

IMPORTANT EXHIBITOR INFORMATION



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

12th & 13th September 2025

**BRISBANE CONVENTION
& EXHIBITION CENTRE**

South Brisbane QLD 4101

ONLINE EXHIBITOR PORTAL



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Pre-Event Considerations and Must Do's

EXHIBITOR PASSES AND SECURITY

Exhibitor passes are issued individually to each person from your company when they arrive to check in at the event registration desk. Passes will only be issued to those staff on your site space who have individually completed a Compulsory Induction/Pass Form.

Exhibitor Passes are a security item for the protection of all Exhibitors and their belongings. Exhibitor Passes help to prevent unauthorised persons from entering the Exhibiton Hall outside of the opening hours. Exhibitor passes are NOT TRANSFERABLE to other staff parties and photographic ID checks may be made at random to ensure the pass relates to the holder. Any pass found to be held by a person not identified as the registered holder of the pass will be denied access and the pass confiscated.

NO CHILDREN PERMITTED (16 years and under) within the Exhibiton Hall / Load Dock during set-up or bump-out. Exhibitors requiring access for children during the opening hours of the event will be required to report to the Registration Desk. Entry into the event will be granted to children via the Exhibitor Entrance when accompanied by a registered Exhibitor.

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

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

PLEASE NOTE: CONTRACTOR passes are only valid on bump in and bump out. CONTRACTORS are only those you need to go on site.

COMPULSORY SAFETY INDUCTION

ALL contractors, sub-contractors & exhibitors must complete form BCEC have introduced a new safety induction process. ALL contractors, sub-contractors and exhibitors are required to complete the online form prior to the event. You will receive your ID that will be emailed to you upon completion of the induction. Random on the spot checks for your ID will be conducted by BCEC staff.

https://forms.office.com/pages/responsepage.aspx?id=fILyYo7DwU6Dqtc1Alg-q1q6nRz_Hp1Ag6Z1edM3MRNUNVVURVNGWjYxRjNNWlpYRTJQTII1RUdaVi4u&web=1&wdLOR=c4EAC5527-7A1B-4F17-A329-2ACF1ACB8B86

DELIVERIES

Thursday 11th September 2025 from 9:00am to 5:00pm

Deliveries during set-up and event days can be made to the Exhibiton Hall / Load Dock when the Exhibitor has completed the necessary **Pre-Event Information Form** located in the Exhibitor Portal. Completing this form authorises Australian Events to sign for and accept delivery of goods. The Exhibitor is responsible for collecting the goods from the Exhibiton Hall / Load Dock.

No deliveries accepted at the event Exhibiton Hall / Load Dock prior to Thursday, 11th September 2025.

Delivery Label:

Brisbane Convention & Exhibition Centre
Exhibition Hall 2 Loading Dock Via Glenelg Street
South Brisbane Qld 4101

Exhibitor Set-Up Times and Information

Thursday 11th September 2025 - 8:00am to 7:00pm

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

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

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

Arriving on Site at Bump In

EXHIBITOR ACCESS IS VIA BRISBANE CONVENTION & EXHIBITION CENTRE, HALL 2, SOUTH BRISBANE, QLD, 4101.

All Exhibitors are requested to check in at the Event Registration Desk in the foyer when they first arrive at the Exhibition Hall. Once checked in, Exhibitors will be issued an individual exhibitor pass for all persons present at the time of arrival. Please ensure that **ALL STAFF** and **CONTRACTORS** have photographic ID to enable the process to complete as quickly as possible.

Exhibitors will then be shown to their sites. All sites must be assembled and ready to trade by 7:00pm on the Thursday of the final set-up dates.

PLEASE NOTE: There is no vehicle access on the Friday of the event days and NO ACCESS to the Exhibition Hall outside the Exhibitor set-up times.

FOR SIMPLE DISPLAYS and set-ups, park in the BCEC parking station and carry your displays via the lifts to the main foyer concourse (parking fees apply).

ENTRY HEIGHTS ARE AS FOLLOWS:

Car Park One: 2.3m (Merivale Street) – Best access to Hall 1

Car Park Two: 2.2m (Merivale Street) or 2.1m (Russell Street Ramp) or 2.2m (Melbourne Street)

Car Park Three: 2m (Merivale Street) or 2.1m (Grey Street)

Public Opening Hours

Friday 12th September 2025 - 9:00am to 4:00pm

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

Saturday 13th September 2025 - 9:00am to 4:00pm

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

Marketing Support

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

Forms and Tools

Australian Events have created an Exhibitor Portal for exhibitors to find exhibitor information, marketing tools and form links.



EXHIBITOR PORTAL
Click or scan here

Workplace Health and Safety

All Exhibitors must **WEAR HIGH VISIBILITY VESTS AND CLOSED-IN SHOES** during setup and bump out. Children 16 years and younger are not permitted within the Exhibition Hall during setup and bump out.

High Visibility Vest can also be purchased from the Event Registration Desk in the Main Foyer at a cost of \$12.00 or the vending machines located on the Exhibition Hall concourse and loading dock entrance at a cost.

Other Important Information

NO smoking, vaping or e-cigarettes permitted - This is a smoking free event and smoking laws apply. Includes vapes and e-cigarettes.

NO alcohol is permitted to be brought into the Exhibition Hall due to venue licensing restrictions.

NO helium balloons are permitted in the Exhibition Hall.

As an exhibitor, you are to trade at all times when the Expo is open to the public.

Equipment Hire

We have partnered with **MORETON HIRE** for the 2025 Care Expo Brisbane. If you require any equipment hire or signage, contact Mandy Scott at mandy.scott@moreton.net.au or **1300 360 424**.

Forklift Use & Loading Dock

Australian Events provides a **2.5T forklift at all events**, free of charge, for **simple unloading/reloading of lifting pallets of stock/equipment only** during bump-in and bump-out. Our forklift operator will only operate under the direction of the exhibitor, owner, or delivery driver, who is responsible for ensuring all items are securely tied down and properly covered or protected, as **Australian Events accepts no responsibility for any resulting damage**. If extended use is required, a minimum fee of \$60.00 and additional charges may apply (payable on site). Please call our Head Office prior to the event if you're unsure of your requirements. Forklift bookings are required, and must be adhered to ensure a smooth process for all exhibitors. **Click Here, to complete the Forklift Booking Request Form.**

Exhibitors requiring access to the loading dock for the delivery of stock and displays must PREBOOK a time to access the loading dock and forklift. If you do not PRE-BOOK, you will be turned away from the loading dock until a time becomes available. All allocated times must be strictly adhered to (15-minute intervals). **Click Here, to complete the Loading Dock Booking Request Form.**

DO NOT leave your vehicle in the loading dock. **PLEASE NOTE:** the loading dock road is one-way and is deemed a tow-away zone to ensure a continuous and clear flow of traffic.

Exhibitor Parking

Exhibitors access point/s are via Merivale Street (please ask staff for directions when checking in). Please follow directions at all times given by the Load Dock Marshall or Venue Security.

PLEASE NOTE: Parking Fees apply

Power Access

POWER MAY BE ORDERED UP TO 3 WEEKS PRIOR TO THE EVENT, LATE ORDERS INCUR A \$50.00 SURCHARGE ON TOP OF STANDARD FEE.

If you require power and did not order it, please see the staff at the event Registration Desk.

Power is only supplied to your site between 7:30am and 4:15pm.

Power is **NOT AVAILABLE** during set-up or bump-out. 24-hour power access is not available without prior written approval. All electrical items must be tagged with an electrical compliance certificate.

PLEASE NOTE: Kettles, coffee machines and heaters are not permitted on site.

Testing and Tagging

Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with relevant Australian Standards prior to use.

Any equipment not tested and tagged correctly will be addressed in one of the following ways:

- Exhibitors can arrange for the electrical item to be tested and tagged through their event organiser. (this line can be removed if you are not offering a test and tag service onsite)
- Melbourne Showgrounds Safety or Operational teams will remove the item from the stand to store whilst the exhibition is on. It can be collected at the close of the event or day whichever is sooner.
- Exhibitor can remove the item from the exhibit. It is not allowed to be stored within the stand or exhibit; it must then be taken from the building.

Exhibitors must ensure that all loose cables are secured to avoid tripping hazards.

Rubbish Removal

All boxes, packaging, pallets, rubbish etc. **MUST** be removed from your site prior to the event opening time.

All rubbish **MUST** be removed from the Exhibition Hall by 10:00am on the Sunday after the event days. In the event that Australian Events are forced to remove your rubbish, **YOU WILL BE CHARGED** for the labour and disposal costs. A minimum charge of \$120.00 will apply.

Public Liability Documentation

We require a copy of **EVERY** Exhibitor's Insurance; without this you will not be permitted on site. You will be required to email your copy to reception@australianevents.com.au. As per our Terms and Conditions, make sure you have public liability insurance that covers you for a minimum of \$20 million. You have the option to pay a fee of \$165.00 to have Australian Events insurance cover you for this show.

Assistance at the Event

If you have any issues at the event that need to be resolved or need clarification, please visit the event Registration Desk and inform the event managers.

Exhibitor Bump-Out Times and Information

All Exhibitors may remove stock and displays from the Exhibition Hall after the close of the event and when the BCEC Safety Officer declares it safe to start bump-out. Do not pack up early, no stock or vehicles will be allowed to be removed from the Exhibition Hall until after the close of the event.

Saturday 13th September 2025 - 4:15pm to 7:00pm

Sunday 14th September 2025 - 7:00am to 12:00pm

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

NO CHILDREN PERMITTED within the Exhibition Hall / Load dock during set-up or bump-out.

BCEC Exhibitor Information

RISK ACKNOWLEDGEMENT & SAFETY PERMITS (DEADLINE 27TH AUGUST)

Download and complete the Risk Acknowledgement Form, as well as any additional permit forms that are appropriate for your event. Once complete, please email all documentation to your BCEC Event Planning Manager or event organiser no later than 14 days prior to the event taking place.

Start completing your Risk Acknowledgement Form – [Download the Form](#)

Permit forms are required to be submitted to Exhibitor Services for the below activities:

- **Aerial Acts**
- **Amusement Rides & Devices**
- **Animals**
- **Child Care Facility**
- **Container Delivery**
- **Cooking Activities**
- **Crane Permit**
- **Demonstration & Equipment**
- **Drones**
- **Electrical Work**
- **Excess Weight - Conference Levels**
- **Excess Weight - Exhibition Halls**
- **Fire Acts**
- **Foggers & Hazers**
- **Food Trucks**
- **Hazardous Substances**
- **Heavy Theming**
- **High Risk Activity**
- **Laser Activity**
- **Liquefied Petroleum Gas**
- **Medical Activities**
- **Naked Flame**
- **Pyrotechnics Special Effects SFX**
- **Stage Configuration - Alteration**
- **Temporary Tiered Seating**
- **Two Storey Structures**
- **Vehicle Displays**
- **Water Activity**

Once completed, please send to exhibitorservices@bcec.com.au for approval.

EXHIBITOR SERVICES

The Brisbane Convention and Exhibition Centre's (BCEC) online exhibitor ordering portal allows exhibitors to order multiple services at the same time and obtain tailored quotes using a secure payment gateway. Event organisers will provide an event specific link or you can search for your event. Please ensure all online orders are placed and paid for **seven days prior** to the event. For orders later than this please contact Exhibitor Services directly to enquire if your requirements can be accommodated.

T: 07 3308 3536

E: exhibitorservices@bcec.com.au

Click here to place an order for the care expo: [Exhibitor Service Center \(ungerboeck.net\)](https://www.ungerboeck.net)

EMERGENCY FIRST AID & MEDICAL

In an emergency situation or if first aid is required, please alert a BCEC staff member immediately. Contact Security on any BCEC fixed phone by pressing '8'.

The nearest Public Hospital Casualty Department:

Mater Misericordiae Hospital

Annerley Road, South Brisbane

Telephone: (07) 3840 8111

EVACUATION PROCEDURES

In the case of an emergency in the Centre, please stay calm. Please follow the instructions given by BCEC staff who are fully trained for an emergency situation. Security and Building Services staff are qualified First Aiders.

The Centre has a 2-alarm system, which is as follows:

1st alarm sound... BEEP BEEP

This is a stand-by alarm. Do not evacuate the room but be prepared if evacuation becomes necessary.

2nd alarm sound... WHOOP WHOOP

This is the evacuation alarm, which is followed by a PA message. This message will tell you what level of evacuation is occurring, for example: a room, floor or the whole building. Please use the nearest exit and do not use the lifts in the event of a fire.

If we do need to evacuate, all exits are clearly marked with exit written in green. Centre staff will direct you to a Safe Assembly area.

FIRE REGULATIONS & FIREPROOF MATERIALS

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.

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.

ELECTRICAL EQUIPMENT

All portable electrical equipment, appliances and leads used on the BCEC site must be tested and tagged in accordance with Australian Standard 3760 and WH&S Act 2011. Any electrical equipment found not tested will have to be tested immediately or removed from the Centre. For safety reasons, double adaptors are not to be used in the Centre.

Where an Exhibition has demonstrations using portable electrical equipment, a work permit needs to be submitted to the BCEC Safety Department.

Any person who suffers an electric shock from any piece of electrical equipment MUST report the incident IMMEDIATELY to the Centre's Security Department by dialling (8) on a wall phone.

FOOD & BEVERAGE SAMPLING (DEADLINE 3RD SEPTEMBER)

Only BCEC Management and its representatives are entitled to (and Hirer will not) bring into or provide or sell in the event facilities or the centre, food and beverages (whether alcoholic or not). However, if the nature of the event is such as to require it, exhibitors at an event conducted by the Hirer may distribute food samples to visitors or guests at the Event with the prior written approval of BCEC Management (which will not be unreasonably withheld). Exhibitors at Food & Beverage related events wishing to provide samples at BCEC must obtain prior approval from the Food & Beverage Service Director and/or Executive Chef. Clients without prior approval will not be able to provide samples. A food & beverage sampling approval form should be submitted through the online Exhibitor Portal. Once permission has been granted, the exhibitors must comply with legislative requirements, including acquiring a Temporary Food Stall Licence from Brisbane City Council (BCC). Please note the conditions of supply of liquor is governed by the Qld Liquor Act and Regulations. The sampling activity must be the core business of the exhibitor, either demonstrating a food product or equipment. The sample must be given away free of charge to the patron.

Further:

- Items are those which registered members of the association buy wholesale in the normal conduct of business, or are produced by equipment used in the normal conduct of their business.
- Liquid portions should not exceed 30% of what would be considered to be standard serving size
- Solid food should be no larger than bite size; and
- The exhibitor must be fully self-sufficient in this endeavour, particularly in relation to the Health Regulations outlined on the following page.

FLOOR LOAD WEIGHT LIMITS

All floor areas within the BCEC have specified loading limits per square meter. Any equipment or item to be displayed, or used during an event weighing more than 500 kilograms must be assessed prior to the item or equipment being positioned. A current permit must be held for items over 500 kilograms, and BCEC requires the following information in advance of the commencement of the build:

- The dimensions of the base of the item;
- The gross weight of the item;
- A picture or diagram of the item; and
- An indication on the floor plan where the item is to be located.

MOTOR VEHICLES DISPLAYS

All vehicles must be supplied with a drip-tray. The vehicle keys are to be left with Security Control, unless alternate arrangements have been made with the Event Planning Manager. All vehicles displayed on a gradient (e.g. one set of wheels on a ramp) are to be locked and no access to be granted unless removing the vehicle from the display. If the display has the vehicle totally off the floor level, chains or straps for added safety must also secure the vehicle. A Vehicle Display permit is required to display vehicles at BCEC.

DEMONSTRATION OF EQUIPMENT

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.

TEMPORARY STRUCTURES & CUSTOM STANDS (DEADLINE 27TH AUGUST)

All temporary structures will be professionally designed, structurally sound and will contain reasonable provision for:

- Safety of persons to be accommodated in the event of fire, including means of egress.
- Prevention of fire.
- Suppression of fire.
- Health of persons accommodated.
- All structures over 2.4 meters in height, where persons either staff or guests gather, must be certified by an engineer.
- Patrons must give consideration for wheelchair access to the Stand (Building Code of Australia – Section D3.3).

The reduction of the existing level of fire protection is not permissible. Designers and builders have an obligation to design and construct to these principles and any relevant standards or legislation while meeting the special needs of their client. Stands over 18sqm where roofing is fitted must have a “Smoke Detection Device” and have a fire extinguisher installed. The recommended material for the roofing is “shark tooth” type material that allows water penetration from sprinklers and fire canon.

All custom stands must be approved by the Brisbane Convention & Exhibition Centre safety department. Please ensure that you discuss this with your custom stand builders if applicable. All custom stands plans are to be sent to exhibitorservices@bcec.com.au for approval at least 14 days prior to the event bump in. The stand design must include the stand name, number and all measurements so the safety team can assess accordingly.

COMPETITION & GAMING REGULATIONS

Any competition, trade promotion or art union conducted at or in conjunction with an exhibitor's stand must comply with the Charitable and Non-Profit Gaming Act 1999, Regulations and Rules (Qld). For more information on conducting a competition, trade promotion or art union, exhibitors should contact:

Queensland Office of Liquor and Gaming Regulation

Telephone: (07) 3872 0999 A/H (07) 3210 2906

STORAGE

As limited on-site storage facilities for packing materials and boxes are available, it is recommended that exhibitors keep packing materials to a minimum. Exhibitors may not leave boxes and packing materials in the Exhibition Display Area during the event.

SECURITY

BCEC Security Officers will maintain security throughout the building. Whilst every reasonable precaution is taken, the organisers and the BCEC accept no responsibility for any loss or damage occurring to persons or property at the Exhibition.

INFORMATION DESK

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.

Evacuation Procedures - Brisbane Convention & Exhibition Centre

EVACUATION PROCEDURES

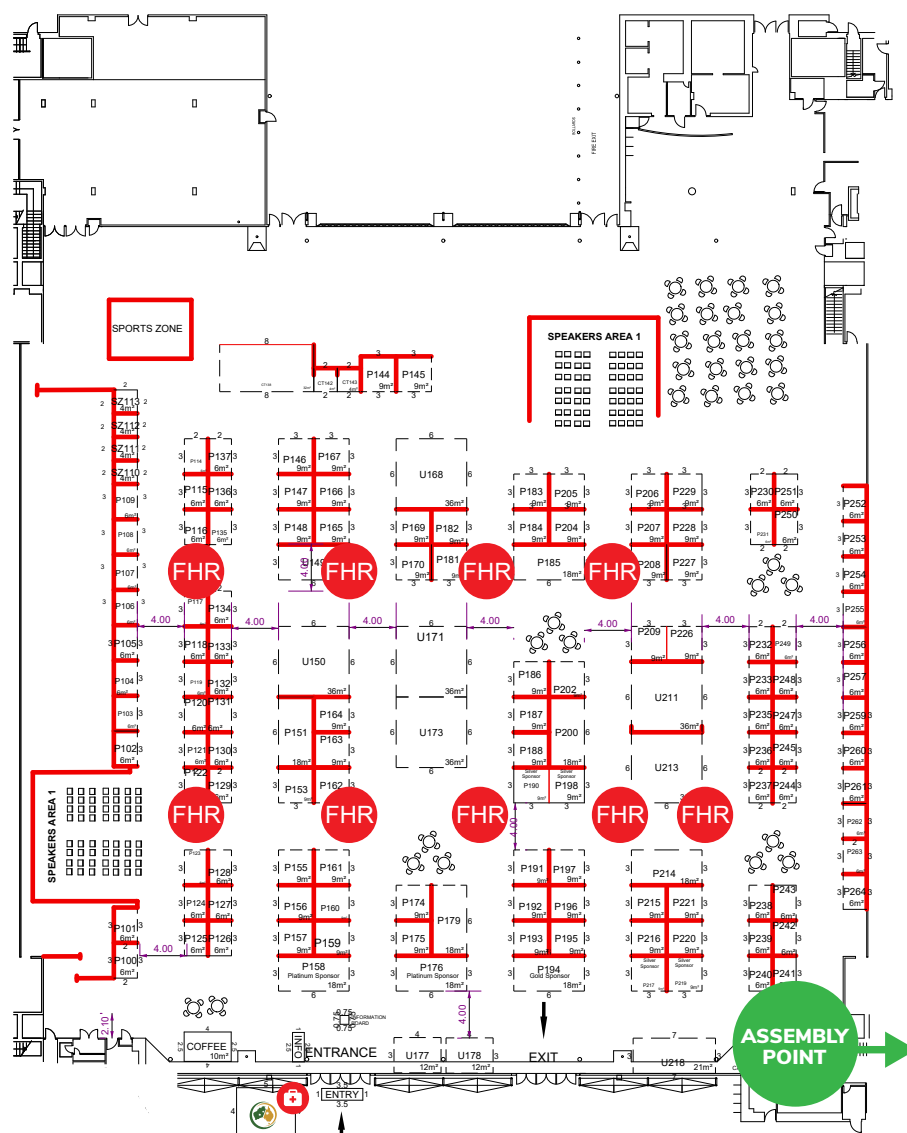
- FOLLOW ALL INSTRUCTIONS GIVEN BY WARDENS OR FIRE OFFICERS.
- LEAVE IMMEDIATELY BY THE NEAREST SAFE EXIT.
- MOVE QUICKLY, DO NOT RUN.
- IF POSSIBLE CLOSE DOORS BEHIND YOU.
- REPORT TO YOUR DESIGNATED ASSEMBLY AREA.
- ADVISE A WARDEN IMMEDIATELY IF YOU ARE AWARE OF PEOPLE TRAPPED IN THE BUILDING.
- DO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

SAFETY CONSIDERATIONS




- R** REMOVE PERSONS FROM IMMEDIATE DANGER.
- A** ALERT NEARBY STAFF AND MEMBERS OF THE PUBLIC AND DIAL 000.
- C** CONFINED FIRE AND SMOKE. CLOSE WINDOWS AND DOORS (IF SAFE). KEEP LOW, UNDER THE SMOKE.
- E** EXTINGUISH AND CONTROL THE FIRE (IF SAFE TO DO SO)

LEGEND

-  FIRE HOSE REEL
-  ASSEMBLY POINT
-  FIRST AID
-  REGISTRATION DESK



Australian Events Contact Details

-  **Freecall 1800 671 588** During business hours (8:30am to 4:00pm) Monday to Friday (excluding public holidays)
-  PO Box 307, Drayton North QLD 4350
-  **australianevents.com.au**

Event Links

CareExpoBrisbane.com.au  **CareExpo**  **CareExpoBris**