

IMPORTANT  
EXHIBITOR INFORMATION

**CARE EXP**   
**MELBOURNE**

Health • Seniors • Disability • Aged • Support • Wellness

30<sup>th</sup> - 31<sup>st</sup> August 2024

**01 EXHIBITION PAVILION,  
MELBOURNE SHOWGROUNDS**

Ascot Vale VIC 3032

**ONLINE EXHIBITOR PORTAL**



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# Pre-Event Considerations and Must Do's

## EXHIBITOR PASSES AND SECURITY

Exhibitor passes are issued individually to each person from your company when they arrive to check in at the event site office. Passes will only be issued to those staff on your site space who have individually completed a Compulsory Induction/Pass Form.

Exhibitor Passes are a security item for the protection of all Exhibitors and their belongings. Exhibitor Passes help to prevent unauthorised persons from entering the venue outside of the opening hours. Exhibitor passes are NOT TRANSFERABLE to other staff parties and photographic ID checks may be made at random to ensure the pass relates to the holder. Any pass found to be held by a person not identified as the registered holder of the pass will be denied access and the pass confiscated.

**NO CHILDREN PERMITTED** (16 years and under) within the venue during set-up or bump-out.

**All Exhibitors arriving or leaving the event precinct during the set-up dates, event days and bump-out MUST be wearing their Exhibitor Pass.**

**Your CONTRACTORS** - those you engage to deliver stock etc. to the event - will receive a Temporary Contractor Pass when they arrive at the venue.

**PLEASE NOTE:** CONTRACTOR passes are only valid on bump in and bump out. CONTRACTORS are only those you need to go on site.

## SITE INDUCTION

All employees, staff and hired contractors that are working at the Melbourne Showgrounds, must complete a site induction before arriving.

### New Company Registration

If your organisation has never completed the Melbourne Showgrounds site induction, please use this link to our contractor management system for your staff and contractors/exhibitors to complete their site inductions here: <https://app.whsmonitor.com.au/cregister/registercontractor.aspx?jc=3C417517-3830-4989-98C1-6902D4EE1096>

### Existing Company Registrations

If your organisation has worked or exhibited at the Melbourne Showgrounds previously, you will not need to complete a new registration.

**Login here:** <https://app.whsmonitor.com.au/oauth/whs>

If you need access to your account or have forgotten your login details, please contact our OH&S Manager Mark Rippingale directly at [mark.rippingale@melbourneroyal.com.au](mailto:mark.rippingale@melbourneroyal.com.au) and he will reset this for you.

### Site Induction Guides

#### Event organisers/contractors/exhibitors

<https://careexpomelbourne.com.au/wp-content/uploads/2024/08/Induction-Guide-Event-Organisers-Contractors-and-Exhibitors.pdf>

This is for you/contracted companies to set up your company in the system.

#### Employees/workers

<https://careexpomelbourne.com.au/wp-content/uploads/2024/08/Induction-Guide-Employees-of-Event-Organisers-Contractors-and-Exhibitors.pdf>

Once you/a contracted company have completed all steps, a link will be emailed. Please forward this link to employees/workers/exhibitors to complete their registration alongside the 'Employees and Exhibitors' guide.

If you have any questions or issues, please contact our OH&S Manager Mark Rippingale directly on 0419 475 882 or [mark.rippingale@melbourneroyal.com.au](mailto:mark.rippingale@melbourneroyal.com.au)

## DELIVERIES

### Thursday 29<sup>th</sup> August 2024 from 9:00am to 5:00pm

Deliveries during set-up and event days can be made to the Site Office when the Exhibitor has completed the necessary **Pre-Event Information Form** located in the Exhibitor Portal. Completing this form authorises Australian Events to sign for and accept delivery of goods. The Exhibitor is responsible for collecting the goods from the Site Office. **No deliveries accepted at the event venue prior to Thursday, 29<sup>th</sup> August 2024.**



**DELIVERY LABEL**  
Click or scan here

## Exhibitor Set-Up Times and Information

### Thursday 29<sup>th</sup> August 2024 - 8:00am to 7:00pm

All exhibitors must **WEAR EXHIBITOR PASS, HIGH VISIBILITY VEST AND CLOSED-IN SHOES** during set-up and bump-out.

## Arriving on Site at Bump In

### **EXHIBITOR ACCESS IS VIA MELBOURNE SHOWGROUNDS, 01 EXHIBITION PAVILION, MELBOURNE, VICTORIA, 3032.**

All Exhibitors are requested to check in at the event site office when they first arrive at the venue. Once checked in, Exhibitors will be issued an individual exhibitor pass for all persons present at the time of arrival. Please ensure that **ALL STAFF** and **CONTRACTORS** have photographic ID to enable the process to complete as quickly as possible.

Exhibitors will then be shown to their sites. All sites must be assembled and ready to trade by 7:00pm on the Thursday of the final set-up dates.

**PLEASE NOTE:** There is no vehicle access on the Friday of the event days and **NO ACCESS** to the venue outside the Exhibitor set-up times without prior written approval.

## Public Opening Hours

### Friday 30<sup>th</sup> August 2024 - 9:00am to 4:00pm

Exhibitor access from 8:00am to 4:15pm

### Saturday 31<sup>st</sup> August 2024 - 9:00am to 4:00pm

Exhibitor access from 8:00am to 7:00pm

## Forms and Tools

Australian Events have created an Exhibitor Portal for exhibitors to find exhibitor information, marketing tools and form links.



**EXHIBITOR PORTAL**  
Click or scan here

## Workplace Health and Safety

All Exhibitors must **WEAR HIGH VISIBILITY VESTS AND CLOSED-IN SHOES** during setup and bump out. Children 16 years and younger are not permitted within the venue during setup and bump out.

### Other Important Information

**NO smoking permitted** - This is a smoking free event and smoking laws apply.

**NO alcohol is permitted** to be brought into the precinct due to venue licensing restrictions.

**NO helium balloons** are permitted at this venue.

**As an exhibitor, you are to trade at all times when the Expo is open to the public.**

## Equipment Hire

We have partnered with **MORETON HIRE** for the 2024 Care Expo Melbourne.

If you require any equipment hire or signage, contact Natalie Blauberg on 0452 610 619 or email [natalie.blauberg@moreton.net.au](mailto:natalie.blauberg@moreton.net.au).

## Loading Dock & Forklift Use

Australian Events will have a 2.5t standard forklift at the event to lift pallets and/or equipment from delivery trucks during bump-in and reload during bump-out. For simple unload and reload ONLY, the service is provided for free. If extended use of the forklift is required, a minimum charge of \$60.00 and other costs will apply. This payment must be made on site. If in doubt, check with our onsite supervisor at the event or phone our office and talk to our logistics team prior to the event.

Exhibitors requiring access to the loading dock for the delivery of stock and displays must **PREBOOK** a time to access the loading dock and forklift. If you do not **PRE-BOOK**, you will be turned away from the loading dock until a time becomes available. All allocated times must be strictly adhered to (15-minute intervals).

**DO NOT** leave your vehicle in the loading dock.

**PLEASE NOTE:** the loading dock road is one-way and is deemed a tow-away zone to ensure a continuous and clear flow of traffic.

## Exhibitor Parking

All Exhibitors are requested to park in the provided exhibitor parking areas as directed by staff. Access to the venue is via Gate 4, Langs Road (Please ask staff for directions when checking in). By entering through the Exhibitor entrances, you will assist with the security of the event and gain access with the least amount of fuss. No Exhibitor access will be available through the public entrance gates.

**PLEASE NOTE:** Parking is \$20.00 per car, per day on event days. Parking is free of charge on move-in and move-out days.

## Power Access

**POWER MAY BE ORDERED UP TO 3 WEEKS PRIOR TO THE EVENT, LATE ORDERS INCUR A \$50.00 SURCHARGE ON TOP OF STANDARD FEE.**

If you require power and did not order it, please see the staff at the event site office.

Power is only supplied to your site between 7:30am and half an hour after public closing time.

Power is **NOT AVAILABLE** during set-up or bump-out. 24-hour power access is not available without prior written approval. All electrical items must be tagged with an electrical compliance certificate.

**PLEASE NOTE:** Kettles, coffee machines and heaters are not permitted on site. Some power at this venue may be supplied by generators.

## Testing and Tagging

Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with relevant Australian Standards prior to use.

Any equipment not tested and tagged correctly will be addressed in one of the following ways:

- Exhibitors can arrange for the electrical item to be tested and tagged through their event organiser. (this line can be removed if you are not offering a test and tag service onsite)
- Melbourne Showgrounds Safety or Operational teams will remove the item from the stand to store whilst the exhibition is on. It can be collected at the close of the event or day whichever is sooner.
- Exhibitor can remove the item from the exhibit. It is not allowed to be stored within the stand or exhibit; it must then be taken from the building.

Exhibitors must ensure that all loose cables are secured to avoid tripping hazards.

## Rubbish Removal

All boxes, packaging, pallets, rubbish etc. **MUST** be removed from your site prior to the event opening time.

All rubbish **MUST** be removed from the venue by 10:00am on the Sunday after the event days.

In the event that Australian Events are forced to remove your rubbish, **YOU WILL BE CHARGED** for the labour and disposal costs. A minimum charge of \$120.00 will apply.

## Public Liability Documentation

We require a copy of **EVERY** Exhibitor's Insurance; without this you will not be permitted on site. You will be required to email your copy to [operations@australianevents.com.au](mailto:operations@australianevents.com.au). As per our Terms and Conditions, make sure you have public liability insurance that covers you for a minimum of \$20 million. You have the option to pay a fee of \$165.00 to have Australian Events insurance cover you for this show.

## Assistance at the Event

If you have any issues at the event that need to be resolved or need clarification, please visit the event site office and inform the event managers.

## Exhibitor Bump-Out Times and Information

All Exhibitors may remove stock and displays from the venue after the close of the event and when the Operations Manager or authorised staff member declares it safe to start bump-out and to allow vehicle access. Do not pack up early, no stock or vehicles will be allowed to be removed from the venue until after the close of the event.

**Saturday 31<sup>st</sup> August 2024 - 4:15pm to 7:00pm**

**Sunday 1<sup>st</sup> September 2024 - 7:00am to 12:00pm**

**DELIVERIES/PICK-UPS ARE BETWEEN 7:00AM TO 12:00PM SUNDAY 31ST AUGUST 2024. ADDITIONAL CHARGES APPLY.**

**DO NOT PACK UP EARLY**, no stock or vehicles will be allowed to be removed from the venue until after the close of the event.

All exhibitors must **WEAR EXHIBITOR PASS, HIGH VISIBILITY VEST AND CLOSED-IN SHOES** during set-up and bump-out.

**NO CHILDREN PERMITTED** within the venue during set-up or bump-out.

# Evacuation Procedures - 01 Exhibition Pavilion, Melbourne Showgrounds

## EVACUATION PROCEDURES

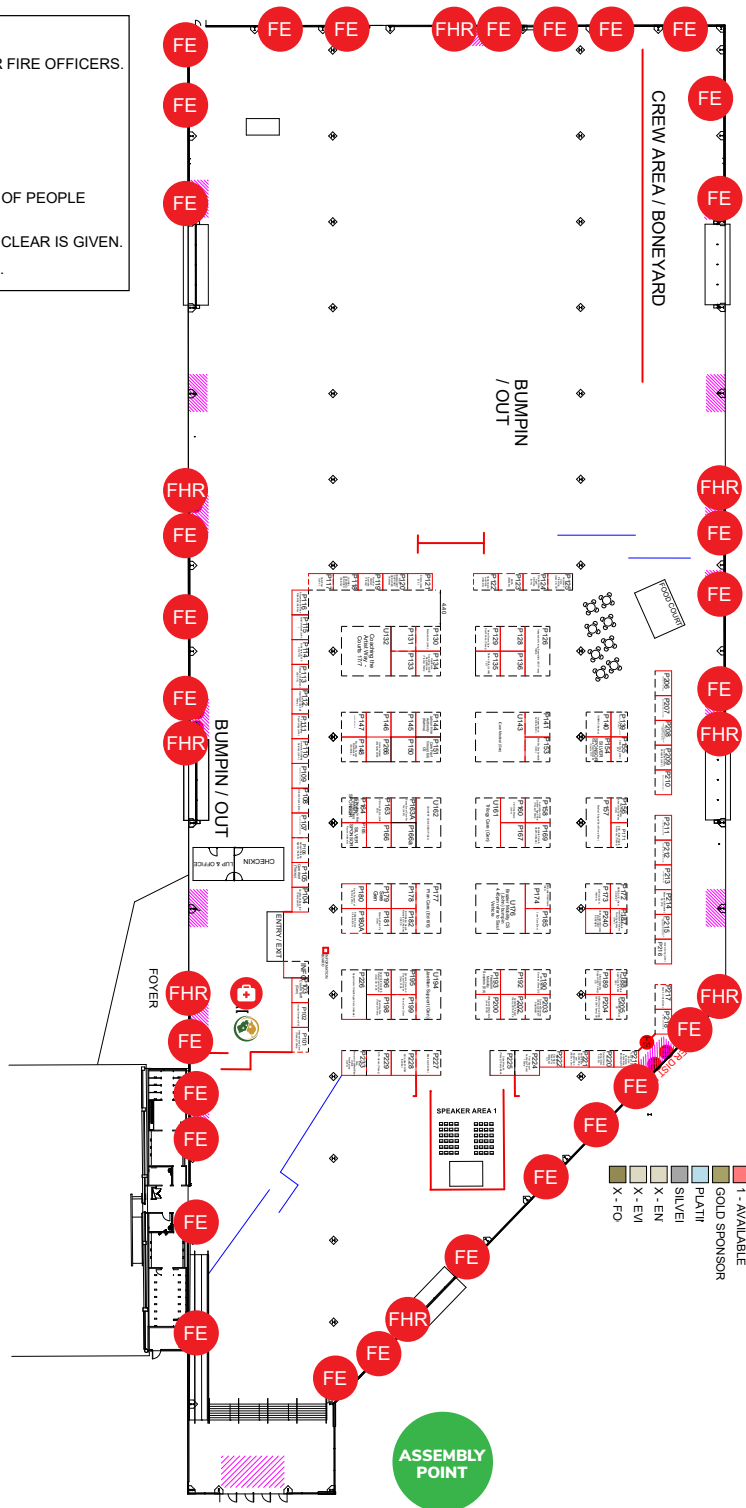
- ➔ FOLLOW ALL INSTRUCTIONS GIVEN BY WARDENS OR FIRE OFFICERS.
- ➔ LEAVE IMMEDIATELY BY THE NEAREST SAFE EXIT.
- ➔ MOVE QUICKLY, DO NOT RUN.
- ➔ IF POSSIBLE CLOSE DOORS BEHIND YOU.
- ➔ REPORT TO YOUR DESIGNATED ASSEMBLY AREA.
- ➔ ADVISE A WARDEN IMMEDIATELY IF YOU ARE AWARE OF PEOPLE TRAPPED IN THE BUILDING.
- ➔ DO NOT LEAVE THE ASSEMBLY AREA UNTIL THE ALL-CLEAR IS GIVEN.
- ➔ IF ANY INJURIES ARE SUSTAINED, NOTIFY A WARDEN.

## SAFETY CONSIDERATIONS

- R** REMOVE PERSONS FROM IMMEDIATE DANGER.
- A** ALERT NEARBY STAFF AND MEMBERS OF THE PUBLIC AND DIAL 000.
- C** CONFINE FIRE AND SMOKE. CLOSE WINDOWS AND DOORS (IF SAFE). KEEP LOW, UNDER THE SMOKE.
- E** EXTINGUISH AND CONTROL THE FIRE (IF SAFE TO DO SO)

## LEGEND

- FHR** FIRE HOSE REEL
- FH** FIRE HYDRANT
- FE** FIRE EXTINGUISHER
- FB** FIRE BLANKET
- ASSEMBLY POINT**
- QFES ACCESS GATE**
- TEMPORARY FENCING**
- FIRST AID**
- SITE OFFICE**



## Australian Events Contact Details

- 📞 Freecall 1800 671 588** During business hours (8:30am to 4:00pm) Monday to Friday (excluding public holidays)
- 📍 PO Box 307, Drayton North QLD 4350**
- 🌐 [australianevents.com.au](http://australianevents.com.au)**

## Event Links

**CareExpoMelbourne.com.au** **f CareExpoMelb** **📺 CareExpoMelbourne**