

A Visual Story

Fundraising Institute Australia Conference

19 -21 February 2025

International Convention Centre Sydney (ICC Sydney)



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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 ASPECT (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 part 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/>



About the Fundraising Institute Australia Conference

Fundraising Institute Australia holds a national conference every year. The conference in 2025 will be the 48th 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
- passionate



When

FIA Conference 2025 will be held on:

- **Wednesday 19th February**
- **Thursday 20th February**
- **Friday 21st February**

Where

The FIA conference will be held at **International Convention Centre Sydney (ICC Sydney)**

Timings



Wednesday 19 February 2025

- | | |
|----------------------|---|
| 8.00am | Masterclass registration opens
(this is an optional extra which some people have booked for) |
| 8.30am-2.00pm | Masterclasses |
| 12.00pm | Arrive for conference registration |
| 2.30pm-3.30pm | Sector Discussion Groups
(this is an optional extra which some people have booked for) |
| 3.30pm-4.00pm | Afternoon tea |
| 4.00pm-5.30pm | Opening Plenary Session |
| 5.30pm-7.00pm | Welcome Reception |
| 6.00pm-7.00pm | Buddy Program |

Timings



Thursday 20 February 2025

7.30am-8.30am	Networking breakfast in exhibition hall
8.30am-10.40am	Concurrent sessions
10.40am-11.20am	Morning tea in exhibition hall
11.20am-12.50pm	Concurrent sessions
12.50pm-2.00pm	Lunch in exhibition hall
2.00pm-3.20pm	Plenary Session
3.00pm-3.30pm	Afternoon tea in exhibition hall
3.30pm-4.30pm	Concurrent sessions
7.00pm-11.00pm	Gala Awards Dinner

Timings



Friday 21 February 2025

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

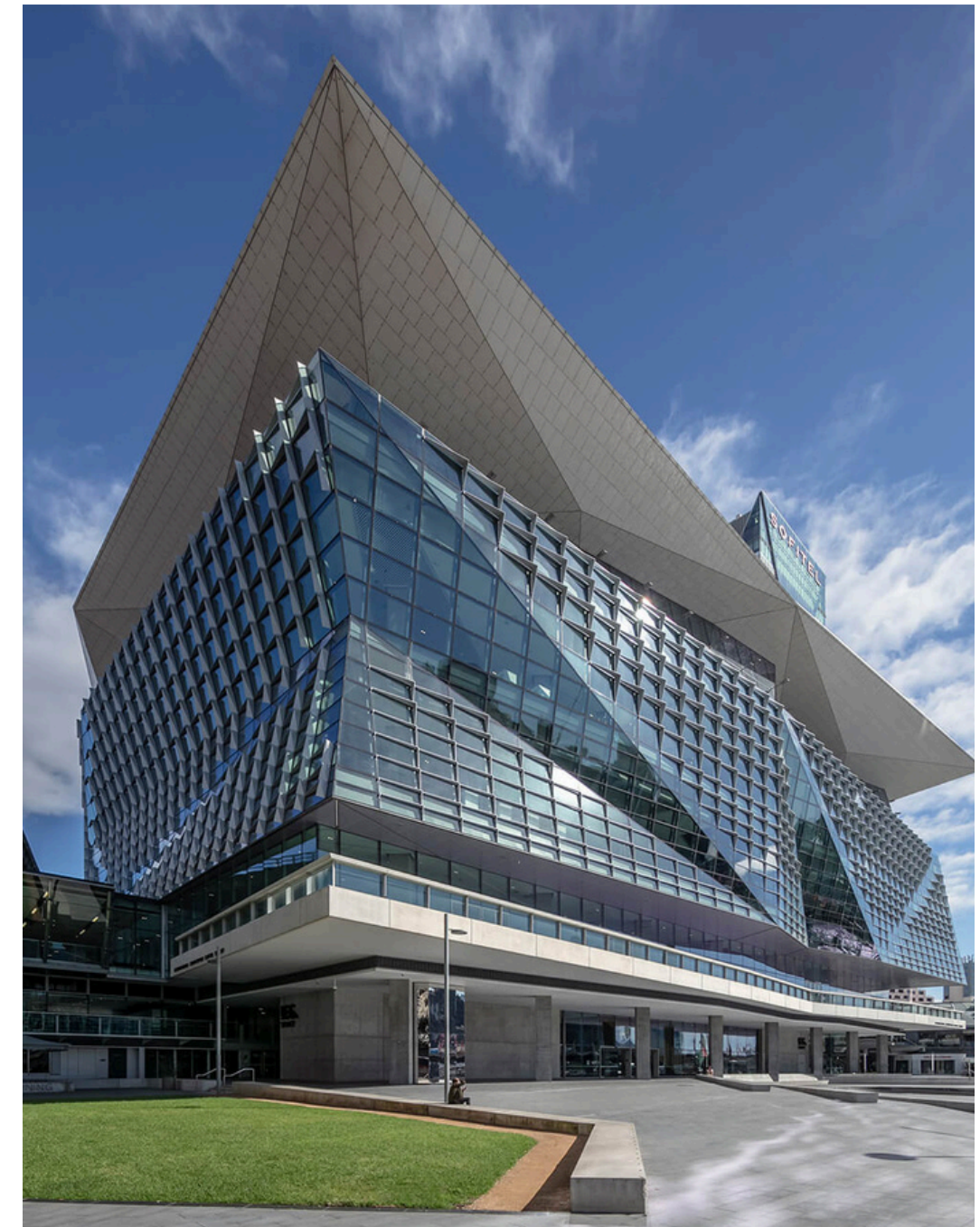
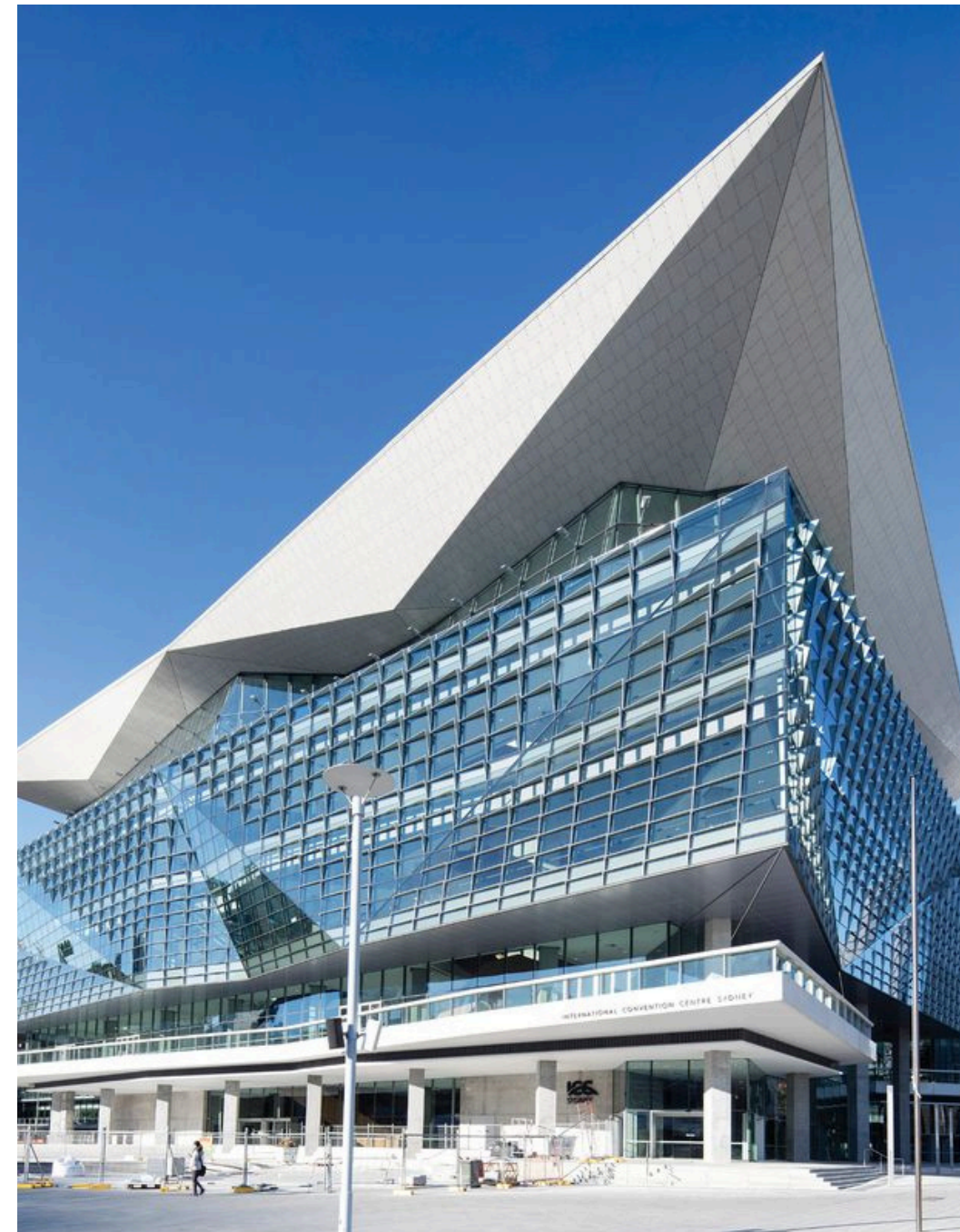
About the International Convention Centre Sydney (ICC Sydney)

The FIA Conference will be held at the International Convention Centre Sydney (ICC Sydney)

ICC Sydney is located at:
14 Darling Drive, Sydney
New South Wales 2000

I can find out more about the ICC Sydney on their website:

<https://iccsydney.com.au/>



Accessibility and Inclusion

ICC Sydney 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

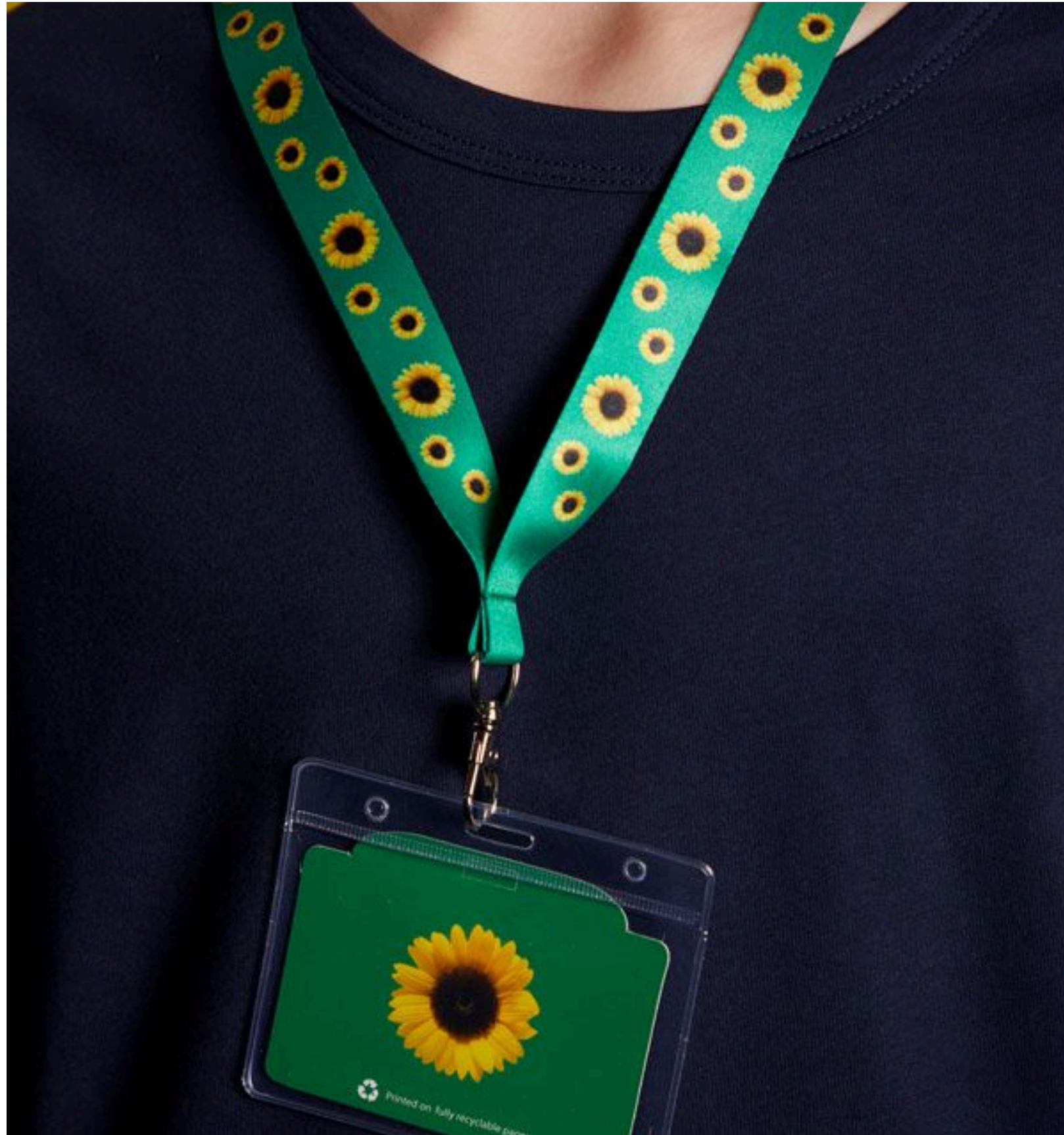
<https://iccsydney.com.au/about/venue-information/accessibility-and-inclusion-for-visitors/>

FIA 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 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, such as:



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.

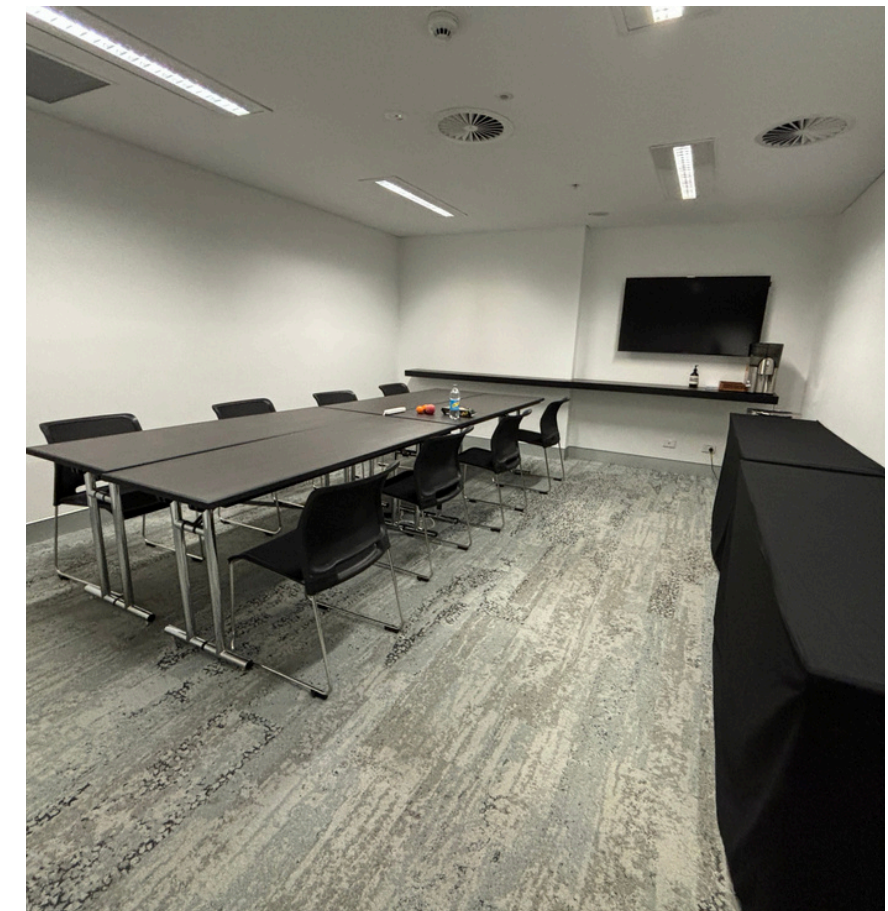
It is ok to feel overwhelmed or have a meltdown. I can feel free to do what helps me to calm and regulate.

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 in **Business Suite 2.1, Level 2**

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

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 into the conference.

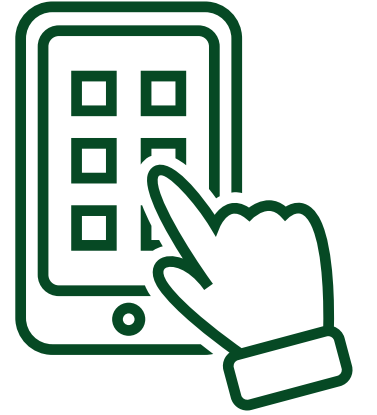
I can choose to join the Buddy Program if I would like. There is a box that I can tick when I register for the conference.

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



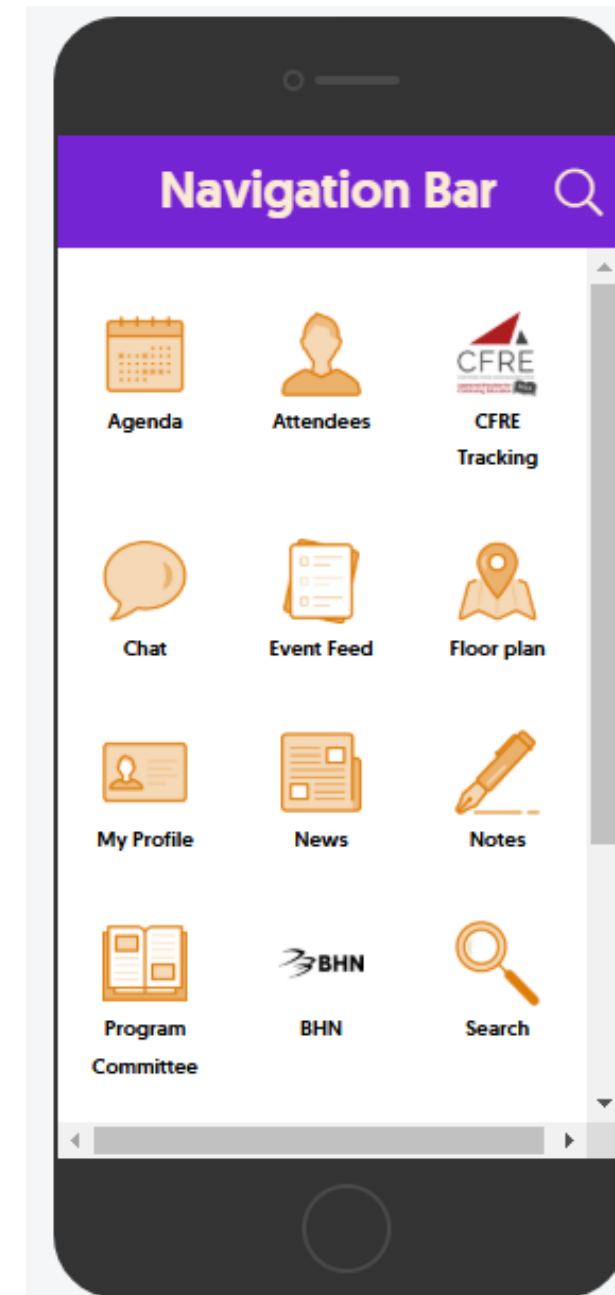
Conference App



I will receive an email and a SMS with a link to the 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 International Convention Centre (ICC) Sydney



Getting to ICC Sydney

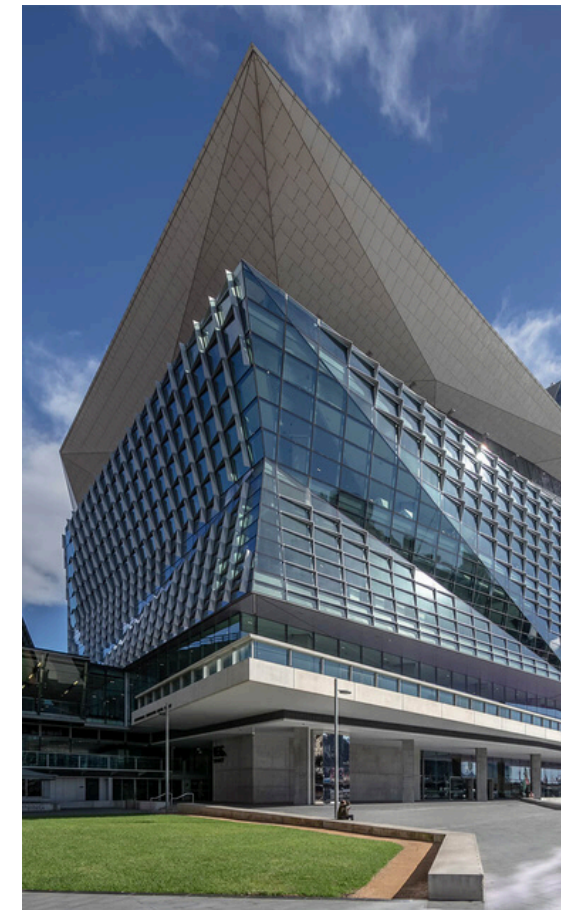


There is helpful information about getting to ICC Sydney on their website. This includes:

<https://iccsydney.com.au/>

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

1. The main entrance to the Convention Centre can be found at the northern end of ICC Sydney, closest to Cockle Bay (Darling Harbour) and Sofitel Sydney Darling Harbour
2. The closest drop off and taxi zone address is Iron Wharf Place
3. The closest light rail stop is Convention stop, and the closest train station is Town Hall.



Conference Registration Desk

When I arrive, I will go to the Conference Registration Desk, located on Level 2 (between The Gallery and Parkside Ballroom 1) 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.

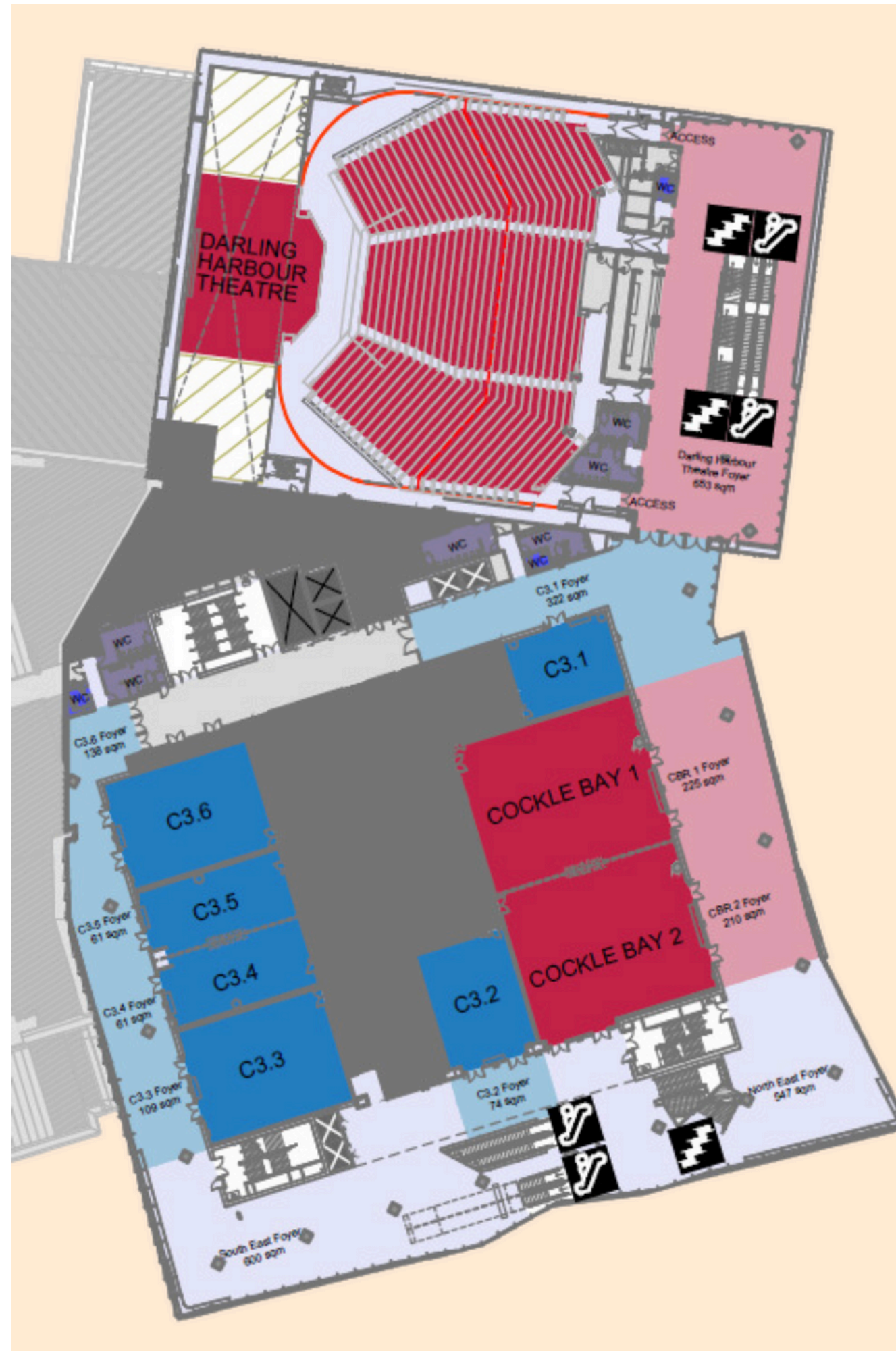
I can ask an ICC Sydney or FIA staff member.

I can look at the conference app, choose where I want to go, and it will show me a map.

I can use the conference app to view information about the sessions I would like to attend.



Level 3



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.

FIA

CONFERENCE

Different Spaces

For all **Plenary Sessions** go to Pymont Theatre, Level 2

For all **Individual Giving Sessions** go to Parkside Ballroom 2, Level 2

For all **Mid-value, Major Donors, Grants & Partnership Sessions** go to Pymont Theatre, Level 2

For all **Community Impact: Campaign & Events Sessions** go to C2.2 & C2.3,

For all **Emerging Issues & Innovations** go to C3.4 & C3.5, Level 3

For all **Fundraising How To Sessions** go to Cockle Bay 2 Room, Level 3

For all **Gifts in Wills Sessions** go to C3.6, Level 3

For all **Leadership Sessions** go to C3.3, Level 3

For the **Exhibition** and all catering go to the Gallery and the Parkside Ballroom 1, Level 2

For any questions or help go to the FIA Conference Registration Desk located on Level 2

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 calm myself.



Who to ask if I need help



- I can ask ICC Sydney staff or FIA staff for help if I need. They will be at the Conference Registration Desk and walking around the venue.
- ICC Sydney 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 **green t-shirt.**



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 the cafe inside the ICC Sydney or look for a restaurant in the nearby area.
- There are water refill stations available at the ICC Sydney 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 ICC Sydney 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 ICC Sydney staff for directions to the nearest bathroom that suits my needs



A 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 Melbourne in February 2026, and we hope to see you there.

*Thank
you!*



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