

# IMPORTANT EXHIBITOR INFORMATION



Health • Seniors • Disability • Aged • Support • Self Care

15<sup>th</sup> & 16<sup>th</sup> August 2025

**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. Exhibitors requiring access for children during the opening hours of the event will be required to report to the Registration Desk. Entry into the venue will be granted to children via the Exhibitor Entrance when accompanied by a registered Exhibitor.

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

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

**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.

#### 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 the Melbourne Showgrounds Risk and Safety Team at [riskandsafety@melbourneroyal.com.au](mailto:riskandsafety@melbourneroyal.com.au) and they will reset it for you.

#### New Company Registration

If your organisation has never completed the Melbourne Showgrounds site induction, please use this link to the contractor management system. **Click here, Contractor Registration.**

#### Site Induction Guides

- **Induction Guide - Employees of Event Organisers, Contractors and Exhibitors, Click Here.**
- **Induction Guide - Events Organisers, Contractors and Exhibitors, Click Here.**

If you have any questions or issues, please contact the Melbourne Showgrounds Risk and Safety Team at [riskandsafety@melbourneroyal.com.au](mailto:riskandsafety@melbourneroyal.com.au).

## DELIVERIES

### Thursday 14<sup>th</sup> August 2025 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 Registration Desk. **No deliveries accepted at the event venue prior to Thursday, 14<sup>th</sup> August 2025.**



**DELIVERY LABEL**  
Click or scan here

### Exhibitor Set-Up Times and Information

#### Thursday 14<sup>th</sup> August 2025 - 8:00am to 7:00pm

**PLEASE NOTE Bump-In is not available on Friday mornings, any Friday Bump-In will incur a \$300 late Bump-In Fee.**

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

**Children 16 years and younger are ONLY permitted within the venue during public opening hours.**

### 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 Registration Desk 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 15<sup>th</sup> August 2025 - 9:00am to 4:00pm**

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

#### **Saturday 16<sup>th</sup> August 2025 - 9:00am to 4:00pm**

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

## Marketing Support

We have partnered with **CARAVEL MEDIA**, if you are wanting to book a media marketing campaign that aligns with the 2025 Care Expo Melbourne. Please contact Seamus Roche - [seamus@caravelmedia.com.au](mailto:seamus@caravelmedia.com.au) or **0401 913 666**.

## 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. High Visibility Vest can also be purchased from the Registration Desk at a cost of \$12.00.

## Other Important Information

**NO smoking, vaping or e-cigarettes 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 2025 Care Expo Melbourne. If you require any equipment hire or signage, contact Mandy Scott at [mandy.scott@moreton.net.au](mailto:mandy.scott@moreton.net.au) or **1300 360 424**.

## Forklift Use

Australian Events provides a **2.5T forklift at all events**, free of charge, for **simple unloading/reloading of lifting pallets of stock/equipment only** during bump-in and bump-out. Our forklift operator will only operate under the direction of the exhibitor, owner, or delivery driver, who is responsible for ensuring all items are securely tied down and properly covered or protected, as **Australian Events accepts no responsibility for any resulting damage.**

If extended use is required, a minimum fee of \$60.00 and additional charges may apply (payable on site). Please call our Head Office prior to the event if you're unsure of your requirements.

Forklift bookings are required, and must be adhered to ensure a smooth process for all exhibitors. **Click Here, to complete the Forklift Booking Request Form.**

## 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 \$25.00 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.

## Naked Flames

Any activity requiring the use of a naked flame including but not limited to candles and cooking demonstrations requires approval from Australian Events and the Melbourne Showgrounds prior to the event. The pavilions has sensitive fire and smoke alarms, any naked flame, smoke or heat source will require the building to be isolated.

If an isolation is required, Melbourne Showgrounds will appoint a qualified person to complete this task, additional charges will apply. Please speak to the Operations Team to obtain a quote from the Melbourne Showgrounds.

If any smoke or fire alarm is activated and Melbourne Showgrounds has not been informed in writing of the activation, and the Melbourne Fire Brigade issue any costs associated with their attendance, these costs will be passed directly to the exhibitor and will incur an additional 25% administration fee.

## Vehicles in Buildings

Drivers of vehicles that wish to enter the pavilion must gain permission from Melbourne Showgrounds, all buildings will have floor load limits that restrict vehicle access. All vehicles within the pavilions must turn on hazard lights, travel at walking pace, be accompanied by a spotter and limit dry turns. To reduce fumes within the pavilion, drivers should limit the amount of time the vehicles are left to idle.

All motor vehicles (including Electric, Hybrid and LPG fuelled cars) that come on-site for display require prior approval by the Melbourne Showgrounds and must adhere to the following safety guidelines:

### ALL VEHICLE TYPES:

- Display vehicles must be stationary for the duration of the event until all patrons have vacated the venue.
- Vehicles cannot be started and run without prior permission from the Melbourne Showgrounds.
- Ignition keys must not be left in the vehicle.
- A protective layer, such as carpet / mats, must be placed under each tyre.
- Every vehicle must carry at least 1 x 2.5kg A:B:(E) dry powder fire extinguisher. The extinguisher can be stored inside the vehicle, however all staff for the relevant site must be aware of the extinguisher's location and the extinguisher must remain easily accessible when inside the vehicle.
- Tyre shine many only be applied in outdoor areas. When applying tyre shine, the vehicle must be located away from buildings / venue infrastructure. Exhibitors must take necessary precautions to prevent overspray damage to asphalt and concrete surfaces through the showgrounds.

### PETROL, LPG, HYBRID VEHICLES:

- Flooring must be protected by drip trays under each vehicles.
- Under no circumstances is fuel to be decanted without prior approval by the venue.
- All fuel tanks must be locked / secured, particularly when the vehicle is unattended. Any additional fuel must be stored outside the pavilion at all times.

### ELECTRIC VEHICLES:

- Vehicles may only be charged while inside a building with prior approval from the showgrounds.

## Animals On-Site

Approval may be granted to approve exhibitors for an activity or performance where the use of an animal is legitimately required. In these circumstances, an Animal Management Plan will be required which will include but not be limited to:

- How animals will be safely transported to and from the venue
- Provide proof of some specific vaccinations (animal dependant)
- Provide Veterinary health checks of the animals
- Housing of animals onsite
- Management of all animal waste.

This plan will need to be approved by the OHS manager at least 14 days prior to the event.

## Food and Beverage Sampling

Use of any external food and beverage products, including for sampling must be approved by both Australian Events and the Melbourne Showgrounds in writing prior to the event and external supply charges may be applicable. Exhibitors without prior approval will be unable to provide food or beverage onsite. It is the responsibility of each exhibitor to be fully self-sufficient in terms of storage and service equipment specific to their food and/or beverage that is being sampled or sold. Please note that there will be charges for extra cleaning in case of spillage or for the removal of food or wet waste incurred at your stand. To conduct food sampling at the Melbourne Showgrounds, you must always adhere to the following conditions:

- Sample portions must be of tasting size only, no larger than 50g or 50ml (if the portion is larger it will fall into the Selling category listed on page 2)
- Samples must be directly related to your core business either demonstrating a food product or equipment.
- Samples must be offered free of charge.
- There may be additional charges for extra cleaning in case of spillage or for the removal of food or wet waste incurred at your stand.
- In Victoria, all food premises are required to have a Food Act registration before selling or sampling food.
- Any exhibitor wishing to supply food samples must be registered on FoodTrader 21 days prior to the event.
- A copy of the FoodTrader Certificate must be provided to the venue for approval a minimum 2 weeks prior to the event.
- Businesses that hold a previous Streatrader account can transfer their information to a new FoodTrader account. Please visit FoodTrader User Guide for further information.
- The Victorian State Government food and liquor regulations require stands handling and serving food or beverage to have washing facilities on their exhibition stand. The basin must always be accessible, be equipped with soap and paper towels, and a bin provided for disposal of used paper towels.
- If you are unable to supply your own basin, they can be hired from the Melbourne Showgrounds for \$395 inc GST.
- For further information, please request your Event Planner to send you the Melbourne Showgrounds Food and Beverage Sampling and Selling Request document.

Please note, there will be a fine if the exhibitor fails to lodge a SOT. For more information, please visit [Temporary and mobile food premises - City of Melbourne](#).

## FOOD SAFETY

If preparing food samples onsite you need to provide facilities to clean and sanitise food utensils and equipment like cutting boards etc. and for the disposal of wastewater. Food should be served to customers by a member of your staff and disposable gloves, tongs and utensils used to minimise direct handling of food. Protective barriers must be provided to minimise the likelihood of contamination by customers and ensure that any food on display is effectively supervised. Tastings are to be served on clean plates with single serve toothpicks already in the individual food pieces. Only display small amounts of food. Never allow customers to “double dip” or to touch food with their hands. High risk foods must be chilled, keep quantities to a minimum and throw out food that has been out of refrigeration for more than 4 hours.



## 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 and placed in the bins provided 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 [reception@australianevents.com.au](mailto:reception@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 16<sup>th</sup> August 2025 - 4:15pm to 7:00pm**

**Sunday 17<sup>th</sup> August 2025 - 7:00am to 12:00pm**

**DELIVERIES/PICK-UPS ARE BETWEEN 7:00AM TO 12:00PM SUNDAY 17TH AUGUST 2025. 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

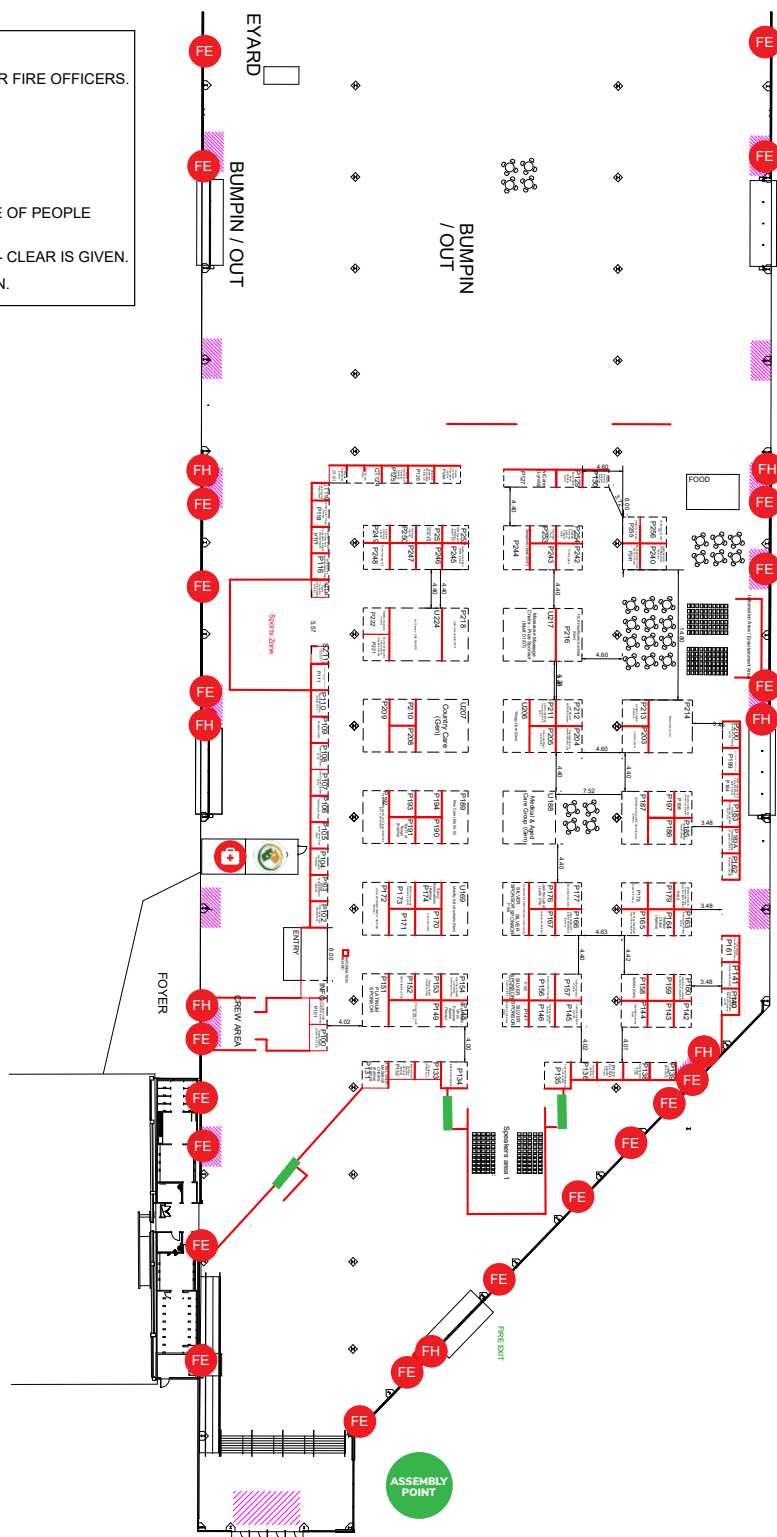
- ➔ FOLLOW ALL INSTRUCTIONS GIVEN BY WARDENS OR FIRE OFFICERS.
- ➔ LEAVE IMMEDIATELY BY THE NEAREST SAFE EXIT.
- ➔ MOVE QUICKLY, DO NOT RUN.
- ➔ IF POSSIBLE CLOSE DOORS BEHIND YOU.
- ➔ REPORT TO YOUR DESIGNATED ASSEMBLY AREA.
- ➔ ADVISE A WARDEN IMMEDIATELY IF YOU ARE AWARE OF PEOPLE TRAPPED IN THE BUILDING.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

-  **FH FIRE HYDRANT**
-  **FE FIRE EXTINGUISHER**
-  **FIRE EXIT DOORS**
-  **ASSEMBLY POINT**
-  **FIRST AID**
-  **REGISTRATION DESK**



## 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**

## Event Links

**CareExpoMelbourne.com.au**  **CareExpo**  **CareExpoMelbourne**