#). See [deliveries](#) for important information related to bump-in and freight.

Accommodation

Ozaccom+
Email: ozaccom@ozaccom.com.au
Toll Free within Australia: 1800 814 611
Phone: 07 3854 1611
Fax: 07 3854 1507
Website: [FIA Conference 2024 Accommodation Portal \(ozaccom.com.au\)](http://FIA Conference 2024 Accommodation Portal (ozaccom.com.au))

Fire & Emergency Plan

IMPORTANT

For your safety make sure you know the location of the nearest emergency exits, firefighting equipment and emergency warning systems within the Centre.

To report a fire or emergency call Security:

- **Dial 8 on any internal phone, or**
- **3308 3068 using your mobile phone**

Give your name, contact details, location and type and scale of the emergency

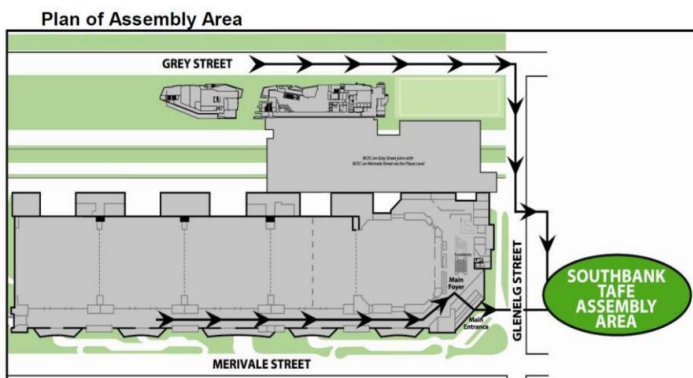
If it is safe to do so, use the appropriate fire extinguisher to put out any fire (do not attempt to fight a fire if the fire is large or if you are not familiar with the use of the fire extinguisher.

In the event of an emergency there are two tones to warn of a fire or other situation which may require evacuation of the site.

ALERT TONE: beep, beep, beep. This means, stop what you are doing and await further instructions as to whether an evacuation will be required.

EVACUATION TONE: whoop, whoop, whoop. Remain calm and evacuate quickly to the nearest exit to the assembly area through emergency exits as directed by the Building or Floor Wardens.

The BCEC assembly point is located on the grass area at the corner of Merivale and Glenelg Streets, South Brisbane. (South Bank TAFE site) See evacuation diagram below.



Stay at the assembly point. Do not re-enter the building until given the 'all clear' by BCEC Security or fire warden staff or Emergency Services.

Please [CLICK HERE](#) to access BCEC venue safe plan.

Accommodation

A selection of accommodation has been secured at favourable rates in close proximity to BCEC. Please visit the Conference website to book your accommodation www.fiaconference.org.au. All accommodation enquiries can be directed to:

Ozaccom+

Website: [FIA Conference 2024 Accommodation Portal \(ozaccom.com.au\)](http://FIA Conference 2024 Accommodation Portal (ozaccom.com.au))

Email: ozaccom@ozaccom.com.au

Toll Free within Australia: 1800 814 611

Phone: 07 3854 1611 Fax: 07 3854 1507

Advertising

Advertising is available in the conference notebook, app or by including something in the delegate satchels.

If you wish to advertise, please email Lindsay on Lwallace@fia.org.au to discuss options.

Notebook Advertising:

Please ensure you adhere to the following specifications, otherwise your advert may not be included.

Back Cover, Inside Front/Back Cover Advert: 210mm (deep) x 148mm (wide)
5mm bleed on all sides with trim marks

Full-Page Advert: 210mm (deep) x 148mm (wide)
5mm bleed on all sides with trim marks

Half-Page Advert (horizontal): 105mm (deep) x 148mm (wide)
5mm bleed on all sides with trim marks

All images 300dpi at size – HiRes, Press Quality PDF with all fonts embedded for the final supplied document. All artwork converted to CMYK.

App (push notifications)

- This option is included in selected sponsorship packages
- Message should be short and attention grabbing
- Image to accompany notification: 1280px wide by 640px height PNG, max 1MB

Satchel Inserts

- This option is either part of your sponsorship or can be purchased in addition (limited availability).
- Inserts need to be provided to FIA for final approval by **9 January 2024**.
- We require a minimum of 1000 copies/items to be received and may revise this according to attendee registrations
- Brochures to be no larger than A4 in size and no more than 8 pages long.
- Approval is required by FIA before being sent for insertion.
- All items must be environmentally friendly/sustainable/reusable.
- Please use the [Satchel Insert Delivery Label](#) when sending for insertion.

Accounts

FIA: FIA terms of payment are strictly 30 days from date of invoice. All outstanding accounts must be finalised by **28 January 2023**.

BCEC: All accounts for Venue Services must be paid in accordance with Centre requirements and paid in full seven (7) days prior to the commencement of the Event.

Animals

Guide dogs and registered assistance animals are welcome in all areas of the venue as per legislation requirements.

BCEC asks attendees to have certification for service animals and that their service animal is wearing a vest which identifies them as such. Attendees with service animals on-site at the event assume complete responsibility for their animal for the duration of their visit.

Uncertified therapy/emotional support/companion animals are not included in the Act and do not meet the legal definition of an assistance animal and do not have the same public access rights. These animals may be refused entry.

Audio Visual

Audio Visual equipment is available from Harry the Hirer. For further details, download the [Audio Visual Order Form](#). The deadline is 19 January 2023 - Please ensure all orders are placed and paid for well in advance to ensure your requirements can be accommodated.

Attire and Conduct

All organisers, contractors and exhibitors and their staff must wear safety vests and closed-in shoes whilst on the loading dock, service road or in the Exhibition Hall during the construction, bump-in and bump-out of events.

Vehicle drivers and offsidiers or passengers utilising the service road or dock areas who intend to exit their vehicle are required to wear a safety vest or approved hi-visibility clothing for safety purposes.

Safety vests can also be purchased from the vending machines located down the Exhibition Hall concourse.

Unruly or unacceptable behaviour and violent acts are strictly prohibited. People acting without due care for others, or not following directions of Security or Safety staff may be evicted from site.

Use of illegal drugs or substances is strictly prohibited. Contractors are not to work at the BCEC while affected by alcohol or any other substance.

Banking

BCEC no longer have ATM machines located in the building. Please also note that BCEC is a cashless venue across all outlets in the centre.

Balloons - Helium

BCEC does not support the use of balloons, including helium filled balloons and reserves the right to refuse the display and distribution of balloons.

BCEC encourages all Event Organisers and Exhibitors to consider eco-friendly alternatives to balloons.

Banners / Rigging

For safety reasons, all rigging of overhead banners and signage will be completed by BCEC and must be pre-arranged with the Centre prior to the Exhibition.

A quote can be arranged with Exhibitor Services via the online [exhibitor portal](#).

Best Stand Awards

The Best Stand Awards for exhibitors will be run in 2024.

The FIA Stand Awards recognise exhibiting organisations for their effort and creativity in their stand display at the conference.

The awards will be given to the stands that, regardless of size, make the best use of their space, in terms of creativity and visual impact. Delegate engagement and interactivity will be rated highly.

Categories

There are 2 categories:

- **Best Stand – Judges’ choice**
Three independent judges will be appointed, and they will be asked to judge all stands in the exhibition (FIA stand not eligible). They will decide on one stand only to be awarded Best Stand – Judges’ Choice. A highly commended award may be given.
- **Best Stand – Delegates’ choice**
Conference delegates and exhibition visitors will be able to vote for their favourite stand. Exhibitors are encouraged to engage with delegates and lobby for their support. Voting is completed through the conference app.

Judging and announcement

Entries for the Best Stand – Delegates Choice award close at 12.00pm Friday 1 March 2024. Winners of both award categories will be announced during lunch on Friday 1 March 2024 and an article on the winners will be included in a following issue of FIA e-bulletin.

For further information contact:

Lindsay Wallace
Manager Events and Sponsorship
Phone: 02 9411 6644
Email: Lwallace@fia.org.au

Caitlin Brown
Events Coordinator
Phone: 02 9411 6644
Email: training@fia.org.au

Booth Details - Custom Stands

Exhibitors with custom built stands must provide the following information to FIA for approval:

- Name and contact details of the contracted stand builder
- Design details and dimensional plans of the stand
- Contractors’ public liability insurance certificates
- Contractors’ WHS policies

Please complete the required information regarding your custom stand within the [Online Company Registration Form](#) by **30 January 2024**. See [Contractors](#) and [Bump-in Schedule](#) for further information on the stand builders’ requirements.

Harry the Hirer can assist with the design and construction of your custom booth.

Please contact **Vicki Hoogland** | 02 9666 8699 | 0467 333 658 | vickih@harrythehirer.com.au for more information.

Booth Details – Shell Scheme

Harry the Hirer will provide and build all shell scheme booths.

Nine square metre (9sqm) booths

Each booth is 3 metres wide by 3 metres deep and 2.4 metres high. Flush walling constructed using white PVC attached to a flush wall frame system.



Each 9sqm booth will contain:

- **Company name on fascia board (2 for corner stands)**
The fascia signage will be blue lettering on a white background. The FIA Organisational Member logo will be included for all organisational members.
- **Power**
One 240volt (4amp) single power outlet will be connected to each stand. Additional power can be ordered using the [Lighting & Power Order Form](#).
- **Spotlights**
Two energy efficient spotlights are supplied per 9sqm stand. They will be track mounted and fitted to the back of the fascia of all stands. Additional lighting can be ordered using the [Lighting & Power Order Form](#).
- **Carpet**
Carpet tiles will be laid underneath all shell scheme stands. The colour is Onyx (which is a dark grey). Exhibitors can upgrade or change the colour of their carpet but contacting Harry the Hirer

All exhibitors are to complete the [Stand Sign Confirmation](#) and return it to Harry the Hirer by **27 January 2023** to confirm your requirements.

To book furniture, please get in touch with Harry the Hirer.

Walk on Packages are available giving you a quick and easy way to order your stand furniture. For package details [download this form](#). To book furniture please add that to your [Online Company Registration Form](#)

If you really want to attract attention to your stand you may consider customising your stand. **Harry the Hirer** will be able to assist you with stand upgrades and modifications.

Please contact: **Vicki Hoogland** | 02 9666 8699 | 0467 333 658 | vickih@harrythehirer.com.au

Bump-in Schedule

Tuesday 27 February 2024	
Entrance for Custom Stand Builders only	12.00pm – 6.00pm
Wednesday 28 February 2024	
Exhibitor Bump-in	9.00am – 2.00pm
Stands to be completed	2.00pm
Exhibition hall opens	2.30pm (or immediately after the Opening Plenary Session)

If your custom stand builder requires more time, please contact Lindsay on 02 9411 6644 to discuss alternative options.

Exhibitors and contractors **will not** be allowed entry to the exhibition floor during bump-in and bump-out unless closed toed shoes and safety vests are worn.

Exhibitors can bump-in via the Great Hall loading dock see [Deliveries](#) for important information.

All exhibitors must have completed their stand set-up by 2.00pm on Wednesday 28 February to allow the area to be cleaned in time for the Exhibition to open at 2.30pm.

Bump-Out Schedule

Friday 1 March 2024	
Lunch in exhibition	1.10pm – 2.20pm
Exhibitor Bump-out	2.30pm – 3.30pm
Stand Dismantling	3.30pm

Exhibitor bump-out will begin at 2.30pm on Friday 1 March 2024 at the conclusion of lunch. All persons in the exhibition hall from this time must wear a safety vest and have closed toed shoes. See [Safety Vests](#) for more information.

We encourage you take your materials with you at bump out.

It is recommended that you use GEL Events for your deliveries as they are the onsite freight company and will be able to take your goods directly from your stand back to your office.

See [Deliveries](#) for further bump-out information.

Exhibitors are responsible for organising the removal of their materials. ***All exhibitor material must be removed from the venue by 9.00pm Friday 1 March 2024.*** Goods not collected will be freighted off-site and stored at the Exhibitor's expense. No responsibility will be accepted by FIA, BCEC nor GEL for the return of these goods.

Should any Exhibitor, agent or contractor fail to remove any exhibit, or part thereof including any rubbish within the times stipulated, then the Exhibitor shall indemnify the Conference Secretariat in respect of any claim thereby occasioned for failure to give possession of any part of the exhibition venue by the due date. The Conference Secretariat shall be entitled but not obliged to remove such materials, as they consider best at the cost of the Exhibitor who shall be liable for all loss and costs thereby occasioned. The Conference Secretariat reserves the right to specify the time at which individual stands and exhibits shall be removed. Exhibitors may not remove any products on display during the course of the Exhibition without the express consent of the Conference Secretariat.

Cables

Electrical or other cables crossing walkways or public areas at floor level could cause a trip hazard. Where possible, cables should be raised above the walkway. If this is not possible, cables need to be covered with carpet tile, matting or gaffer tape. In high traffic areas, changes in floor level must be highlighted with high visibility or yellow/black hazard tape.

Canvassing

Exhibitors may not canvass their products or distribute promotional material to delegates other than from their own stand. Special arrangements may apply for companies sponsoring tracks, masterclasses or social events. All display material, furniture and selling aids must be kept within the perimeter of your booth, unless previously agreed to by the Conference Secretariat.

Satchel inserts and advertising space in the Conference notebook are available. Please contact Lindsay on 02 9411 6644 or lwallace@fia.org.au for more information.

Car Parking

BCEC provide 24-hour undercover parking with a total of 1500 parking spaces included designated accessible parking bays conveniently located near the lifts.

Car parks can be accessed from Merivale, Melbourne and Grey streets. Please view the [access map](#) for the car park entry locations.

All visitors using the car park are required to pay before exiting at pay stations situated near the lifts as well as in Russell Walk.

Consider the Fast Pay option. Use your credit card on entry and then scan the same card as you drive out. This allows you to by-pass the pay stations.

BCEC is pleased to offer a \$18 discounted parking rate for all exhibitors. The rate will be applied by scanning an event specific QR code at our pay station.

Children

Children under the age of 15 years are not permitted to enter high risk areas during move in and move out of an event. Children are not permitted on loading docks at any time.

A high-risk area is one where forklift operation, rigging or stand building is being undertaken.

Children are not permitted to remain in any vehicle unattended by an adult while the vehicle is loading / unloading. Children are not to be left unattended or unsupervised in any areas within the building.

Cleaning

Public areas, foyers and exhibition aisles are cleaned and rubbish bins emptied daily by the Centre's cleaning staff.

Exhibitors requiring individual stand cleaning should complete the applicable section under "Utility Services" found on the [Exhibitor Services Portal](#).

Communications

For all your technology, communication and business services, please refer to the [Exhibitor Ordering Portal](#). The ordering portal will be closed 48 hours prior to the event. All order must be received prior to 24 February 2024.

Internet

Casual wireless internet is available at no cost to visitors of the centre and is designed for web browsing and checking web-based email. It is not designed for accessing VPN's or downloading large files. The speed is limited to 1Mbps. The network name is BCECLINK and requires no password.

Designated internet connections can be arranged with Exhibitor Services via the online [exhibitor portal](#).

Company Profile

Each exhibitor and sponsor is entitled to submit a 200-word company profile to be published on the conference website and on the conference app. Please complete this no later than **5 December 2023**. Profiles will be uploaded as they are received, so early completion means extended exposure.

At the completion of your initial organisation registration, you will receive a confirmation email to you nominated email address containing your unique Reference Number.

We understand that not all information may be available when registering for the first time, so you will be able to modify and amend your profile in the lead up to the conference. To add more information to your profile you will require the nominated email address and the Reference Number.

Online Company Registration Form	Profiles will be published as information is received.	Compulsory	<u>Create New Company Registration Form</u>
Update/modify existing Company Registration Form	Completed information due: 5 December 2023	Compulsory	<u>Update/Modify Existing Company Registration Form</u>

Competitions/Trade Promotion Lottery

Any competition, trade promotion or art union conducted at or in conjunction with an exhibitor's stand must comply with the Charitable and Non-Profit Gaming Act 1999, Regulations and Rules (Qld). For more information on conducting a competition, trade promotion or art union, exhibitors should contact:

[Queensland Office of Liquor and Gaming Regulation](#)

Telephone: (07) 3872 0999 A/H (07) 3210 2906

Conference App

All sponsors and exhibitors will have a profile in the conference app. Please complete the Exhibitor Information form [Online Company Registration Form](#) no later than **5 December 2023** with the information to be uploaded.

Conference Rooms

There will be 7 breakout rooms being utilised for the 2024 FIA Conference, all are within Brisbane Convention and Exhibition Centre There is only one entrance and exit to the exhibition and it is marked on the floorplan. A secondary entrance/exit may be opened up during peak times to assist with traffic relating to plenary sessions.

Contractors

The Conference Secretariat is not the agent of either contractors or subcontractors, listed in this manual and therefore cannot accept liability for any contract entered into between exhibitors and contractors. This includes negligence and/or default of any such person, their employees or agents.

The Conference Secretariat has appointed official contractors to ensure a professional and timely delivery of the exhibition. However if the Exhibitor wishes to appoint their own contractor, the Conference Secretariat needs to sight the contractor's valid insurance certificates and grant access to enter the exhibition venue.

All contractors and sub-contractors working at the Brisbane Convention and Exhibition Centre must adhere to the Centre's standard procedures and requirements at all times. They must be used in conjunction with all other relevant legislation that is in force in Queensland and Australia. This is regardless of whether they are providing services directly to the Centre or are working for a licensee of the Centre.

All contractors and any other persons, working in the Great Hall will need to wear a high visibility safety vest and closed toe shoes.

Contractors must adhere to the following standards of conduct at all times while at the venue:

- comply with all applicable legal requirements
- comply with Safe Work Method Statements (SWMS)
- adhere to all directions from BCEC staff
- behave in a courteous and respectful manner
- avoid offensive language
- harassment and intimidating behaviour are not permitted
- the venue and its precinct is a no-smoking zone

The following information must be provided to FIA for each contractor appointed to work at the exhibition:

- Name and contact details of the contractor
- Contractors public liability insurance certificates
- Contractors WHS policies

Please submit the above details within your [Online Company Registration Form](#) by **30 January 2024**.

Dates and Times

Key dates and times for FIA Conference 2024:

Tuesday 27 February 2024	
12.00pm – 6.00pm	Custom stand build
Wednesday 28 February 2024	
8.30am – 2.00pm	Conference masterclasses
9.00am – 2.00pm	Exhibitor bump in & registration
2.00pm	Conference registration opens
2.30pm	Exhibition opens
2.30pm – 3.30pm	Sector Discussion Groups
3.30pm – 4.00pm	Afternoon tea in Exhibition Hall
4.00pm – 5.30pm	Opening Plenary Session
5.30pm – 7.00pm	Welcome reception in exhibition hall
7.00pm – 8.00pm	Fellows and CFRE Function
6.00pm – 7.00pm	Conference Buddy Program Networking Drinks
Thursday 29 February 2024	
7.30am	Registration opens
7.30am – 8.30am	Exhibition opens. Breakfast in exhibition hall
8.30am – 10.40am	Sessions
10.40am – 11.20am	Morning tea in exhibition hall
11.20am – 12.50pm	Sessions
12.50pm – 2.00pm	Lunch in exhibition hall
2.00pm – 3.20pm	Plenary session
3.20pm – 4.00pm	Afternoon tea in exhibition hall
4.00pm	Exhibition closes
4.00pm – 5.00pm	Sessions
6.30pm – 11.30pm	The Fundraisers' Gala Awards Dinner
Friday 1 March 2024	
7.30am	Registration opens
7.30am – 8.30am	Exhibition opens. Breakfast in exhibition hall
8.30am – 9.15am	Plenary session
9.25am – 10.25am	Sessions
10.25am – 11.00am	Morning tea in exhibition hall
11.00am – 1.10pm	Sessions
1.10pm – 2.20pm	Lunch in exhibition hall
2.20pm – 3.20pm	Sessions
2.30pm	Exhibition closes – Exhibitor bump-out
3.30pm – 4.30pm	Closing plenary session
4.30pm – 5.30pm	Farewell Drinks

All stands must be manned at all times during the Exhibition opening hours listed above and not just during delegate breaks.

Delegate Break Times and Catering

All catering for delegates and exhibitors will be held in the exhibition areas.

Exhibitor meals will be served half an hour before session breaks begin. This will give exhibitors time to have their meal and be back on their stand for the delegate breaks.

Please note, 'Exhibition only' attendees will be able to access the exhibition from 9.00am – 4.00pm Thursday and 9.00am – 2.00pm Friday so it is important that stands are manned at all times and not just during delegate breaks.

Delegate Engagement

FIA are working on a range of incentives to assist with delegate engagement. Full details will be provided shortly and include things such as:

- Pre-conference marketing
- How to manage lead generation via the conference app
- Passport competition (or similar)
- Appointments with Attendees

Deliveries, Freight & Loading Dock

Deliveries

- **Pre-show:** Deliveries can only be made during the official bump-in times (9am – 2pm Wednesday 28 February). Materials sent prior to this will be turned away.
- All deliveries must be clearly marked using the official conference delivery label – [Delivery Label](#) and you must have someone onsite to receive your delivery.
- **GEL Events** has been contracted as the preferred conference Freight Forwarder and can be hired to manage your deliveries – see below for details.
- The organisers, GEL Events and the venue will not accept any responsibility for the safety or wellbeing of any items on, or delivered to, the site in the absence of the Exhibitor, their agent or contractor if not arranged through GEL Events.
- **Post-show:** All goods must be collected during the official bump-out time (2.30pm – 5.00pm Friday 1 March 2024). Consider using GEL Events to make this process easier. GEL events will be onsite until 5.00pm to assist.
- Exhibitors are responsible for organising the removal of their materials. ***All exhibitor material not collected by 9.00pm Friday 1 March 2024*** will be freighted off-site and stored at the Exhibitor's expense. No responsibility will be accepted by the FIA, BCEC nor GEL Events for the return of these goods.

GEL Events

Gel Events is the official contractor for transportation of exhibitor freight as well as onsite services. GEL Events provides a **door-to-stand** freight service, with complete tracking and email notification when the freight arrives onsite at the stand. GEL Events can arrange all local, interstate and international transport services. You do not need to be present at time of delivery when using GEL Events to transport your freight, our onsite team will receive your freight and take it directly to your stand prior to your arrival.

At close of the event, our onsite representative will come and see you to confirm your return freight requirements and provide you with return labels. Once packed up and your freight is labelled you are welcome to leave it at your stand for us to take care of the rest.

To request a quote please complete and return the [quote request form](#). Cut-off dates apply:

Sydney: Tue, 20 Feb 2024
Melbourne: Mon, 19 Feb 2024
Adelaide: Fri, 16 Feb 2024
Brisbane: Fri, 23 Feb 2024

[QUOTE REQUEST FORM](#)

GEL Events offers the following services:

- **Door to stand** delivery service, including complete tracking and email notification once goods arrive at your stand
- All local, interstate and international transport services
- Storage of early consignments, packing materials during the exhibition and storage after the exhibition
- For international exhibitors, a comprehensive international freight forwarding service tailored to each particular exhibitor's requirements.

Prior to the show, **GEL Events** will make contact to discuss and determine your individual freight and logistics requirements. In the meantime, for any queries please contact:

Phone: 1300 013 533
Website: www.gelevents.com.au
Email: mira@gelevents.com.au

Delivery Labels

A delivery label must be affixed to each item sent to BCEC. All labels must be marked with the name of event, room/hall and date of event.

Please use the [BCEC Delivery Label](#)

Delivery labels MUST include the following information:

Onsite contact name:	Stand name:
Onsite contact mobile number:	Stand number:
Name of event: FIA Conference 2024	Total number of items:
Date of event: 28 Feb – 1 Mar 2024	Item number:
Room / Hall Name: Great Hall	

It's important to note if **NOT** using GEL Events to transport your freight that you ensure you provide your courier authority to leave without signature. Neither GEL Events, FIA or the venue can sign for delivery of goods on your behalf.

Loading Dock

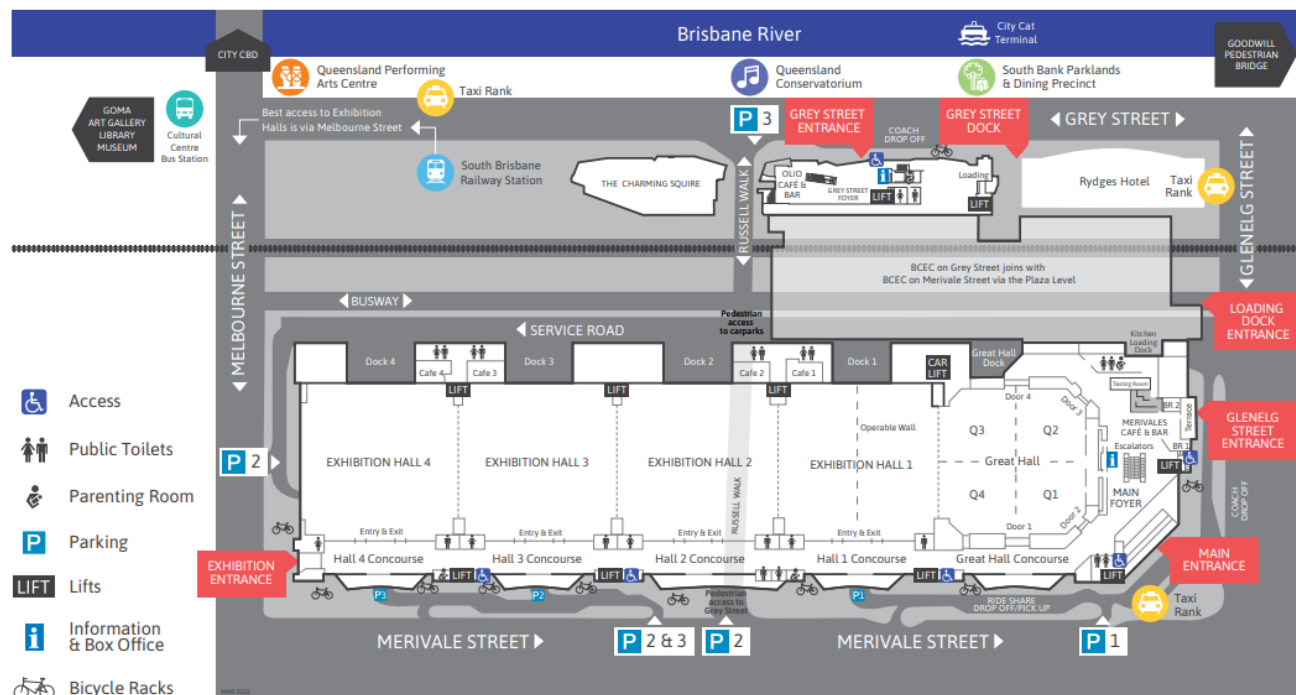
The exhibition will be held in the Great Hall with bump-in access available through the Great Hall loading dock

Access to BCEC for exhibitors and contractors during build-up and pull-down is via Glenelg Street. The service road is a one-way road and is deemed a tow-away zone to ensure a continuous and clear flow of traffic.

Please see the map below for access points and contact the Exhibitor Services to arrange delivery if you are NOT using GEL Events.

LOCATION AND ACCESS MAP

BCEC ON MERIVALE STREET AND GREY STREET



Demonstrations on Stand

Where an event or exhibition has demonstrations using portable electrical equipment, the Safety Manager must give special approval. Also, extra safety precautions must be taken to protect members of the public. These extra precautions must be complied with at all times or the demonstration will be stopped. A current permit to demonstrate must be held. These activities/displays include but are not limited to:

- welding or cutting equipment
- moving displays
- spray booths
- aerial acts
- inflatable structures
- physical activity or performance

Permit forms can be downloaded [here](#). Once completed, please send to exhibitorservices@bcec.com.au and Lwallace@fia.org.au for approval.

Dilapidation

Exhibitors are responsible for the cost of making good, restoring or renewing any case of serious dilapidation to the Exhibition venue of any part thereof. Dilapidation includes (by way of examples only) marks caused to paintwork, bolt, and screw, nail holes etc. In their own interest exhibitors should satisfy themselves as to the condition of the sites both before erection and after clearance.

Electrical & Lighting

The BCEC Safety Manager reserves the right to demand removal from site any electrical equipment it deems to be non-compliant or any equipment considered suspect. The BCEC Safety Manager can call upon internal specialists to assist when the circumstances require it. All persons, using any electrical equipment must:

- Follow safe work practices at all times
- Whenever possible, keep all electrical leads off the floor
- Not allow any motorised equipment to drive over leads
- Wear the appropriate personal protective equipment

All portable electrical equipment, appliances and leads used on the BCEC site must be tested and tagged in accordance with Australian Standard 3760 and WH&S Act 2011. Any electrical equipment found not tested will have to be tested immediately or removed from the Centre. For safety reasons, double adaptors are not to be used in the Centre.

No extension leads will be provided by Harry the Hirer, FIA or the venue. These can be purchased from the vending machines located on the concourse.

Exhibition Opening Hours

The official opening hours of the 2024 exhibition are listed below and all exhibition stands must be manned during these hours:

Wednesday 28 February: 2.30pm – 7.00pm

Thursday 29 February: 7.30am – 4.00pm

Friday 1 March: 7.30am – 2.20pm

Non-conference delegates are invited to attend the exhibition free of charge during the following hours:

Thursday 23 February: 9.00am – 4.00pm

Friday 24 February: 9.00am – 2.00pm

They will have a different coloured lanyard for easy distinction.

Exhibitor Registrations

Exhibitors will be issued with 2 complimentary Exhibition Registrations per 9sqm stand.

Complimentary Exhibitor Registrations include:

- Entry into the exhibition
- Entry to the Welcome Reception on Wednesday
- Light breakfast, morning tea, lunch and afternoon tea on Thursday
- Light breakfast, morning tea, lunch on Friday

Additional Exhibitor Registrations can be purchased:

\$95 per person Wednesday 28 February 2024

\$95 per person Thursday 29 February 2024

\$95 per person Friday 1 March 2024

\$285 per person Wednesday, Thursday and Friday

Exhibition & Welcome Reception
Exhibition

Exhibition & Farewell Drinks

Exhibition, Welcome Reception &
Farewell Drinks

Each exhibiting company will receive one (1) conference satchel and one (1) Organisation Pass. When the Organisation Pass is presented with an Exhibitor Name Badge, the holder will gain access to the sessions. This can be shared amongst staff. In addition, all exhibitors are

welcome to attend plenary sessions. If session rooms are full, exhibitors are asked to give their seats up for paying delegates.

Exhibitors are invited to attend The Fundraisers' Gala and Awards dinner, where the winners of FIA's Awards for Excellence in Fundraising will be announced. The dinner is being held in the Plaza Ballroom, Brisbane Convention and Exhibition Centre on Thursday 29 February 2024. Tickets can be purchased for \$205 each.

[CLICK HERE](#) to register. Select Sponsors & Exhibitors. The password is **S&E2024**. Please check your entitlements prior to registering.

Each company representative will have an official conference name badge. The pass must be worn at all times, and to gain access to the exhibition.

Exhibitor Responsibilities

In the case where the exhibitor employs or contracts out the work on their stand (custom, shell or space only), making each stand its own separate workplace subject to all relevant laws and regulations.

Exhibitors may have a larger work health and safety duty than that pertaining to their workplace. They have duties and responsibilities to each contractor and sub-contractor they engage to work on their stand (including their own employees or salespersons) but more importantly a duty to any person who may come into contact with the stand. Exhibitors may become directly responsible for the safe use and maintenance of every element on their stand and its environs (ramping, stairs, wheelchair access, general safety of display items, moving parts of live displays etc.) this will usually include the general public and/or visitor to the stand.

Exhibitors should ensure that the people they engage to undertake work on their stand are competent and have undertaken a suitable and sufficient risk assessment for the work to be undertaken. Complex stands or structures may require the production of documentation to verify that the structure is safe to inhabit (Production of engineer's certificate, load capacity, installation as per manufacturer's directions).

Exhibitors must take reasonable steps, as far as is reasonably practicable to ensure the contractors are operating a safe system of work, including access and egress to and from that stand.

The exhibitor has a duty to inform contractors of any specific risks associated with their activities that may detrimentally affect the contractor's workers whilst working on the stand.

Exhibitor Services

FIA Conference related questions can be directed to FIA staff and volunteers at the conference registration desk on the ground floor, or the FIA stand within the exhibition.

Venue and or service-related questions can be directed to the Exhibitor Services:

T: +61 7 3308 3536

E: exhibitorservices@bcec.com.au

W: Visit the [Exhibitor Services Portal](#)

Information Desks are located in the Main Foyer and Grey Street Foyer. Services include printing, photocopying and the sale of stationery items. For Exhibitor Services enquiries outside of business hours, please proceed to the Information Desk for assistance.

SERVICES AVAILABLE FOR PRE-ORDER



CLEANING

Public areas, foyers and exhibition aisles are cleaned and rubbish bins emptied daily by the Centre's cleaning staff.

If you wish your individual stand to be cleaned you must pre-book this service using the online exhibitor ordering portal.



AUDIO VISUAL

A range of Audio-Visual equipment is available to hire from the BCEC. Please submit a quote detailing your requirements via the online portal.



RIGGING

All rigging for the Exhibition Halls is to be completed by BCEC approved contractors, rigging in all other spaces is completed by BCEC. Please contact Exhibitor Services to discuss.



EXHIBITOR CATERING

Catering, beverages and on-stand networking functions can be arranged via BCEC's online ordering service.

Please note some restrictions may be set by your event organiser.



UTILITY SERVICES

Exhibitor Services can arrange for any water, waste, compressed air or electrical services you may require, please book via the online portal. Please note BCEC does not do Test and Tag.



INTERNET

Casual wireless internet is available at no cost to all visitors of the Centre and is designed for web browsing and checking web-based email. It is not designed for accessing VPN's or downloading large files. The speed is limited to 1MB. The network name is BCECLINK and requires no password.

Designated internet connections can be arranged via the exhibitor portal, please supply a Wi-Fi name and password (Min 8 characters).

It is highly recommended these services are pre-booked to avoid additional charges. Please visit the [Exhibitor Services Portal](#) to order these services for your stand. Forms and payment required no later than 20 February 2024.

To access Exhibitor Services Order Forms click here: [Exhibitor Services Portal](#)

First Aid

In an emergency situation or if first aid is required, please alert a BCEC staff member immediately. Contact Security on any BCEC fixed phone by pressing '8'.

The nearest Public Hospital Casualty Department: Mater Misericordiae Hospital
Annerley Road, South Brisbane | Telephone: (07) 3840 8111

Fire and Safety Regulations

All materials used in stand construction and decoration must be fire retardant and conform to Local Statutory Building Regulations.

The storage of any flammable liquids or fuel within the Exhibition is not permitted. Motor vehicles or other mechanical appliances displayed within the Exhibition venue must be free of

leaks. Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from their correct location.

The use of LPG gas on stands shall comply with regulations available from the Centre. A permit is required.

Fireproof Materials

Any materials used in stand construction or for display purposes must conform to the following standards:

- Non-combustible and inherently non-flammable material
- Durable flameproof fabric
- Self-extinguishing plastic
- Plywood, hardwood, pulp board or fibreboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

Naked Flames

This will be assessed on a case-by-case basis. If you would like to use naked flames on your stand, please contact Lindsay on 02 9411 6644 or Lwallace@fia.org.au

Food and Beverage

Sampling

Only BCEC Management and its representatives are entitled to bring into or provide or sell in the centre, food and beverages (whether alcoholic or not). If you would like to discuss options further please contact Lindsay on 02 9411 6644 or Lwallace@fia.org.au

On-stand Catering and Hospitality

On-stand catering is a hospitality service provided by the Centre, which enhances the exhibitor's investment in the show by enticing guests to their stand and assists in entertaining key clients. On-stand catering options range from a coffee machine to snacks, lunches and cocktail parties.

Exhibitors should complete their on-stand catering order on the [Exhibitor Services Portal](#) no later than 20 February 2024.

Exhibitor On-stand Catering Regulations

Exhibitors or other persons cannot distribute, sell or give away any item of food or drink not supplied by the Centre to public or exhibition visitors, without written approval from the Centre.

Responsible Service of Alcohol regulations must also be adhered to. The Centre will monitor all distribution of alcoholic beverages to prevent any breaches of liquor licensing and will remove alcohol from any stand which does not adhere to the regulations. The Centre reserves the right to remove any food and beverage not authorised by the Centre.

Forklift and Material Handling

Forklifts and drivers are available for hire from [GEL Events](#). Charges apply for forklift and driver hire. This service is available to all exhibitors and must be booked and paid for at least 48 hours prior to event build-up. Contractors are not permitted to operate BCEC forklifts.

Phone: 1300 013 533

Website: www.gelevents.com.au

Email: mira@gelevents.com.au

All Forklift Operators shall, when required, present their Forklift Permit when asked to do so

All Forklift Operators shall wear seatbelts at all times when using Forklifts
All Forklift Operators shall be accompanied by a “Spotter” at all times when the Forklift is in use

Forklifts are to be stored outside Exhibition Halls at the end of each days “Bump In” / “Bump Out” period.

Furniture

Exhibitors are responsible for organising their own furniture for their stand. **Harry the Hirer** is the official furniture supplier for the conference. They will be in contact with each exhibitor leading up to the conference. Should you wish to arrange furniture please contact:

Harry the Hirer

Vicki Hoogland | 02 9666 8699 | 0467 333 658 | vickih@harrythehirer.com.au

We suggest you consider the layout carefully before choosing furniture to avoid overcrowding and ensuring that delegates are able to move freely through your area.

[Click here to view stand inclusions.](#)

Furniture and all other exhibitor goods must remain within the perimeter of your booth for the duration of the exhibition. The organisers and venue staff will ask you to move any material that is outside your allocated space.

Walk on Furniture Packages

Walk on packages are available making your furniture selection and ordering even easier!

Four packages are available for exhibitors to choose from. [Click here for more information.](#)

Health and Safety

All workers have a responsibility to take reasonable care for their own health and safety, the safety of others and to comply with legislative and Centre requirements. Workers must follow safe work practices and comply with any reasonable instruction given by Centre representatives.

Safety and security can only be achieved with the full cooperation of all staff and exhibitors.

Hazard / Incident and Near Misses Reporting

If any worker becomes aware of a health, safety or environmental hazard or believes that their safety or the environment is being put at risk by the actions of other people, it should be reported to the FIA or BCEC Security immediately.

To report an incident or hazard, phone BCEC Security – Dial 8 from any in-house telephone or dial 07 3308 3035 from a mobile phone.

All Security Officers are trained in first aid and can arrange further medical assistance, such as an ambulance, if required. The Security Officer will record the incident details and the persons involved must cooperate and provide necessary information.

BCEC will document any hazard, unsafe work practice or near miss and the BCEC management will take appropriate action with regards to the incident.

Pedestrian Safety

During the bump-in and bump-out of events, there is a large amount of moving plant and vehicle movement throughout the exhibition area and particularly on the Loading Docks, which makes it a hazardous workplace for pedestrians.

Therefore pedestrians should only enter the Loading Dock area when absolutely necessary and authorised to do so. When on the dock, pedestrians must exercise extreme caution, always wear high visibility clothing, never assume the forklift operator has seen them, and minimise the time spent on the dock as far as possible.

Dangerous Goods and Hazardous Substances

Dangerous goods and hazardous substances may only be brought on site with approval from the Centre.

All dangerous goods and hazardous substances must be accompanied by a Safety Data Sheet (SDS) and be transported, stored and handled in accordance with the requirements of the SDS.

Personal Safety

At all times the following minimum personal safety standards are expected during the bump-in and bump-out of events and at all times on the Loading Dock:

Children under the age of 15 years are not permitted entry

All persons must wear covered footwear, i.e. no thongs, sandals or open-toed shoes

Nobody is to work while under the influence of drugs or alcohol

Insurance

The Conference Secretariat will not be responsible for the safety of any articles brought into the Exhibition by the exhibitors, their representatives, agents or contractors, members of the public or any person whatsoever. Exhibitors should fully insure against all risks including Public Liability and Employers' Liability. The period of liability should be deemed to run from the time the Exhibitor and/or representatives conducting acts on their behalf, first enter the exhibition venue. It should continue until all of the Exhibitors property has been removed.

The Exhibitor should insure, indemnify and hold the Conference Secretariat harmless in respect of all costs, claims, demands and expenses to which the Conference Secretariat may in any way be subjected as a result of any loss or injury arising to any person (including members of the public, the staff of the Authorities, the Conference Secretariat or Exhibitors' staff, agents or contractors). This should also include damage to the exhibition venue, including carpets, pictures, fittings and exhibits, howsoever caused as a result of any act of default by the Exhibitor, his servants, agents, contractors or invitees. (In addition, Exhibitors may wish to take insurance for losses and wasted expenditure in the event of the conference or exhibition being abandoned or curtailed.)

An Exhibitor, and Custom Stand builders working on their behalf, shall produce certificates of insurance to the Conference Secretariat. The Conference Secretariat will not in any event be held responsible for any restrictions or conditions which prevent the construction, erection, completion, alteration or dismantling of stands for the entry, storage or removal of exhibits. Nor will they be responsible for the failure of any of the services normally provided at the exhibition venue, or for the cancellation or part opening of the exhibition. The Conference Secretariat will not be liable for any amendments or alterations to the FIA Conference 2024 Terms & Conditions of Contract caused by circumstances not under their control.

We would ask you to please provide a copy of your Public Liability Insurance Certificate coverage by 30 January 2024.

Pharmacy

The closest Pharmacy is Chemmart Pharmacy, 189 Grey Street, South Bank, QLD 4101. Phone: 07 3846 6091 Website: www.chemmart.com.au

Post Office

The nearest Post Office is located at 75-77 Russell Street, South Brisbane,
Telephone: 07 3844 6317.

Public Attendance

The general public will NOT be allowed to attend the FIA Conference and Exhibition. All attendees will need to be registered delegates, speakers, exhibitors or sponsors. In 2024 personnel from the charity and not-for-profit sector who are not attending the full conference as a delegate will be invited to attend the exhibition during opening hours only. They will still need to be registered to gain entry.

Representatives from non-exhibiting companies that supply to the fundraising sector are not permitted to sell or promote their goods or services within the Conference or Exhibition. If you are aware of someone selling or promoting their goods or services, please let one of the conference staff know via the registration desk or FIA Stand.

Satchel Inserts

If you have booked a satchel insert, you will need to have a sample or mock-up of the insert approved by the Conference Secretariat before it can be included. Please send a sample or mock-up by no later than **9 January 2024** to:

Lindsay Wallace
Manager - Conference and Events
Fundraising Institute Australia
PO Box 642
Chatswood NSW 2057
Lwallace@fia.org.au

If you would like to book an insert, please contact Lindsay on 02 9411 6644 or lwallace@fia.org.au

Download the [Satchel Insert Delivery Label](#) once inserts have been approved by FIA and send to PFS for satchel packing.

Smoking Policy

BCEC is a non-smoking venue. Smoking within the venue is not permitted. A designated smoking area is available on the external Plaza Terrace. Guests may smoke outside the venue keeping five metres clear of entry and exit doors.

The State of Queensland considers electronic, e-cigarettes, e-cigars and vape pens to be treated under the same regulations that apply to normal cigarettes. On the spot fines apply to users of these devices within the building or within five metres of entry and exit doors.

Stands requiring additional safety precautions

Should your exhibit feature any of the items listed below please contact FIA for further information on the safety steps you may need to take, or written approvals that you may need to gain:

- A second storey
- A solid ceiling or roof area more than 18 square metres.
- A structure more than 2.4 metres high.

- A motor vehicle.
- Dangerous Goods as listed in the Dangerous Goods (Storage and Handling) Regulations 2000.
- A discharge of noxious waste.
- LPG gas.
- A cylinder containing compressed gas.
- A naked flame (e.g. a candle).

Storage

As limited on site storage facilities for packing materials and boxes are available, it is recommended that exhibitors keep packing materials to a minimum.

Exhibitors may not leave boxes and packing material in the Exhibition Display Area during the event.

Testing and Tagging

All portable electrical equipment, appliances and leads used on BCEC site must be tested & tagged in accordance with legislation and AS/NZS 3760:2010. - In Service Safety Inspection and testing of electrical equipment.

Any electrical equipment found to be untagged **must** be tested & tagged or removed from BCEC site immediately. New equipment need not be inspected or tested but must be tagged with the re-test date prior to introduction to service as per AS/NZS 3760:2010. - In Service Safety Inspection and testing of electrical equipment. Utilise safety switches (RCDs) when using electrical tools and equipment.

You Should Never:

- Use damaged electrical leads, tools or equipment
- Install or remove any type of power cable while the power is turned on
- Use electrical leads, tools and equipment in damp or wet conditions unless they are specially designed for use in those conditions.
- Place electrical leads in areas where they may be damaged (e.g. on vehicle access ways, over sharp edges etc).
- Overload electrical circuits
- Use modified tools or equipment

Please ensure all your electrical equipment is tested and tagged prior to the conference.

We thank you for your support and participation in the 47th Fundraising Conference 2024. The 2025 Conference will be held at the International Convention and Exhibition Centre, Sydney from 19 - 21 February.

We wish you every success with your exhibition and hope to see you again in 2025.

For all enquiries and feedback, please contact Lindsay Wallace on 02 9411 4466 or Lwallace@fia.org.au