



Exhibitor Manual

Practice Owners Conference

24 – 25 May 2025
Melbourne Convention and Exhibition Centre
1 Convention Centre Pl, South Wharf, VIC 3006



RACGP

Welcome

Welcome to the Practice Owners Conference Exhibition Manual.

Use this manual for the planning and delivery of your exhibition stand and time at the conference.

We look forward to welcoming you to the conference on 24 – 25 May 2025.

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Exhibition stand builder

Exponet have been appointed as the official exhibition stand builder and furniture supplier for the Practice Owners Conference (PO25).

Exponet will be available to assist you with your furniture hire, lighting, power, signage, and stand display requirements.

Through their **Online Exhibitor Kit (OEK)**, you can;

- place furniture orders and stand upgrade package orders
- access convenient online ordering
- access furniture brochures
- access stand package brochures

...and more

Once you have paid for your stand or sponsorship package, you will receive an email from Exponet with a link to set up and access their *OEK*.

Exponet deadlines	
Custom stand order	Friday 14 April 2025
Stand upgrade, fascia signage, custom signage, furniture, electrical, lighting and flooring orders	Thursday 1 May 2025

Exhibition stand builder continued

Exponet Exhibition and Events

T: 02 9645 7000

E: esd@exponet.com.au

W: exponet.com.au/home.aspx

Hours: 09.00 am - 17:00pm Monday to Friday

Exhibition stand information

- there are two stand sizes at PO25 > 3m x 3m | 6m x 3m
- 2.5m high black frame with infinity white infills
- 1 x pendant light (per 9 sqm)
- 1x arm light (per 9sqm)
- 1 x 4amp power point
- carpet tiles



This image is for visual representation only. Image above does not represent your stand size, stand number or stand orientation. Stand number & stand size is in your booking with the RACGP.

Exhibitor access times

- Exhibitor bump in: 9:00 am – 16:00* pm Friday 23 May
- Exhibitor bump out: 14:00 pm** Sunday 25 May

* Exhibitor bump-in to be completed by 16:00 pm sharp on Friday 23 May

** Exhibitors are asked to not pack up or start bump out before 14:00pm on Sunday 25 May

PLEASE READ:

All contractors, tradespeople, exhibitors, and event staff **must always wear high-visibility safety vests in the Exhibition bays and loading dock area during bump-in and bump-out.**

Entry to the Exhibition bays will not be permitted without a high-visibility vest during bump-in and bump-out period.

Please bring your own high-visibility vest. This will not be provided by the venue or RACGP.

Closed-toe shoes are also mandatory, and children under 15 are not permitted onsite during bump in and bump out periods.

Sponsors and Exhibitors are responsible for the safety and security of their own products, displays, stands and other materials at all times during an event, including bump-in and bump-out.

Custom stands

Custom-designed stands are only permitted for 6m x 3m stands.

All custom stand plans must be approved by RACGP and the Melbourne Convention and Exhibition Centre (MCEC) in accordance with the venue requirements. Approval is also subject to bump-in times.

If you would like to discuss having a customised stand, please contact Exponet on 02 96457000 or email esd@exponet.com.au

To review Exponet's custom stand options, [click here](#).

Stand upgrades

Stand upgrade packages are available for 3m x 3m stands.

All upgrades require approval from the RACGP and the Melbourne Convention and Exhibition Centre (MCEC) and are subject to bump-in times.

Upgrade prices listed by Exponet are based on exhibitors having an existing shell scheme package.

Conference registration

In addition to the entitlements included in your sponsor or exhibitor package, you may purchase additional exhibitor passes to accommodate your team's requirements through your dedicated Exhibitor Portal.

Please note the following categories and costs for additional passes:

- Exhibitor (2-day) | Additional \$450.00
- Exhibitor (1-day) | Additional \$290.00
- Exhibitor (upgrade) | Full delegate registration* \$520.00

Note: To upgrade to a Full delegate registration, you must first be registered as an exhibitor. If you wish to upgrade, please email partnerships@racgp.org.au for further assistance.

Conference venue

Melbourne Convention and Exhibition Centre (MCEC)

1 Convention Centre Pl, South Wharf VIC 3006

T: +61 3 9235 8000

W: www.mcec.com.au/

Exhibitor Services

E: exservices@mcec.com.au

Hours: 08:30am – 17:00pm Monday to Friday

Essential Links

- ❑ [MCEC Operations Manual](#)
- ❑ [MCEC Exhibitor Services](#)
- ❑ [Site Induction Portal](#)

Venue forms and due dates

Melbourne Convention and Exhibition Centre (MCEC) provides a list of booking and order forms on their website.

You can [find the venue forms here](#)

Forms include;

- Food and beverage – including sampling (giveaways) form
- Cleaning
- Balloons and inflatable devices form
- Gas cylinders

MCEC deadlines for exhibitor services is seven (7) business days prior to the event, Wednesday 14 May 2025.

Melbourne Convention and Exhibition Centre Floor Plans

To access floorplans online [click here](#)



Ground floor

Healthy Profession.
Healthy Australia.

Exhibitor checklist

- Custom stand (6m x 3m) - confirm build with RACGP and MCEC. Order with Exponet via their Online Exhibitor Kit (OEK), **by Friday 14 April**
- Stand upgrade - confirm upgrades with RACGP and MCEC. Order with Exponet via their OEK **by Thursday 1 May**
- Upgrading stand fascia - order with Exponet via their OEK **by Thursday 1 May**
- Upgrading furniture or stand signage - order with Exponet via their OEK **by Thursday 1 May**
- Furniture, electrical and lighting - order with Exponet via their OEK, **by Thursday 1 May**
- Book courier (if required) - approx 4 – 6 weeks prior. For freight and delivery, please coordinate with Gel Events, Mira Luplow at Mira@gelevents.com.au
- Make sure to **complete the venue induction process** before coming on-site.
If you're new, you may need to have a representative complete company prequalification.
- Seek RACGP and MCEC approval for any food and beverage sampling. If required, order with MCEC **by Wednesday 14 May** using the relevant permit form at <https://forms.mcec.com.au/team/mcec/sampling-and-selling-request>
- Order any cleaning services with MCEC **by Friday 9 May**, by emailing exservices@mcec.com.au
- Ensure any items (boxes etc) you are couriating to MCEC have an **Exhibitor Delivery Notice** attached to them.

Exhibitor checklist continued

- Ensure company details and files are uploaded in Exhibitor Portal i.e. exhibition staff names are registered, flyers, brochures or videos you want shared in the app are uploaded **by Friday 16 May.**
- Ensure all electrical equipment has been tagged and tested prior to coming onsite
- Ensure you have the required number of high visibility (vis) vests for staff bumping in / bumping out

When is approval required?

There are a variety of items or activities that exhibitors can undertake that require prior approval from either the RACGP, Exponet or MCEC.

An overview of these activities and the appropriate approval channels are outlined below.

For activities that require RACGP approval, please contact the RACGP Conference and Events team at events@racgp.org.au

Activity	RACGP approval	Exponet approval	MCEC approval
Stand catering	Yes	No	Yes
External food and beverage supply/sampling/selling	Yes	No	Yes
Motor vehicles or large heavy items into event space	Yes	Yes	Yes
Rigging	Yes	No	Yes
Gas cylinders	Yes	No	Yes
Naked flame	Yes	No	Yes
Animals on site	Yes	No	Yes
Conducting a trade	Yes	No	No

Exhibitor on-stand catering

MCEC has the sole catering rights for all food and beverage products. Exhibitors are not permitted to bring food and beverage into MCEC from outside sources. Exceptions only apply in circumstances related to food or beverage tastings.

Application for stand catering

For stand catering and beverage order form, [please click here](#).

Please complete and return the form no later than Wednesday 14 May to exservices@mcec.com.au

Food and beverage sampling and selling

To submit a request for approval of any sampling please complete the [Food and beverage sampling and selling form](#).

Additional upgrades to your exhibition stand

MCEC does offer a range of additional upgrades to your exhibition stand.

- Donut wall
- Candy Buffet
- Ice cream cart
- Popcorn stand

Please send enquiries to exservices@mcec.com.au

If an exhibitor holds any catering on their stand, it is imperative that all service ceases 15 minutes prior to the published exhibition closing time. This enables the stand to be cleared in a timely manner and the exhibition secured.

RACGP and MCEC reserves the right to remove any food and beverage not authorised by them.

The service of, or distribution of alcohol is not permitted from any exhibition stand at Practice Owners Conference 2025.

Exhibitor on-stand catering continued

All stands involved in the presentation of food and beverages must abide by the Food Act 2008 and Food Standards Code. Health requirements for an exhibitor's stand, from which food and/or beverage is distributed to the public include:

- perishable packaged foods are required to be refrigerated.
- where unpacked food is to be given away, openly stored, displayed and handled, the following facilities and services must be provided:
 - a hand basin with hot and cold water.
 - a liquid soap dispenser.
 - a paper towel dispenser.
 - glass or perspex screens or sneeze-guards to protect food from contamination.
 - a washable impervious floor and walls (e.g., sheet vinyl) where food preparation or cooking is taking place
 - where serving implements or utensils are used, a separate double sink with drainer providing hot and cold water, as well as a liquid soap dispenser and paper towel dispensers will be required.
 - where drainage and water are required, stands must be located with access to the appropriate service pits.
 - all eating and drinking utensils must be disposable (e.g., paper cups, plastic spoons, plastic wine glasses etc.) and must not be reused.

When food or beverage samples are given away for promotional purposes:

- they must be offered in such a manner as to avoid being handled by the public (e.g., apportioned and toothpicks inserted).
- they should be protected from contamination, (e.g., use of trays provided with fitted plastic covers).
- condiments such as sauce, mustard, etc., are to be contained in squeeze type dispensers or in individual sealed packs.

Exhibitors approved to promote food and/or beverage must provide receptacles for the collection of rubbish. Such receptacles shall be located at or near the stand and the contents shall be disposed of in a manner approved by MCEC.

NOTE: Extra charges may be imposed for the cleaning of wet areas and the disposal of food waste.

Exhibition and stands

Custom stand design

All custom stand plans and upgrades must be approved by RACGP and Melbourne Convention and Exhibition Centre (MCEC).

MCEC requirements for Custom stand review

- \$20 million PLI
- Workers Compensation
- SWMS
- Individual workers inductions + relevant licenses

To seek approval, the exhibitor must submit full design drawings of the stand to MCEC Exhibitor Services, email: exservices@mcec.com.au. no less than thirty (30) business days prior to the start of the conference.

Drawings must show all features; including access/egress points and stairways, dimensional plan, elevations, details of construction materials and methods. Artist's impressions are not acceptable.

MCEC requires that engineering approval must be obtained from a structural engineer for any stand/exhibit that:

- is a multiple-story construction over 2.4 metres in height; or,
- contains a roof or ceiling with an area greater than 18m².

MCEC will apply its best effort to advise the exhibitor of approval/disapproval within ten (10) business days of receipt of drawings. MCEC may at its absolute discretion require the client to provide, at their expense, a structural engineer's certificate for any other stand/exhibit regardless of its size or design.

Exhibition and stands continued

Rigging

Custom stands and stand upgrades often require rigging.

All rigging plans and associated safety documents must be submitted to RACGP and Melbourne Convention and Exhibition Centre (MCEC) for review ten (10) days prior to the event start date. Final amendments must be submitted three (3) business days before bump-in, Friday 23 May 2025.

For more information, please contact the MCEC Rigging team at rigging@mcec.com.au

Raised flooring, ramps or stairs

All raised floors, steps and ramps must comply with the relevant sections of the Building Code of Australia and applicable OHS requirements. Disabled access to the stand must be provided.

Raised floors with a height of less than 32mm requires edging with a 1:1.3 gradient. Flooring between 33mm and 115 mm must have a beveled edge with a maximum angle of 30 degrees or a 1:1.8 gradient.

These heights are not regarded as a step and generally will not require a ramp. However, an approved stair nosing must be installed as per requirements for steps in public places.

All raised floors with a height greater than 115mm from the main exhibition floor level or surrounding platform will be regarded as a step and these floors will require a suitable and clearly distinguishable ramp from the main exhibition floor level or surrounding platform to the raised section.

Ramps must not protrude into the nominated aisle way, so must be included in the stand space. The raised floor sections or ramps must not contain sharp or dangerous edges and must not cause a trip hazard as well as being clearly distinguishable from the surrounding area.

Exhibition and stands continued

Egress and fire safety

- Exhibition stands with internal aisle-ways are to be clearly marked as such with a minimum aisle width of 3 metres. Each aisle system must provide at least two exit points.
- if display materials block existing exit signage or restrict access to exits, the organiser must install temporary exit signage.
- all signage must follow Australian and New Zealand standard, using the designated 'running person' graphic for clear visibility.
- any custom-built stand with a floor area of more than 50m² is to be provided with at least one alternative means of egress back to the walkways.
- any door assembly in such a custom-built stand will comply with the Building Code of Australia requirements.
- any door incorporated into the stand, not providing an alternative means of egress is to have a sign affixed labelled: 'NO THOROUGHFARE.'
- any barriers incorporated into any custom stand are to be designed so they yield to pressure without toppling.
- items cannot be affixed to the floors, walls, or any other part of MCEC, using nails, screws or glue.
- any damage caused to the venue will be charged directly back to the exhibitor.

Electrical and lighting

Stand electrical and lighting requirements can be ordered through Exponet via the Online Exhibitor Kit (OEK).

Exponet reserve the right to disconnect electrical supply to any exhibitor whose installations are violating regulations, are dangerous or likely to cause annoyance to visitors or other exhibitors.

Electrical installation, testing and tagging

All temporary electrical installations must be carried out by a registered electrical contractor and comply with Victorian OH&S legislation and relevant standards. Only unmodified appliances may be plugged into general-purpose electrical outlets.

All electrical leads, including brand-new ones, must be tagged and tested in accordance with Australian Standards before use on-site. After any electrical installation work, contractors must complete a venue Electrical Safety Certificate, which must be submitted to the MCECs logistics department before the event opens.

Only approved and accredited Victorian electricians may operate in MCEC.

Gas storage

Exhibitors wishing to utilise gas cylinders or appliances must obtain written approval from MCEC at least seven (7) days prior to the conference. Please email exservices@mcec.com.au for approval.

Details and conditions of use are available at [MCEC Exhibitor resources](#)

Each application will be assessed with the safety of patrons as its prime concern.

Stand cleaning

It is the responsibility of the exhibitor to maintain their stand in a clean and tidy condition during the conference.

Exhibitors are to make their own arrangements for removal of items not needed for display and rubbish resulting from unpacking exhibits (such as cartons, boxes, crates, plywood etc.).

IKON Cleaning Services is MCEC's venue service partner for cleaning and waste management including bump-in, event days and bump-out. Please contact mcec.requests@ikonservices.com.au for further details and to discuss your specific requirements.

Freight and deliveries

GEL Events Logistics is the exclusive provider of logistics and forklifting services for exhibitors and custom stand builders at the conference.

Services provided

- Freight forwarding services to and from the Melbourne Convention and Exhibition Centre (MCEC)
- Delivery services from the Exhibition centre loading dock to exhibitor stand during bump-in
- Management of outgoing deliveries – collection of items from exhibitor stand during bump-out period
- Storage of empty packaging (such as cartons, boxes, crates, plywood etc)
- If storage during the conference is required to be removed from MCEC and taken to an offsite locations, this will incur additional charges to individual exhibitor.

Deliveries will only be received by the Exhibition centre loading dock during bump-in on Friday 23 May 2025 between 08.00 am – 14.00 pm.

All deliveries for the conference will need to be made via the Exhibition centre loading dock and must have an event specific delivery label.

You can find the [Exhibitor Delivery Notice here.](#)

To get a quote, [please click here.](#)

For further details and enquiries, please contact

Contact: Mira Luplow

E: mira@gelevents.com.au

P: 1300 013533 / 0409 969 142

Freight and deliveries continued

Deliveries will not be accepted by MCEC if labelling is insufficient.

Neither RACGP or MCEC take any responsibility for any delivery, and it is strongly advised that the exhibitor has someone present on your stand to receive any delivered goods. MCEC will not sign for receipt of goods on behalf of exhibitors.

Any item delivered outside the official bump-in / bump-out period *without prior arrangement* will be removed from MCEC premises at the exhibitor's expense. Clients, agents and exhibitors shall indemnify and hold harmless MCEC and its agents from any and all liability connected with deliveries.

Freight storage

The Melbourne Convention and Exhibition Centre (MCEC) does not offer storage or accept goods delivered outside the conference dates.

Exhibitors must remove all items related to the conference from MCEC at the end of the conference. Charges will apply for disposal of items left behind.

MCEC has a limited open-air storage available at the Exhibition loading dock. Any storage request during bump-in, bump-out, or within the conference is subject to availability and will incur additional charges for the individual exhibitor.

For more information, please contact the Exhibition Centre logistics team at mecdockenquiries@mcec.com.au

GEL Events also provides offsite storage for exhibitors at an additional cost. For further details, please contact mira@gelevents.com.au

Freight collection

Freight collection must occur during the bump-out of the conference; from 14:00 pm - 15:30 pm, Sunday 25 May 2025.

It is the responsibility of the exhibitor to make all arrangement and contact with GEL Events or your freight company and complete the paper works. The MCEC staff are unable to sign any consignment notes on your behalf.

GEL Events will not collect goods unless there is a completed and signed consignment note attached to your freight.

MCEC accepts no responsibility for freight left without completed consignment notes or incorrectly completed consignment notes.

To get a quote, [please click here.](#)

For further details on deliveries and collection, please contact;

GEL Events

Domestic

Contact: Mira Luplow

E: mira@gelevents.com.au

P: 1300 013533 / 0409 969 142

International

Contact: Elizabeth Pritchard

E: elizabeth@gelevents.com.au

P: 0416 587 024

Loading dock

Entry to the Exhibition Centre loading dock is via Normanby Road, South Wharf. The Exhibition Centre (Bays 21-26) loading dock is connected via an internal road network to all existing loading docks.

Traffic moves in a one-way direction, entering and exiting via Normanby Road. All vehicles must check in at the boom gate upon arrival. If the gate is not manned, use the intercom to speak with security.

The loading dock for Bays 21-26 is split across two levels: upper and lower.

The upper dock is level with the exhibition floor and serves as the main access point for Exhibition bump-ins. Adjacent to Door 11, a separate loading area provides access to the Eureka meeting rooms, Sovereign room, and Courtyard meeting rooms, as well as the ground-level servery and service lifts.

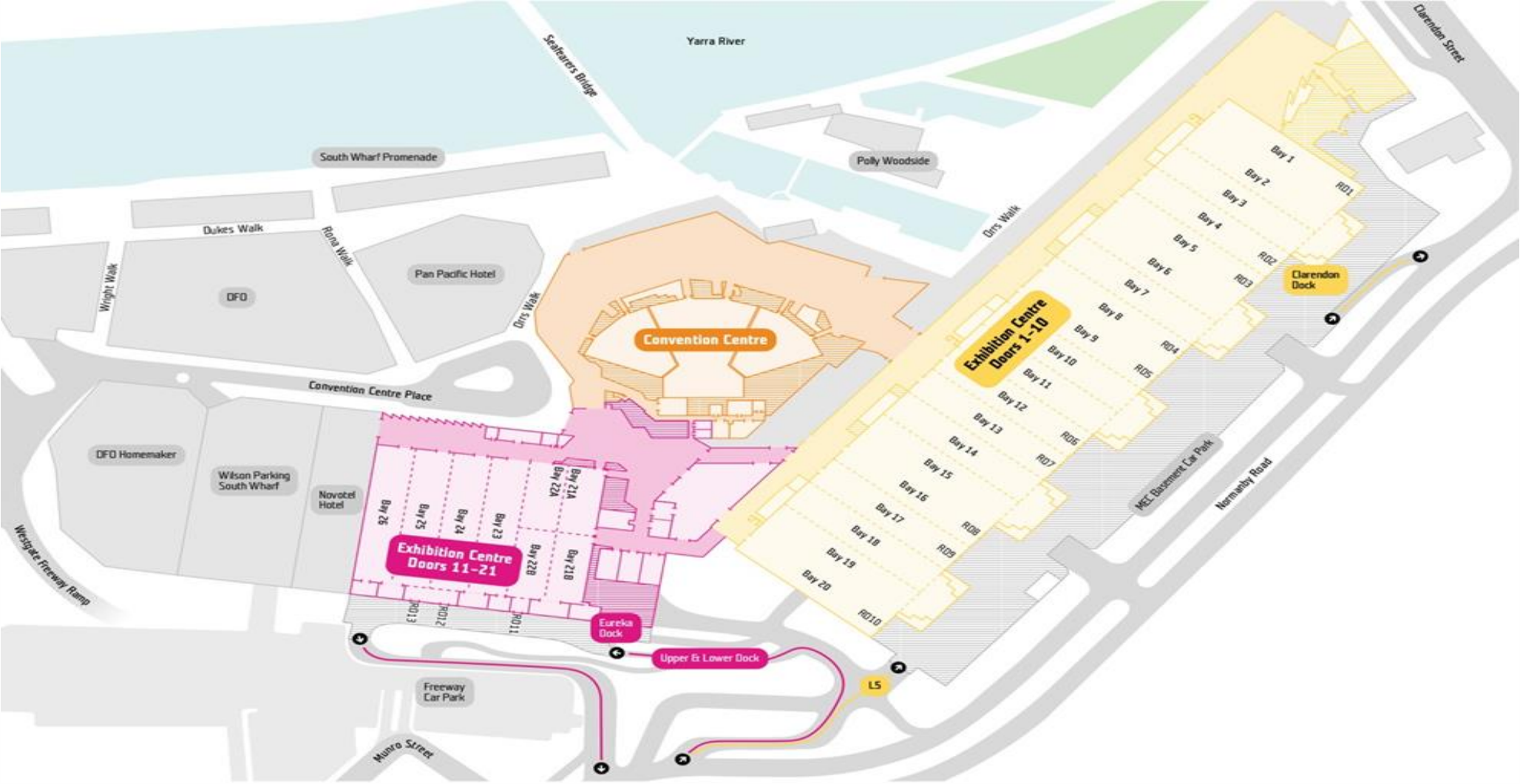
The lower dock is designated for smaller vehicles (up to 8m), couriers, and exhibitors. It is located at street level, with access to the upper dock via a ramp, stairs, and two dock levellers.

Loading dock rules

Access to MCEC for bump-in / bump-out will be via the loading dock only.

- no deliveries will be accepted through the front entrance of the Exhibition Centre on Clarendon street.
- high visibility vests and enclosed shoes must be worn at all times during the bump in / bump out period.
- a 30-minute parking limit applies for drop-off and pick-up of goods during bump-in and bump-out. Vehicle owners are responsible for their vehicles and contents.

Loading dock map



Parking

There are multiple car parks located near MCEC. Please note that these car parks are not managed by MCEC. For any queries, contact the car park operator directly.

Wilson Parking offers flexible rates and secure underground parking at the Exhibition Centre. It also has accessible parking with lift access up to Door 1, 6 and 10 in the Exhibition Centre. [Book online to secure your spot at Wilson Parking.](#)

Additional parking is available at [South Wharf Retail car park](#), [Siddeley St car park](#), [Freeway car park](#) or [Montague Street car park](#).

For further details on parking and alternative transportation options to get to MCEC, [please read here.](#)

Cloakroom

Cloakroom is available at the Melbourne Convention and Exhibition Centre.

Please visit the Customer Service desk at Convention Centre Place for further details.

Workplace health and safety

High Visibility Clothing

It is mandatory that all venue staff, contracts, exhibitors, sponsors and organising staff wear a high visibility vest or shirt during bump in / bump out.

Anyone not wearing a high visibility vest or shirt will be asked to leave the exhibition hall and will not be permitted in the bump in / bump out areas or the loading dock until such time as they are wearing the correct clothing.

Footwear

Appropriate, closed in footwear must be worn at all times during bump in and bump out. No open toe footwear (i.e. sandals, slides) is permitted during these times.

Children on site

Any persons under the age of 15 years are not permitted in any exhibition areas or the loading dock during bump in and bump out.

Reporting incidents

During your time on site any incidents such as injury, damage to property or equipment must be immediately reported to the MCEC staff.

Emergency Evacuation Procedures

In any emergency, notify the event security provider immediately or dial 6666 internally from the nearest house phone. The MCEC Security Control Centre will contact emergency services by dialing 000 and coordinate the response as required.

The event security provider has been briefed by the MCEC building security on evacuation procedures as part of their requirements to work at MCEC. Follow all directions given and do not hinder or obstruct emergency services, medical personnel, or security officers in the performance of their duties.

Please ensure you read the Exhibition emergency evacuation plan section in the MCEC Exhibitors Manual, [see page 22 here](#)

Your checklist for leaving the venue

- Freight / boxes labelled correctly. Return address, contact name, phone number and items numbers in place i.e. 1 of 5
- Attached your con-notes and sign your Declaration of Dangerous Goods label supplied by your courier
- Contact GEL Events or your freight company to collect your goods
- Collected and disposed of all rubbish in your stand area, leaving a tidy space.



RACGP