



Fundraising Institute Australia Conference

28th February – 1st March 2024

A Visual Story

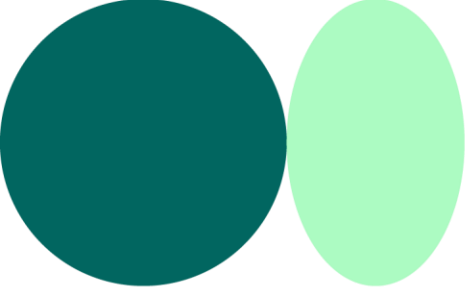


Contents

3. What is a Visual Story?
4. About Fundraising Institute Australia (FIA)
5. About Fundraising Institute Australia
7. Conference
10. About Brisbane Convention & Exhibition Centre (BCEC)
11. Accessibility & Inclusion
12. Hidden Disabilities Sunflower Lanyard
13. Sensory Information
14. About the Quite Room
15. Buddy Program
16. Conference App
17. Getting to BCEC
18. Conference Registration Desk
19. Program / Schedule
20. Maps
23. Difference Spaces
24. What to Expect
25. Important Things To Know
26. Who to ask if I need help
27. Eating and Drinking
28. Toilets
29. Thank you
30. Autism Spectrum Australia

FIA

CONFERENCE



What is a Visual Story?

Visual stories are used to prepare people for a new environment or situation.

Visual stories help me to become more familiar with a situation or event, and know what to expect before I attend.

Being prepared and knowing what to expect can help to reduce my anxiety and stress.

Visual stories are written in an easy read format and use pictures to provide greater accessibility for everyone.

This Visual Story has been developed in collaboration with Autism Spectrum Australia.



About Fundraising Institute Australia (FIA)

Fundraising Institute Australia (FIA) is the national peak body representing professional fundraising in Australia.

If you are involved in any aspect of fundraising, then FIA is your professional association.

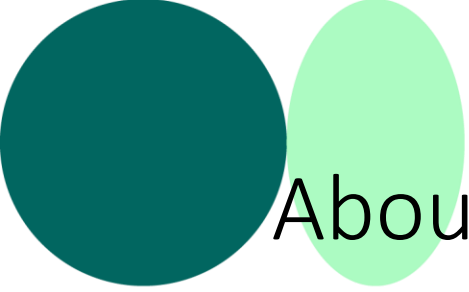
FIA's vision is to make a bigger impact for a better world through best-practice fundraising.

You can find out more about FIA at this link: <https://fia.org.au/about-fia/>



The Professional Body for Australian Fundraising



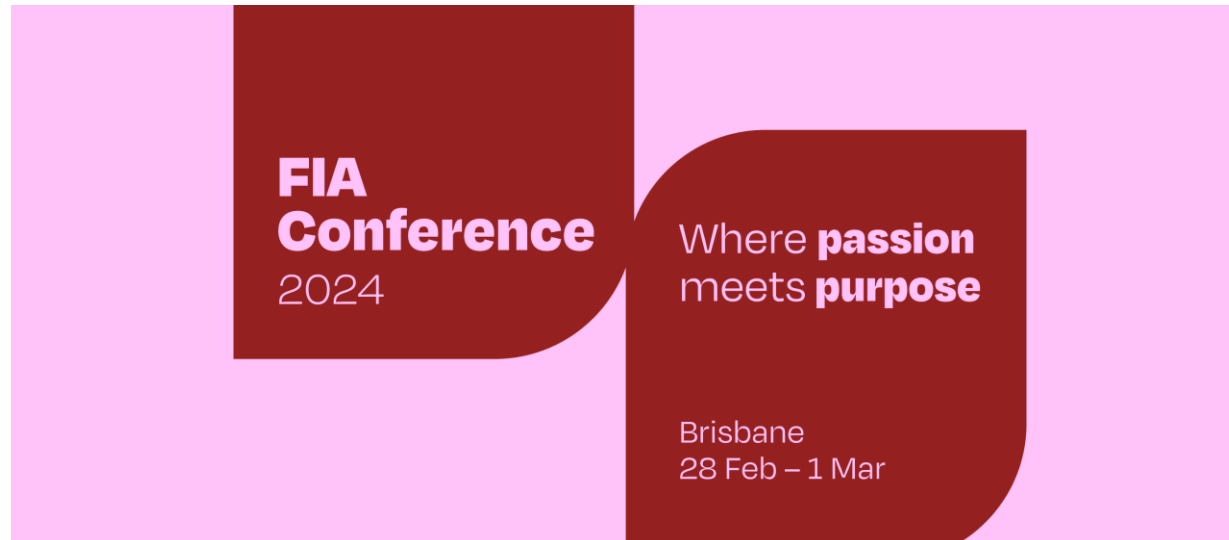


About the Fundraising Institute Australia Conference

Fundraising Institute Australia holds a national conference every year. The conference in 2024 will be the 47th conference held by FIA.

The conference allows anyone involved in fundraising to learn, connect with other people and network.

FIA encourages anyone attending to be curious, creative, empathetic and passionate. The conference will help you to be purposeful, and to take action.





About the Fundraising Institute Australia Conference

When

FIA Conference 2024 will be held on:

- Wednesday 28th February
- Thursday 29th February
- Friday 1st March 2024

Where

The FIA conference will be held at Brisbane Convention and Exhibition Centre (BCEC).



FIA

CONFERENCE



Timings

Wednesday 28th February 2024

8.00am	Masterclass registration
8.30-2.00pm	Masterclasses (this is an optional extra which some people have booked for)
2.00pm	Arrive for conference registration
2.30-3.30pm	Sector Discussion Groups (this is an optional extra which some people have booked for)
3.30-4.00pm	Afternoon tea
4.00-5.30pm	Opening Plenary Session
5.30-7.00pm	Welcome Reception



FIA

CONFERENCE

Timings

Thursday 29th February 2024

7.30-8.30am	Networking breakfast in exhibition
 8.30-10.40am	Concurrent sessions
10.40-11.20am	Morning tea in exhibition
11.20-12.50pm	Concurrent sessions
12.50-2.00pm	Lunch in exhibition
2.00-3.20pm	Plenary Session
3.20-4.00pm	Afternoon tea in exhibition
4.00-5.00pm	Concurrent sessions
6.30-11.30pm	Gala Awards Dinner



Timings

Friday 1 March 2024

7.30-8.30am	Networking breakfast in exhibition •
8.30-9.15am	Myth Smashers Plenary Session
9.25-10.25am	Concurrent session
10.25-11.00	Morning tea in exhibition
11.00-1.10pm	Concurrent sessions
1.10-2.20pm	Lunch in exhibition
2.20-3.20pm	Concurrent session
3.30-4.30pm	Closing Plenary Session
4.30-5.30pm	Farewell drinks



FIA

CONFERENCE

About the Brisbane Convention and Exhibition Centre (BCEC)

The FIA conference will be held at Brisbane Convention and Exhibition Centre (BCEC).

BCEC is Brisbane's premier venue for all types of functions and events.

BCEC is located at:
Corner of Merivale & Glenelg Streets
South Bank, Brisbane 4101

I can find out more about BCEC on their website:
www.bcec.com.au





Accessibility and Inclusion

BCEC has helpful accessibility information about the venue on the website, including:

- An Access Guide
- Location and Access Map
- Accessible entrances
- Parking and set-down points
- Accessible seating
- Accessible toilets
- Assistance animals
- Borrowing a wheelchair
- Hearing assistance
- Lifts

<https://www.bcec.com.au/visit/accessibility/>

FIA also has extra accessibility information about the conference on the website, including:

- Hidden Disabilities Sunflower Initiative
- Quiet Room
- This Visual Story

<https://fiaconference.org.au/accessibility/>

The logo for FIA CONFERENCE. It consists of the letters 'FIA' in white, bold, sans-serif font, positioned to the left of the word 'CONFERENCE' in a smaller, blue, bold, sans-serif font. The text is set against a dark blue rectangular background with a thin orange vertical line on the left side.

FIA

CONFERENCE

FIA is committed to creating a safe, respectful, and inclusive environment for our employees, volunteers and members. If I have any questions about accessibility, I can contact: **02 9411 6644** or training@fia.org.au

Hidden Disabilities Sunflower Lanyard

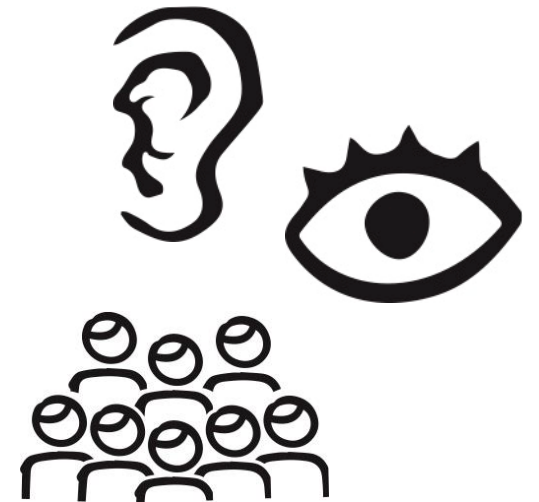
- The Sunflower is a globally recognised symbol for Hidden Disabilities. I can find out more about it here: <http://hiddendisabilitiesshop.com.au/>
- Wearing a Sunflower Lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support, time and understanding.
- There will be a limited number of free lanyards available at Conference Registration Desk. Please ask the staff for one when you arrive.
- It is OK if I don't have a lanyard, I can still get help if I need
- If I already have a Sunflower Lanyard I can bring it with me



Sensory Information

The FIA Conference might be busy, noisy, bright and loud, with lots of people. During my visit, I might have different sensory experiences, including:

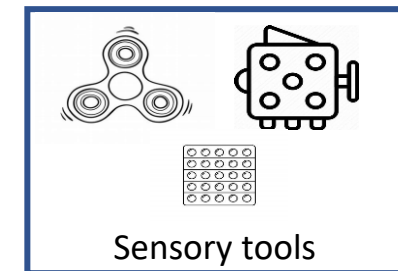
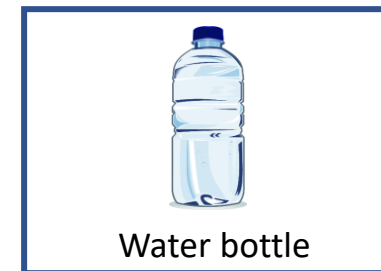
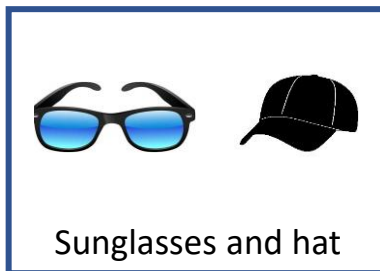
- Areas with echo
- Very bright areas
- Very dark areas
- Very loud areas
- People clapping
- Lots of natural light and glare
- Overlapping sounds of multiple people talking in social spaces
- Crowding (especially at meal times and between speaker sessions)
- Calm, quiet areas



I can bring things to help me enjoy the conference, including:



CONFERENCE



About the Quiet Room



A Quiet Room is a space for anyone needing a short time away from the stress and stimulation of the conference.

This includes people with disabilities, medical conditions (e.g. migraine) etc.

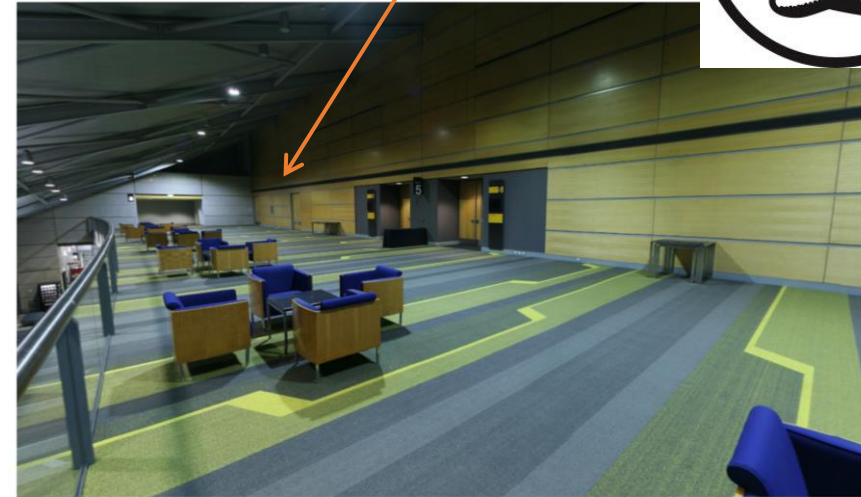
It is ok to feel overwhelmed or have a meltdown. I can feel free to do what helps me to calm down.

Otherwise, it is expected that people sit quietly, keeping talking and noise to a minimum (i.e. Quiet carriage on a train). The room is not a social space.

The FIA Quiet Room is located on the Mezzanine Level, just past the door to Great Hall, Door 5.

There will be a phone number of someone I can call if needed.

Quiet room



MEZZANINE CONCOURSE DOOR 4-5



FIA

CONFERENCE

I can use the Quiet Room anytime if I am feeling overwhelmed for any reason



FIA Conference Buddy Program

Attending an event as large as FIA Conference can be daunting at first, especially for those who don't know many other people there.

The Buddy Program has been introduced to help first-time conference attendees settle in to the conference.

I can choose to join the Buddy Program if I would like.

I will be matched with someone who has attended previously. They can:

- Show me around
- Answer any questions I have
- Have a coffee with me
- Introduce me to others
- Be a familiar face



FIA

CONFERENCE



Conference App

I will receive an email and an SMS with a link to conference app

In the conference app I can find information about:

- The conference, program and speakers
- Sponsors and Exhibitors
- Session surveys that I can complete at the end of each session
- Maps of the Brisbane Convention & Exhibition Centre

Getting to BCEC

There is helpful information about getting to BCEC on the BCEC website.
This includes:

- Parking
- Public Transport
- Taxi
- From the airport
- Walking
- Maps
- Accessibility information

<https://www.bcec.com.au/visit/>

BCEC has three entrances.:

1. The Main Entrance on the corner of Merivale & Glenelg Streets. This is the best entrance to use
2. The Grey Street Entrance
3. The Exhibition Entrance at the corner of Melbourne & Merivale Streets.



FIA

CONFERENCE



Conference Registration Desk

When I arrive, I will go to the Conference Registration Desk to sign in.

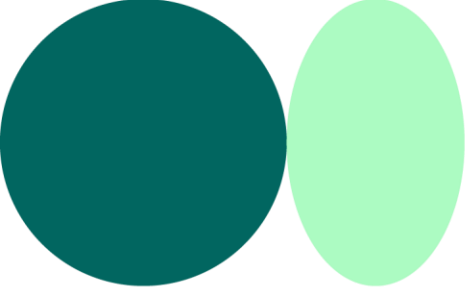
I can either show the barcode I received via email (the week before), OR I can just tell the person my name. They will help me to sign in.

I will receive a name badge on a lanyard, and a conference bag which includes a conference program.

I can also ask for a Hidden Disabilities Sunflower Lanyard if I want one.

If I have already booked in to go to the Gala Dinner, I will receive my ticket.

If I have any questions, or need help, I can ask the staff at sign-in.

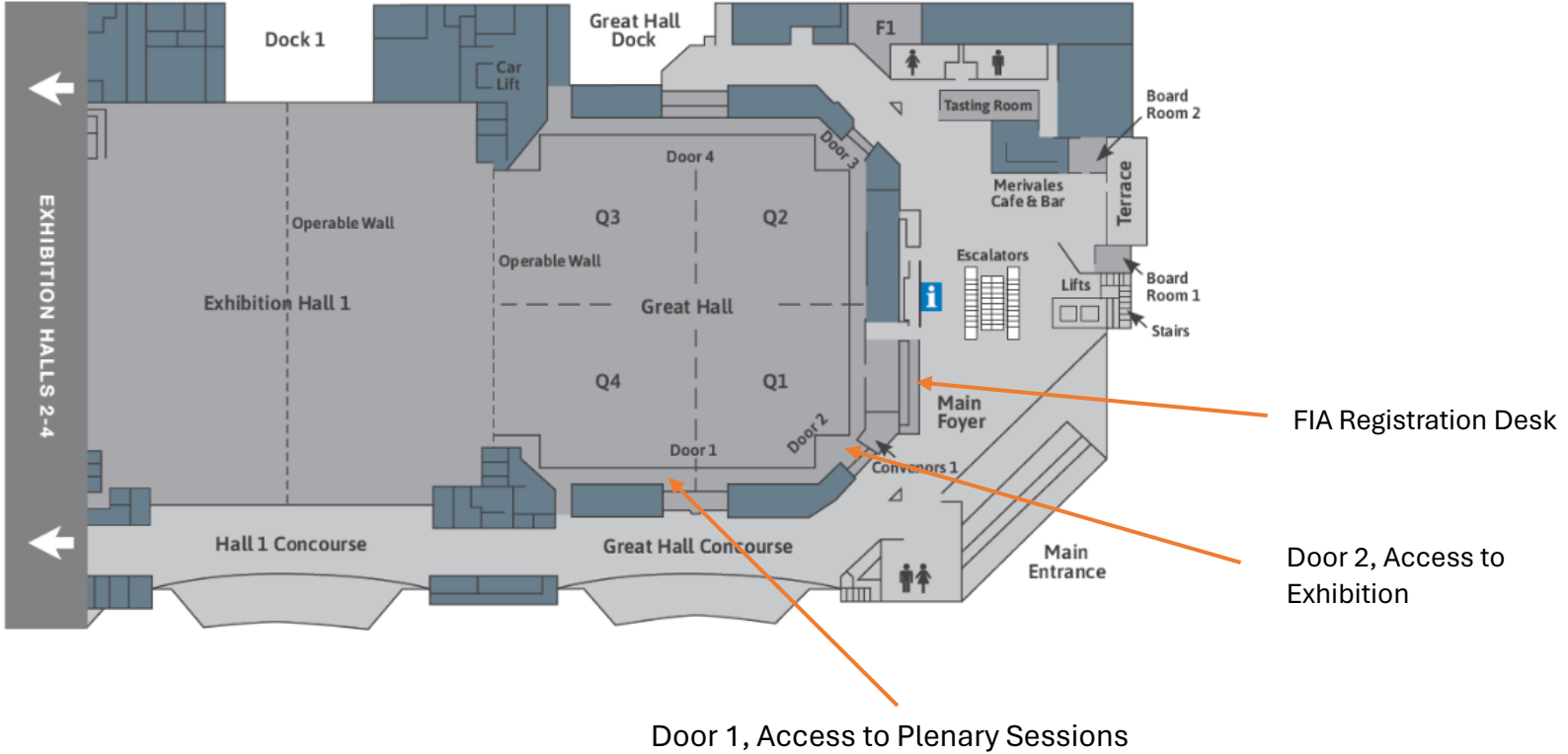


Program/Schedule

- I can look at the program to see what options are available
- I can look on the map
- I can ask a BCEC or FIA staff member
- I can look at the conference app, choose where I want to go, and it will show me a map
- I can schedule my program on the app

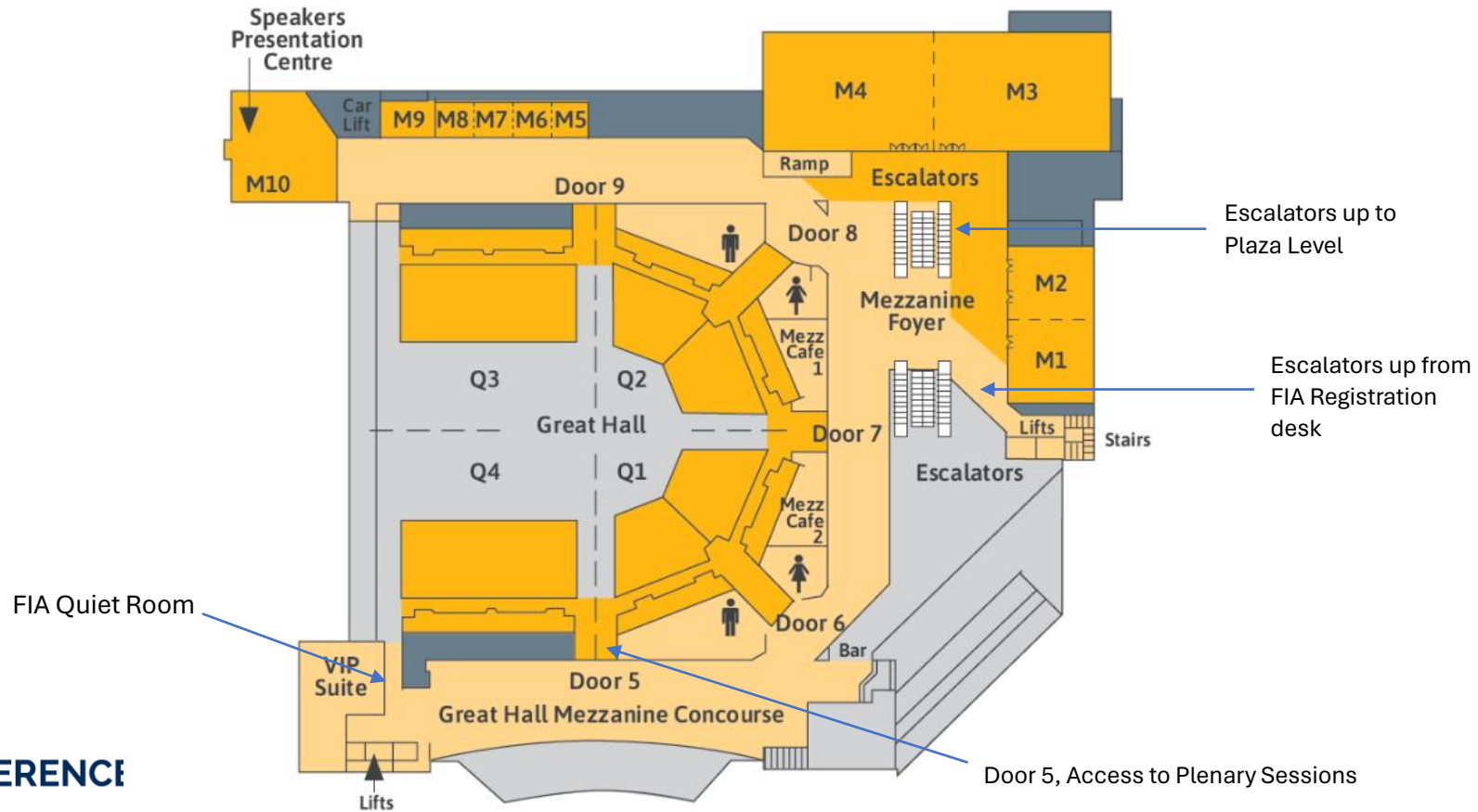
FIA Map of conference locations

Ground Floor



FIA Map of conference locations

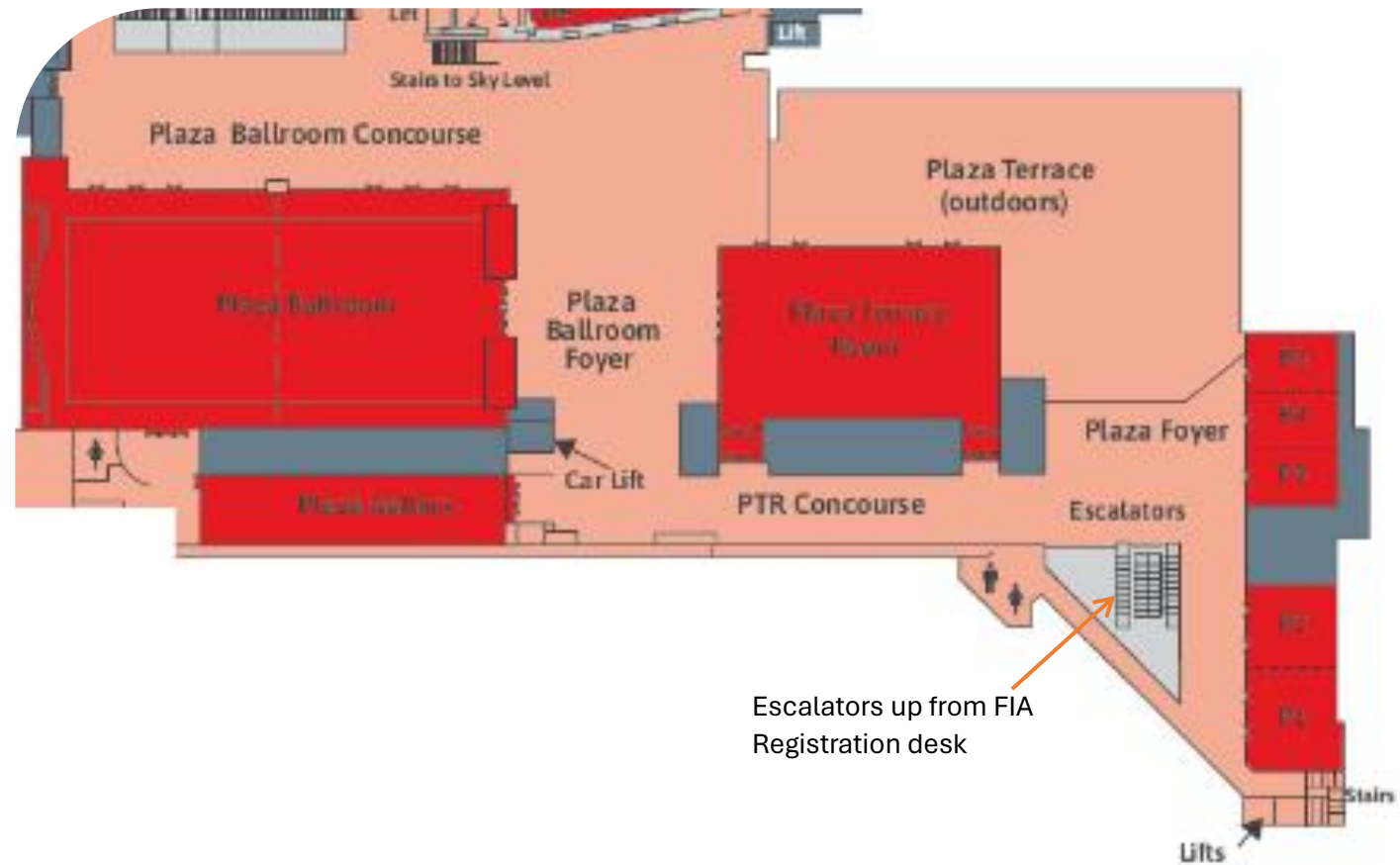
Mezzanine Level



CONFERENCE

FIA Map of conference locations

Plaza Level



FIA

CONFERENCE



Different Spaces

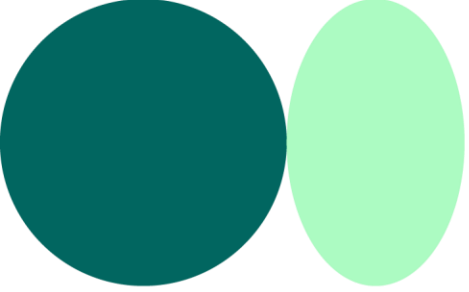
- For all **Plenary Sessions** go to Great Hall, Door 1
- For all **Individual Giving** sessions go to Great Hall, Door 1
- For all **Philanthropy & Partnership** sessions go to Room Mezzanine M3
- For all **Community & Events** sessions go to Room Mezzanine M4
- For all **Emerging Issues & Global Trends** sessions go to Room Plaza P3 & P4
- For all **Fundraising How To** sessions go to Room Plaza P2
- For all **Gifts in Wills** sessions go to Room Mezzanine M1 & M2
- For all **Leadership** sessions go to Room Plaza P1
- For the **exhibition** and all **catering** go to Great Hall, Door 2
- For any questions or help go to the FIA Conference Registration Desk on the Ground Floor



What to Expect

There will be lots of things to see, hear and do at the conference. These include:

- **Plenary Sessions / Keynote Presentations** – these presentations are by important speakers. Everyone who attends the conference will be in the same room to listen to these speakers
- **Panels** – these sessions will feature 3-5 speakers in the same session who will all be talking about the same topic from their own perspectives
- **Concurrent sessions** – these sessions feature multiple speakers giving different presentations. These presentations will happen at the same time but in different rooms. I will need to choose which concurrent session I would like to see and go to that room.
- **Masterclasses** – these are less formal presentations, usually with audience participation and discussion. You need to pre-book for these when you purchase your conference ticket.



Important things to know

There are some expectations when I attend the FIA Conference.

- I should wear business or business casual clothes (clothes that I would wear to an important meeting or office)
- I will need to check in and print my name tag when I arrive. I will be sent information on how to do this before the conference starts
- I must wear my name tag at all times
- I can sit anywhere that does not have a reserved sign
- I should try not to leave a room while someone is presenting. If I need to leave I should try to be very quiet.
- I do not have to attend every session. I can choose to attend talks that interest me.
- I can choose to have a break at any time.
- If I feel overwhelmed I can ask a staff member for help, or to find a quieter area to get calm

FIA

CONFERENCE

Who to ask for help if I need

I can ask BCEC or FIA staff for help if I need. They will be at the Conference Registration Desk and walking around the venue.

BCEC Staff will be wearing a blue shirt with black pants

FIA staff will be wearing a navy shirt with an FIA Logo, they will also be wearing a Sunflower Supporter Sunflower Pin

FIA Volunteers will be wearing a pink t-shirt.

BCEC Staff shirt



FIA Staff uniform



FIA

CONFERENCE

Eating and Drinking

- Meals are included in my ticket to the conference. Meals will be served buffet style. This means I will get a plate and choose which options I would like to eat. I can take as much food as I would like.
- If I have dietary restrictions (e.g. allergies or food intolerances, gluten free, vegetarian) I should let the conference organisers know as soon as possible.
- If I do not like (or cannot eat) the food provided at the conference, I can walk to one of the many cafes or food outlets inside the BCEC.
- Olio restaurant serves breakfast and lunch, and is located near the Grey Street Entrance
- There are water refill stations available at the BCEC if I would like to bring my own water bottle.
- I should try not to eat during presentations as it might distract the speaker.



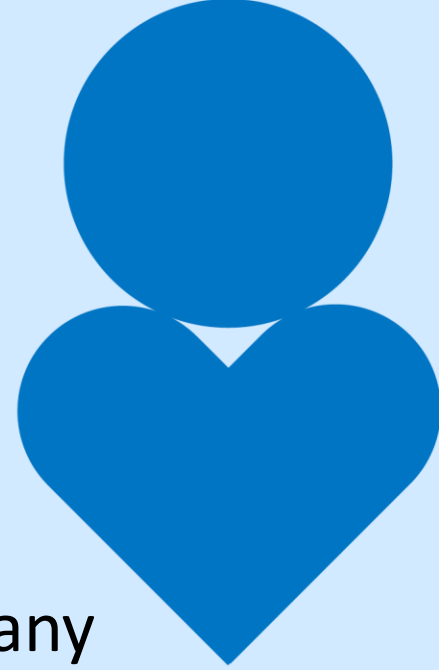
Toilets

- There are toilets located throughout BCEC Building.
- The toilets have both paper towel and automatic hand dryers. I might need to wear my noise cancelling headphones if I find automatic hand dryers too loud.
- Accessible toilets are available throughout the building.
- I can follow the signs throughout the building or ask BCEC staff for directions to the nearest bathroom that suits my needs



Example of Bathroom

Note from FIA



Thanks for coming, we hope you have a great time! If you have any feedback you would like to share with us, please email the team at training@fia.org.au or call us on 02 9411 6644.

Our next Conference will be held in Sydney in February 2025, and we hope to see you there.



Aspect
Autism Friendly

The Aspect Autism Friendly team consults with a wide-range of organisations on how to develop more inclusive and accessible environments.

To find out more:

<https://www.autismspectrum.org.au/get-involved/making-australia-autism-friendly>

If you are interested in learning more about Aspect's Autism Friendly work or have any questions, please contact:

autismfriendly@autismspectrum.org.au