

FIA
Conference '25
MORE GREAT in your good
19-21 February  Sydney

FIA Conference 19 - 21 February 2025

International Convention Centre Sydney
www.fiaconference.org.au

EXHIBITOR MANUAL



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

Contents

Contacts List	5
Conference Secretariat.....	5
FIA Conference Team	5
Venue.....	5
ICC Exhibitor Services Department.....	5
Stand Contractor.....	5
Freight & Logistics	5
Accommodation	5
Health and Safety.....	6
Emergency First Aid & Medical.....	6
Evacuation Procedures	6
Safety and security	6
Pedestrian Safety.....	6
Personal Safety.....	7
Digital Safety & Best Practice (Unsolicited Emails)	7
Delegate list sale scams	7
Unsolicited emails from external suppliers.....	7
Marketing Best Practice:	7
Dates and Times	8
Exhibitors Schedule	8
Bump-In Schedule.....	8
Bump-Out Schedule.....	8
Exhibition Opening Hours	9
Key Dates and Times	9
Delegate Break Times and Catering.....	10
Exhibition Only Attendee Schedule	10
Sustainability.....	10
Stand Information	10
Shell Scheme	10
Inclusions.....	10
Stand Name / Fascia Confirmation	11
Need something extra?	11
Custom Stands.....	11
Contractors.....	11
Exhibitor Responsibilities.....	12
Furniture & Stand Activities	12
Walk on Furniture Packages	12
Best Stand Awards.....	12
Categories	12
Judging and announcement	13
Audio Visual	13
Cleaning	13
Exhibitor Services	13
Deliveries, Freight & Loading Dock.....	13
Deliveries	13
Delivery Labels	14
GEL Events – Freight Forwarders Gel Events is the official contractor for transportation of exhibitor freight as well as onsite services. GEL Events offers the following services:	14
Loading Dock	15
Storage	15

Registration Categories	15
Delegate Registration	15
Exhibitor Registration	16
Gala Dinner Ticket	16
Organisation Pass	16
Attire and Conduct	16
Accommodation	17
Accounts and Insurance	17
Accounts.....	17
Insurance.....	17
Advertising.....	17
App (push notifications)	18
Canvassing	18
Company Profile	18
Delegate Engagement	18
Lead Capture.....	18
Notebook Advertising:	18
Public Attendance	19
Satchel Inserts	19
Rules and Regulations	19
Animals.....	19
Banners / Rigging	19
Balloons - Helium	20
Cables	20
Children	20
Competitions/Trade Promotion Lottery	20
Demonstrations on Stand.....	20
Dilapidation.....	20
Fire and Safety Regulations	20
Fireproof Materials	21
Naked Flames	21
Smoking Policy	21
Testing and Tagging.....	21
Food and Beverage	21
Sampling	21
On-stand Catering and Hospitality.....	22
Exhibitor On-stand Catering Regulations.....	22
Forklift and Material Handling.....	22
Stands requiring additional safety precautions	22
Banking	23
Car Parking.....	23
Communications	23
Internet	23
Pharmacy	23
Post Office.....	24

Exhibitor Checklist and Forms

Due Date	Description		Form	✓
Profiles will be published as received.	Online Exhibitor/ Sponsor Information Form	Compulsory	Start NEW Exhibitor/Sponsor Information Form	
28 November 2024	Deadline to modify Online Information Form	Compulsory	Update/Modify Existing Exhibitor/Sponsor Information Form	
9 January 2025	Satchel Insert – mock up or sample to FIA	Optional	Satchel Insert Specs	
16 December 2024	Delegate Notebook Adverts	Optional	Delegate Notebook Specs	
22 January 2025	Balance of account	Compulsory	Account Information	
24 January 2025	Satchel inserts delivered	Optional	Satchel Insert Delivery Label	
24 January 2025	Public Liability Insurance/Certificate of Currency	Compulsory	Upload in Sponsor/Exhibitor Information Form or Email to: training@fia.org.au (minimum \$10mil coverage required)	
	Exhibitor Registration (<i>incl. Social Functions</i>)	Compulsory	Click here to register exhibitors and sponsors	
	Custom Stand Design	Compulsory (<i>for custom stands</i>)	Information to be added to Online Company Registration Form	
	Walk on package Furniture order	Optional	Walk on Package Information	
Harry the Hirer – Stand builder and furniture provider				
24 January 2025	Stand sign confirmation	Compulsory	Fascia Sign Confirmation Form	
	Furniture order	Optional	Harry the Hirer Website	
14 February 2025	Additional Lighting or Power	Optional	Power and Lighting Order Form	
	Audio Visual order	Optional	Audio Visual Order Form	
GEL Event – Freight forwarding logistics				
24 January 2025	Freight & Transportation	Optional	GEL Events Booking Form	
International Convention Centre (ICC) Sydney				
14 February 2025	Exhibitor Services	Optional	Exhibitors Toolkit	
	Loading Dock Access	Compulsory	Loading Dock Booking Form	

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 Conference Team

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

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

Senior Events & Sponsorship Coordinator
Anna Henty
Phone: 02 9411 6644
Email: ahenty@fia.org.au

Venue

International Convention Centre (ICC)
14 Darling Drive
Sydney NSW 2000
Website: <https://iccsydney.com.au/>

ICC Exhibitor Services Department

Phone: 02 9215 7373
Email: exhibitorservices@iccsydney.com

Stand Contractor

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
Mira Luplow – Project Manager
Email: mira@gelevents.com.au
Telephone: 1300 013 533

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 2025 Accommodation Portal \(ozaccom.com.au\)](http://FIA Conference 2025 Accommodation Portal (ozaccom.com.au))

Health and Safety

Emergency First Aid & Medical

A fully equipped first aid centre is located at the ground level of the International Convention Centre (ICC) Sydney. ICC security and risk personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators. In the event of a medical emergency, the venue's first aid attendants will be on hand to implement procedures and contact external agencies as required. The venue's security and risk officers are required to complete an ICC incident report for each person treated. This includes those treated by the event-dedicated paramedics. The first aid provider should notify security as soon as possible if a person requires medical treatment.

Evacuation Procedures

In the case of an emergency in the Centre, please stay calm. Please follow the instructions given by ICC staff who are fully trained for an emergency situation. Security and Building Services staff are qualified First Aiders. ICC has an Emergency Response Plan in the event of medical, weather, fire and smoke and other exigencies. A trained Emergency Response Team will lead the implementation of all procedures. Event organisers are briefed on emergency procedures pre-event.

To report an emergency or incident, call 02 9215 7660

In the event of an emergency, one of two alarms may sound:

- Alert alarm – **“Beep! Beep! Beep!”**

This is a warning alarm to notify everyone of a possible emergency. If it sounds, please stand by for further instructions.

- Evacuation alarm – **“Whoop! Whoop!”**

This alarm means all occupants must evacuate. When it sounds, wardens will direct everyone to leave via the nearest exits quickly but calmly and assemble at the nearest evacuation point where they are to remain until ICC staff advise that it is safe to return.

Please see the [Evacuation Map](#)

Safety and security

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.

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.

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

Digital Safety & Best Practice (Unsolicited Emails)

Delegate list sale scams

Important to note that FIA will not sell any delegate data – Access to the consenting delegate list is already included in your sponsorship and exhibition package – please treat any emails offering to sell delegate/attendee lists as a scam and report to your IT department and [Scamwatch](#) accordingly.

Unsolicited emails from external suppliers

FIA has contracted the following organisations as preferred suppliers:

- Harry the Hirer – Stand Build and Design
- GEL Event – Freight Forwarding
- Ozaccom+ – Accommodation
- PFS – Satchel Packing
- Sunnyland Press – Mail and Print

You may be approached by external companies offering event related services (e.g. to build your stand or provide furniture). We cannot verify any external companies other than those listed above for such services. Should you decide to proceed with an external contractor for your stand design or furniture, please refer to the [Custom Stand](#) section for specific requirements.

Marketing Best Practice:

A note about FIA Conference 2025 Consenting Delegate Lists.

As the national FIA Conference gets larger and our exhibition and sponsorship opportunities grow, we've had feedback from attendees on the consenting delegate list that the volume of marketing materials received in advance of and after the event can be overwhelming.

As a result, for Conference 2025, FIA will stagger the distribution of the consenting delegate list according to the package you have purchased to mitigate the risk of attendees being inundated and your important marketing messages not getting attention they deserve. The timing will be as follows:

- **Partner & Principal Sponsors** will receive the list 10 days prior and 3 days post
- **Major Sponsors** will receive the list 8 days prior and 6 days post
- **Supporting Sponsors & Exhibitors** will receive the list 5 days prior and 6 days post

As a matter of best practice, consider segmenting your list and only targeting decision makers and organisations that would have real interest in your product or service.

Ensure you provide the capability to ‘unsubscribe’ from your email list in every automated marketing email. It is legally required that the action to unsubscribe is visible in the email, easy to use and that all unsubscribe requests are acted upon within five business days.

For more tips and to review the Australian Communication and Media Authority (ACMA) guidelines, please visit: [Avoid sending spam | ACMA](#)

Dates and Times

Exhibitors Schedule

Bump-In Schedule

Wednesday 19 February 2025	
9.30am – 1.30pm	Exhibitor bump-in
1.30pm	Stands to be completed
2.00pm	Exhibition hall opens

If your custom stand builder requires more time, please contact Anna on 02 9411 6644 to pre-arrange this.

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 Convention Centre Loading Dock see [Deliveries](#) for more information.

All exhibitors must have completed their stand set-up by **1.30pm on Wednesday 19 February 2025** to allow the area to be cleaned in time for the Exhibition to open at 2.00pm.

Bump-Out Schedule

Friday 21 February 2025	
1.10pm – 2.20pm	Lunch in exhibition
2.30pm – 3.30pm	Exhibitor bump-out
3.30pm	Stand dismantling

Exhibitor bump-out will begin at **2.30pm on Friday 21 February 2025** at the conclusion of lunch. All persons in the exhibition hall from this time must wear a **safety vest** and **closed toed shoes**.

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 2025.** Goods not collected will be freighted off-site and stored at the Exhibitor’s expense. No responsibility will be accepted by FIA, ICC nor GEL for the return of these goods. See [Deliveries](#) for further bump-out information.

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.

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.

Exhibition Opening Hours

The official opening hours of the 2025 exhibition are listed below and all exhibition stands must be manned during these hours:

Wednesday 19 February	2.00pm – 7.00pm
Thursday 20 February	7.30am – 5.30pm
Friday 21 February	7.30am – 2.20pm

Key Dates and Times

Wednesday 19 February 2025	
8.30am – 2.00pm	Conference masterclasses
9.30am – 1.30pm	Exhibitor bump in & registration
2.00pm	Conference registration opens
2.00pm	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
6.00pm – 7.00pm	Conference Buddy Program Networking Drinks
Thursday 20 February 2025	
7.00am	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
1.00pm – 2.00pm	FIA AGM, Fellow Recognition & Dr Sue-Anne Wallace AM Tribute
2.00pm – 3.00pm	Plenary session
3.00pm – 3.30pm	Afternoon tea in exhibition hall
4.30pm	Exhibition closes
3.30pm – 5.30pm	Sessions
7.00pm – 11.30pm	The Fundraisers' Gala Awards Dinner
Friday 21 February 2025	
7.15am	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

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 prior to listed breaks time to allow for time to have their meal and be back on their stand for the delegate breaks.

Exhibition Only Attendee Schedule

Non-conference delegates ('Exhibition Only' attendees) are invited to attend the exhibition free of charge during the following hours, so it is important that stands are manned at all times and not just during the listed breaks.

Thursday 20 February	9.00am – 4.00pm
Friday 21 February	9.00am – 2.30pm

Sustainability

FIA seeks to work with suppliers and partners who share our values and can help to create an extremely high impact, ethical and low-waste event.

We have the following initiatives in place to assist in reducing our carbon footprint.

Lanyards and T-shirts – you will be able to drop your lanyards and unwanted T-shirts in a bin as you leave the conference at bump-out, these will be sent for recycling.

Waste – please sort your waste into Paper/Cardboard, Plastic (recyclable) and Landfill on your stand prior to leaving.

Pull-up banners – if you have any undamaged pull-up banners with bags that you no longer require, please leave that at your stand for repurposing.

ICC Sydney will provide facilities to enable segregation of waste materials generated during event move in, operational and move out (such as mixed recyclables, cardboard and paper, food organics, glass, plastic wrap and untreated timber). Please assist ICC Sydney by using the waste facilities provided.

Stand Information

Shell Scheme

Harry the Hirer will provide and construct all [Shell Scheme Stands](#)

The exhibition booth is a complete modular system with a flush white wall finish. Each wall panel is a complete set consisting of an aluminium frame skinned with 3mm white PVC. As a complete frame system, there are no extrusions resulting in a near-flush wall finish.

Exhibitors are requested to contact Harry the Hirer should a wall display be required.

Screws, nails, bolts, glue, paint and double-sided adhesive tape and Velcro will permanently damage the panels, exhibitors are requested not to use them.

Inclusions

Each 9sqm booth will include:

- All open aisle frontages will have a printed fascia sign with stand number and company name inserted in an aluminium frame. The clear height under the fascia is 2100mm

- 2 x LED spotlights are supplied per 9sqm, mounted behind the fascia.
- 1 x single 4amp power point per stand
- Carpet already exists in the venue; exhibitors can add carpet tiles of a different colour by contacting Harry the Hirer

These booths are nine square meters (9sqm), with dimensions of three meters (3m) wide by three meters (3m) deep and two point 4 meters high (2.4m)

Stand Name / Fascia Confirmation

All fascia signage must be confirmed by insert **Friday 24 January 2025** via the [Fascia Sign Confirmation Form](#)

Any fascia signage not confirmed by the due date will be printed with the company name as supplied on the [Exhibitor and Sponsor Information Form](#).

Need something extra?

To add any additional items to your stand, please use the below forms, due by **14 February 2025**:

- [Power & Lighting Order Form](#)
- [Audio Visual Order Form](#)

To view other products and to look at furniture to elevate to elevate your stand visit the [Harry the Hirer website](#)



Custom Stands

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

Please contact: **Fallon Carrington** | 02 9666 8699 | 0415 067 474 | fallonc@harrythehirer.com.au

Contractors

The Conference Secretariat is not the agent of any contractors listed in the manual and cannot accept liability for any contracts. Official contractors are appointed to ensure professional and timely delivery of the exhibition. However, exhibitors may appoint their own contractor after providing valid insurance certificates and granting access to the venue.

Should you decide to appoint an external contractor, please note they must adhere to the Centre's standard procedures and requirements, including completing induction and all safety regulations.

The following information must be provided to FIA for each contractor appointed to work at the exhibition by **14 January 2025**.

- Company Name/Trading name
- Contact name of account holder
- Email address and contact phone number
- Design details and dimensional plans of the stand
- Contractors' Public Liability Insurance Certificates
- Contractors' WHS policies

The above details can be submitted within your [Online Company Registration Form](#) or directly to ahenty@fia.org.au

All plans for custom stands must be approved by FIA and the venue – so please allow enough for this process.

Exhibitor Responsibilities

Exhibitors are responsible for ensuring the safety of their stands and all individuals who interact with them. This includes contractors, subcontractors, employees, and visitors. Exhibitors must ensure that all workers are competent and have conducted proper risk assessments. They may be directly accountable for the safety of all stand elements and must inform contractors of any risks associated with their activities. Additionally, exhibitors must take reasonable steps to ensure contractors operate safely.

Furniture & Stand Activities

Exhibitors are responsible for organizing their own furniture. Harry the Hirer is the official furniture supplier and can be contacted for arrangements. Furniture and other exhibitor goods must remain within the booth perimeter.

Please contact: **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. All stand furniture and decoration must remain within your stand's footprint. [Click here to view stand inclusions](#)

Walk on Furniture Packages

Walk on furniture packages are available to hire through FIA, there are 4 packages to choose from and these come in a variety of colour. [Click here for more information](#)

Walk on furniture packages can be submitted within your [Online Company Registration Form](#)

Best Stand Awards

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).
- **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 **1.30pm Friday 21 February 2025**
Winners of both award categories will be announced during lunch on **Friday 21 February 2025**
and an article on the winners will be included in a following issue of FIA e-bulletin.

For further information contact:

Anna Henty

Senior Events & Sponsorship Coordinator

Phone: 02 9411 6644

Email: ahenty@fia.org.au

Caitlin Brown

Senior Events Coordinator

Phone: 02 9411 6644

Email: training@fia.org.au

Audio Visual

Audio Visual equipment is available from Harry the Hirer. For further details, download the [Audio Visual Order Form](#) The deadline is **14 February 2025** - Please ensure all orders are placed and paid for well in advance to ensure your requirements can be accommodated.

Cleaning

Public areas are cleaned daily, but exhibitors requiring individual stand cleaning should complete the applicable section under “Utility Services” on the [Exhibitors Toolkit](#)

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:

Telephone: 02 9215 7373

Email: exhibitionservices@iccsydney.com

Website: 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.

It is highly recommended these services are pre-booked to avoid additional charges. Please visit the [Exhibitors Toolkit](#) to order these services for your stand. The ordering portal will be closed 14 days prior to the event. All order must be received prior to **5 February 2025**.

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

Deliveries, Freight & Loading Dock

Deliveries

Pre-show: Deliveries are only accepted during official bump-in times (**10am – 2pm Wednesday 19 February**). Items sent prior to this will be rejected. All deliveries must be clearly marked with the official conference delivery label – [ICC Sydney Exhibitor Delivery Label](#) and must have an onsite representative to receive them.

[GEL Events](#) is the preferred conference Freight Forwarder for managing deliveries.

The organisers, GEL Events, and the venue are not liable for the safety of items on-site in the absence of the Exhibitor or their representative if not arranged through GEL Events.

Post-show: All goods must be collected during official bump-out times (**2.30pm – 5.00pm Friday 21 February 2024**). Consider using GEL Events for an easier process. GEL Events will assist onsite until 5.00pm.

Exhibitors are responsible for arranging the removal of their materials. Items not collected by **9.00pm Friday 21 February 2024** will be freighted off-site at the Exhibitor's expense, with no responsibility accepted for their return.

Delivery Labels

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

Please use the [ICC Sydney Exhibitor Delivery Label](#)

Delivery labels **MUST** include the following information:

Loading Dock: Convention Centre
Event Name: FIA Conference 2025
Event Date/s: 19-21 February 2025
Room / Hall Name: The Gallery/Plaza Ballroom
Organisers Name: Fundraising Institute Australia

It's important to note if **NOT** using GEL Events, 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.

GEL Events – Freight Forwarders

Gel Events is the official contractor for transportation of exhibitor freight as well as onsite services. GEL Events offers the following services:

- **Door to stand** delivery service, including complete tracking and email notification once goods arrive at your stand (you do not need to be present at time of delivery)
- 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
- At the conclusion of the event, simply pack up and label your freight with the GEL Events return label, and you are free to leave your stand

[QUOTE REQUEST FORM](#)

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

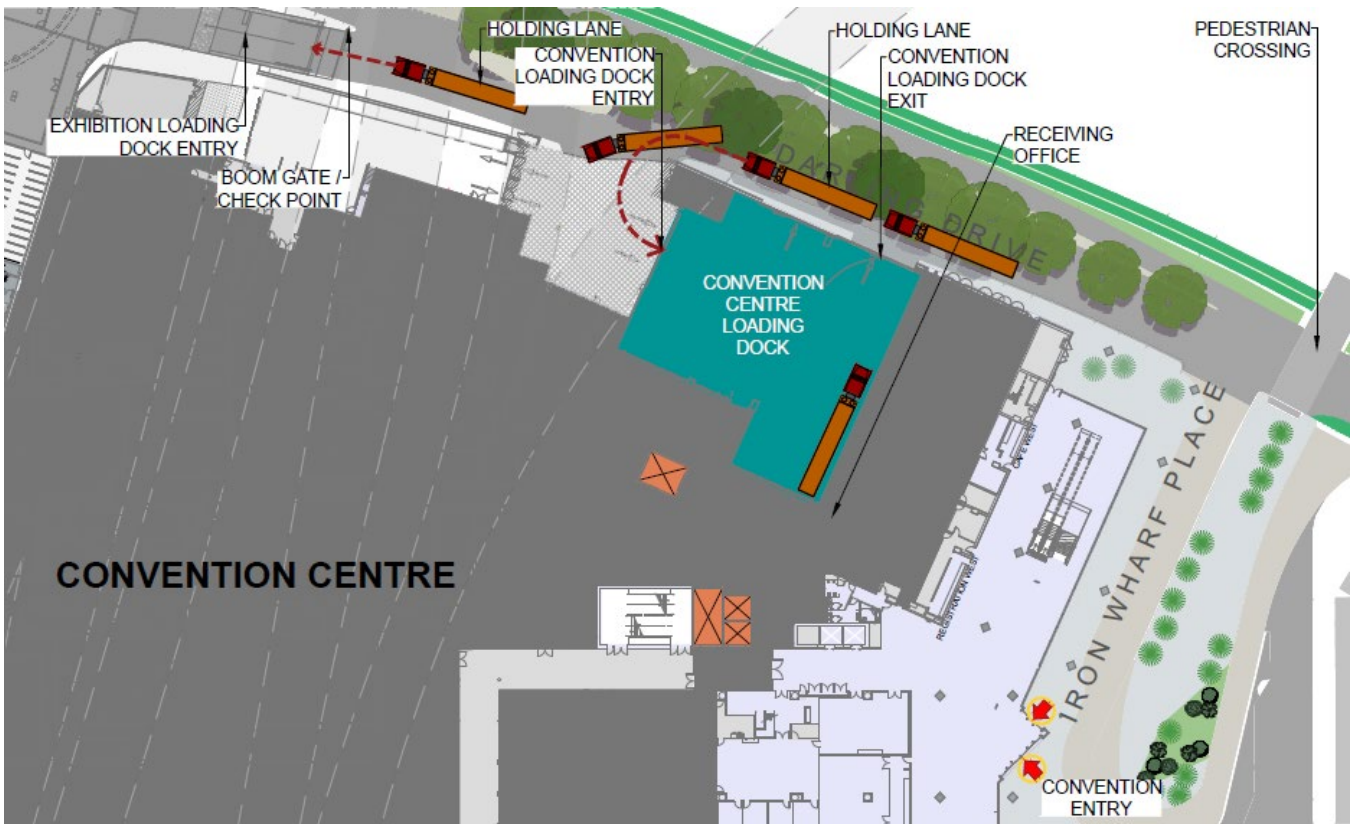
Website: www.gelevents.com.au

Email: mira@gelevents.com.au

Loading Dock

It is a requirement that all deliveries/pick-ups have a vehicle time slot booking in advance of arrival. Vehicles may not be accepted into the docks if no booking is made. To make a booking, please complete the [Loading Dock Booking Form](#)

Please see the map below for access points.



More information can be found here: [Loading Dock & Deliveries](#)

For additional support, please contact ICC Sydney at the details below.

ICC Sydney Logistics: ldms@iccsydney.com

ICC Sydney Administration: 02 9215 7100

Storage

Limited on-site storage facilities are available, exhibitors are advised to minimize packing materials. Exhibitors may not leave boxes and packing materials in the Exhibition Display Area during the event.

Registration Categories

Delegate Registration

Name Badge Category: Delegate

Some sponsorship packages include delegate registrations (additional delegate registrations can be purchased at member rates)

Delegate Registrations include:

- Access to conference sessions
- Entry into the exhibition

- Onsite catering for days of registration
- Entry to the Welcome Reception on Wednesday
- Access to sessions and exhibition on Thursday
- Access to sessions and exhibition and entry to Farewell Drinks on Friday

Exhibitor Registration

Name badge category: Exhibitor

Exhibitors will be issued with 2 complimentary Exhibition Registrations per 9sqm stand. This is for those expected to manage the exhibition stands at the conference.

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:

Wednesday 19 February	Exhibition & Welcome Reception	\$95 per person
Thursday 20 February	Exhibition	\$95 per person
Friday 21 February	Exhibition & Farewell Drinks	\$95 per person
19 - 21 February	Exhibition, Welcome Reception & Farewell Drinks	\$285 per person

Gala Dinner Ticket

Exhibitors are invited to attend The Fundraisers' Gala and Awards dinner, where the winners of the 2025 FIA's Awards for Excellence in Fundraising will be announced. The dinner is being held in The Grand Ballroom, International Convention Centre Sydney on **Thursday 20 February 2025**. Tickets can be purchased for \$215 each.

[CLICK HERE](#) to register. Select Sponsors & Exhibitors. The password is **S&E2025**, please check your entitlements prior to registering.

Organisation Pass

Name Badge Category: Organisation Pass

Each exhibition stand will receive one (1) Organisation Pass. This pass will have your company/organisation name on it. When the Organisation Pass is presented with an Exhibitor name badge, the holder will gain access to a session. This can be shared amongst staff. In addition, all exhibitors are welcome to attend plenary sessions. If plenary or session rooms are full, exhibitors are asked to give their seats up for paying delegates.

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 Areas during the construction, bump-in and bump-out of events.

Vehicle drivers and offsideers 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 and Exhibitors are not to work at the ICC Sydney while affected by alcohol or any other substance.

Accommodation

A selection of accommodation has been secured at favourable rates in close proximity to ICC Sydney. Please visit the Conference website to book your accommodation www.fiaconference.org.au

All accommodation enquiries can be directed to:

Ozaccom+

Website: [FIA Conference 2025 Accommodation Portal \(ozaccom.com.au\)](http://FIA Conference 2025 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

Accounts and Insurance

Accounts

FIA: FIA terms of payment are strictly 30 days from date of invoice. All outstanding accounts must be finalised by **22 January 2025**.

ICC Sydney: 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.

Insurance

A copy of your current Public Liability Insurance Certificate is required by 24 January 2025. You can email this directly to ahenty@fia.org.au or upload this certificate when you complete your [online information form](#)

The Conference Secretariat disclaims responsibility for the safety of any items brought into the Exhibition by exhibitors, their representatives, agents, or contractors, as well as members of the public.

Exhibitors are advised to obtain comprehensive insurance, including Public Liability and Employers' Liability, covering the period from entry to exit of the exhibition venue. Exhibitors must indemnify the Conference Secretariat against all costs, claims, and expenses resulting from any loss, injury, or damage caused by the exhibitor, their staff, agents, or contractors. Certificates of insurance must be provided to the Conference Secretariat by exhibitors and custom stand builders.

Advertising

Advertising is available in the conference notebook, app or by including something in the delegate satchels. If you wish to advertise, please email Anna on ahenty@fia.org.au to discuss options.

App (push notifications)

- This option is included in selected sponsorship packages
- Image to accompany notification: 1280px wide by 640px height PNG, max 1MB
- Push notification copy and image required by **23 January 2025**

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 Anna on 02 9411 6644 or ahenty@fia.org.au for more information.

Company Profile

Each exhibitor and sponsor can submit a 200-word company profile for publication on the conference website and app. Submission deadline: **28 November 2024**. Profiles will be uploaded upon receipt, so early completion ensures extended exposure.

When you first complete the Sponsor and Exhibitor Information form, you'll receive a confirmation email with a unique Reference Number. You will be able to modify/add information using this reference number and the email address used to first complete the form.

Published as information is received.	Online Company Registration Form	Compulsory	Create New Company Registration Form
28 November 2024	Update/modify existing Company Registration Form	Compulsory	Update/Modify Existing Company Registration Form

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

Lead Capture

A lead capture app will be issued for use in the exhibition area. More information will be provided in the lead up to the conference.

Notebook Advertising:

Please ensure you adhere to the following specifications, otherwise your advert may not be included. The deadline for this copy to be received by FIA is **16 December 2024**.

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

Full-Page Advert (Vertical):	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.

Public Attendance

Only registered delegates, speakers, exhibitors, and sponsors are permitted at the FIA Conference and Exhibition; the general public will not have access.

In 2025, personnel from the charity and not-for-profit sector can attend the exhibition during opening hours if not registered as delegates, but entry still requires registration and they will be issued a name badge.

Non-exhibiting companies supplying to the fundraising sector cannot sell or promote their goods or services at the event. Report any violations to conference staff at the registration desk or FIA Stand.

Satchel Inserts

- This option is either part of your sponsorship or can be purchased in addition (limited availability)
- Approval by the Conference Secretariat is required before item can be sent for packing. Inserts need to be provided to FIA for final approval by **16 December 2024**. Email sample design to ahenty@fia.org.au
- We require a minimum of 1200 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
- All items must be environmentally friendly/sustainable/reusable
- All satchel inserts must be shipped directly to our Satchel Packing Contractor, please use the [Satchel Insert Delivery Label](#) for shipping

Rules and Regulations

Animals

It is important to secure ICC Sydney's permission if animals are part of a scheduled event, to ensure their welfare and the safety of all. If this permission is obtained, please ensure the care, control and restraint of the animals while at the venue.

A minimum three-metre distance from animals is required at all times in all food and beverage service areas, along with provision of hand sanitation facilities.

ICC Sydney welcomes assistance animals such as guide dogs, as defined in the Companion Animals Act 1998 (NSW).

Banners / Rigging

All primary (top point) rigging required throughout the venue is coordinated and installed by ICC Sydney. Detailed rigging plans are required no later than 21 days prior to event move in dates. All rigging must comply with the ICC Sydney Fire Engineer Report for the relevant space.

Please refer to the [Banner Hanging and Rigging Order Form](#) for further details.

Balloons - Helium

Helium balloons can be used as fixed features of an exhibit, event display or as table decoration. Due to the complexity and cost of retrieving balloons trapped in overhead spaces, removal charges may apply.

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.

Children

The safety of all visitors to the venue is ICC Sydney's primary concern. During move in and move out periods, children under the age of 15 years are not permitted in the venue or the loading docks. At all other times children under the age of 15 years must be supervised by an adult in all areas within the venue.

Competitions/Trade Promotion Lottery

A permit is required to conduct free-entry trade promotion lotteries and games of chance. For more information, please visit [Liquor & Gaming NSW](#)

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](#) and submitted to ICC directly. Please send a copy to Anna and ahenty@fia.org.au for approval from FIA as well.

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.

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 Anna on 02 9411 6644 or ahenty@fia.org.au

Smoking Policy

ICC Sydney – including all indoor and outdoor spaces - is a no-smoking zone. This applies to use of electronic cigarettes and vaporisers. All requirements outlined in Smoke-free Environment Act 2000 and the Smoke-free Environment Regulation 2016 apply.

Testing and Tagging

Prior to use, all electrical equipment must be tested and tagged in accordance with the NSW Work Health and Safety Regulations 2011, Codes of Practice and Australian Standards.

For events where no electrical contractor has been appointed, ICC Sydney may reject the untagged equipment or conduct the inspection on the client's behalf. Charges will apply.

Avoiding the following is critical to safety:

- use of damaged electrical leads or untagged/out of date, tools, or equipment
- use of electrical leads, tools, and equipment in damp or wet conditions unless they are specially designed for use in those conditions' placement of electrical leads where they may be damaged (e.g. on vehicle access ways, over sharp edges etc.)
- overloading electrical circuits
- use of modified tools or equipment
- use of double adaptors.

Food and Beverage

Sampling

ICC Sydney provides a wide variety of food and beverage services, from refreshment breaks to on-stand catering. All catering must be organised through the ICC Sydney.

If you would like to discuss further options, please contact Anna on 02 9411 6644 or ahenty@fia.org.au

On-stand Catering and Hospitality

Exhibitors must ensure that all equipment required for stand entertainment is held within their stand space.

Equipment for catering functions must, where possible, be within the stand space. If this is not feasible, items must be positioned at the edge of the stand space and not create a flow or safety issue. Crowds resulting from such activities must not block the aisles at any time.

To arrange food and beverage hospitality services, please speak to the ICC Sydney Exhibition Services Team.

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. Please see the [Food and Beverage Sampling Permit Form](#)

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

ICC will have forklift drivers and pallet jack operators available at certain times during bump-in and bump-out. Should you require these services, please email ahenty@fia.org.au to discuss requirements.

Deliveries received at the venue between 10am and 2pm on Wednesday 19 February 2025 will be transferred to your stand in the exhibition area by ICC loading dock porters.

Deliveries arranged through GEL Events will be delivered to your stand and will be waiting for you when you arrive to bump-in.

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.
- 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).
- A motor vehicle.

Banking

The following major banks are located near the venue (Foreign currency can be exchanged at any bank branch).

Commonwealth Bank of Australia
Shop C4 Darling Walk, 1
Harbour Street
Sydney NSW 2000
Phone: 02 9120 4910

St George Bank
Corner George Street and
Ultimo Road
Haymarket NSW 2000
Phone: 13 33 30

Westpac
671-675 George Street
Sydney NSW 2000
Phone: 02 8217 0300

Car Parking

ICC Sydney has two car parks, providing patrons with access to a total of 826 parking bays, 365 days a year, 24 hours each day. The car park office is located in the Exhibition Centre (P1) car park.

The entrances to the car parks can be easily found by heading south along Darling Drive. Signage will assist and indicate how many bays are available or if the car park is full. For convenience, one car park is located beneath the Exhibition Centre (referred to as P1) and the second is located next to the main theatre (referred to as P2). Both car parks have a height restriction of 2.2 metres and controlled by auto pay machines.

The Exhibition Centre car park provides the following additional facilities:

- 8 accessible parking bays
- 10 electric car chargers servicing 20 parking bays
- 25 motorcycle parking bays
- 12 bicycle racks.

[Getting to ICC Sydney](#)

Communications

For all your technology, communication and business services, please refer to the [Exhibitors Toolkit](#) The ordering portal will be closed 14 days prior to the event. All order must be received prior to **5 February 2025**.

Internet

Wireless connectivity is readily available throughout the venue. Visitors have access to free public Wi-Fi, for basic browsing, email and social media. Exhibitors can order connectivity online via the [Self Service Wi-Fi](#)

The venue does not allow the use of wireless access points other than the venue fixed wireless infrastructure and reserves the right to disable wireless transmitting devices found to be causing interference.

Pharmacy

The closest Pharmacy is Miller Street Pharmacy (terrywhite Chemmart Miller Street)
Address: Shop 2/ 110 Miller Street, Pyrmont New South Wales 2009 · 1.4 km

Telephone: (02) 9188 1481

Website: terrywhitechemmart.com.au

Post Office

The nearest Post Office is located at 177 Glebe Point Road, GLEBE New South Wales 2037

Telephone: 02 8065 4630.

We thank you for your support and participation in the 48th Fundraising Conference 2025.

The 2026 Conference will be held at the Melbourne Convention and Exhibition Centre.

We wish you every success with your exhibition and hope to see you again in 2026.

For all enquiries and feedback, please contact Anna Henty on 02 9411 4466 or ahenty@fia.org.au