



# 85TH WIOA VICTORIAN WATER INDUSTRY OPERATIONS CONFERENCE & EXHIBITION



## EXHIBITOR INFORMATION PACKAGE

**BENDIGO EXHIBITION CENTRE**

Prince of Wales Showgrounds  
Holmes Road, North Bendigo, VIC 3550

**28 & 29  
FEBRUARY 2024  
BENDIGO, VIC**



**PRIME SPONSORS**



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# 1 KEY DATES & DETAILS

Date	Item	Description	✓
Thursday 25th January 2024	Pay for site	All sites must be paid for IN FULL prior to the Conference. WIOA reserves the right to reallocate any exhibition site if payment is not received by the due date.	
	Insurance	All Exhibitors must supply a Certificate of Currency showing details of Public Liability Insurance to a minimum insured value of Ten Million Australian Dollars (AUD\$10,000,000).	
Friday 9th February 2024	Event Mobile App Information	<ul style="list-style-type: none"> <li>All exhibiting companies are asked to provide information to be included in the event Mobile App.</li> <li>Information can be submitted online <a href="#">here</a></li> </ul>	
	Fascia form to Harry the Hirer	ALL Exhibitors must complete and return the fascia details form to Harry the Hirer regardless of whether any furniture is hired.	
	GEL Events	ALL Exhibitors requiring freight transport services from GEL Events must complete and return order forms to GEL events	
Friday 16th February 2024	Exhibitor Registration and meal bookings Book Meals	<p>You may register as many staff as you like (does not include any meals).</p> <ul style="list-style-type: none"> <li><a href="#">Register online here</a></li> <li>Using the Promo Code: <b>WIOAVIC2024</b></li> </ul> <p>All attendees at the exhibition must wear an official WIOA name tag. All exhibitor details (name, phone, and email) will be provided to Delegates.</p> <ul style="list-style-type: none"> <li>No meals are included in the exhibition site registration fee.</li> <li>Each Exhibitor will need to be registered individually and have any meals purchased allocated to them.</li> <li>Do not purchase different tickets for the same individual</li> </ul> <p><b>Only with the Promo Code above will Exhibitors be able to view, select and purchase special meal options available to Exhibitors.</b></p>	
Friday 23rd February 2024	Furniture and rigging bookings	ALL Exhibitors requiring furniture or fittings must complete and return order forms to Harry the Hirer.	
	Pack hi-vis vests	All Exhibitors must wear closed shoes and hi-visibility vests during bump in and bump out.	
Monday 26th February 2024	Exhibition Sites Assembled	<b>NO EXHIBITOR ACCESS</b> (custom site builds with WIOA's prior approval 1pm - 6pm)	



## REGISTER HERE

for the 2024 Victorian Water Industry Operations Conference & Exhibition


Date	Item	Description		✓
Tuesday 27th February 2024	Register and Bump In	Exhibitor registration and bump in.		
		<ul style="list-style-type: none"> <li>No access prior to 1.00pm and the venue will close strictly at 6.00pm.</li> <li>High visibility vests/tops to be worn, and closed in footwear.</li> </ul>		
		8.00am	Forklift & driver available for deliveries.	
		1.00pm	Exhibitor registrations open.	
		1.00pm	Sites available for set up after registering.	
		1.30pm to 4.30pm	Exhibitors MUST attend an induction that will occur hourly & QR codes will be scanned.	
		4.45pm to 6.00pm	Welcome reception drinks & nibbles in the exhibition area, including heats of the Ixom Best Tasting Tap Water in Victoria Competition. All welcome.	
		6.00pm	Strictly all exhibition access closes.	
	Freight deliveries and collection	ALL Exhibitors must ensure their equipment is delivered on <b>Tuesday 27th February</b> and collected no later than <b>2:00pm Friday 1st March</b> .		
Wednesday 28th February 2024	Conference Day 1	8.30am to 5.00pm	Exhibition hours.	
		12.30pm to 1.30pm	Exhibitor Lunch and VIC Best Tasting Tap Water Final.	
		6.30pm to 7.30pm	Pre-Dinner drinks in exhibition area.	
		7.30pm to 10.30pm	Meet the Exhibitors Dinner.	
Thursday 29th February 2024	Conference Day 2	8.30am to 4.00pm	Exhibition hours.	
		12.30pm to 1.30pm	Exhibitor Lunch.	
		1:00pm	Intelligent Water Networks announce winner of IWN Competition.	
		3.30pm	Individual site prizes announced.	
		4.00pm	Pack up small items - hand carry only (no forklifts inside, some loading outside).	
		6.30pm to 7.30pm	Pre-Dinner drinks in exhibition area.	
		7.30pm to 11.00pm	2024 WIOA Victorian Awards Dinner.	
Friday 1st March 2024	Bump Out	Exhibitors to have all items and freight completely removed from the venue by 2.00pm.		
		8.00am to 2.00pm	Forklift & driver available to load equipment and freight.	
		9.00am	ALL items to be packed up and removed from exhibition sites.	
		2.00pm	ALL items, freight and equipment removed from venue.	

## 2 ABOUT THE EVENT & CONTACTS

The Water Industry Operators Association of Australia (WIOA) along with a number of partnering organisations and industry sponsors will stage the 85th Annual WIOA Victorian Water Operations Conference and Exhibition in Bendigo in 2024.

Exhibition Free Entry	Entry to the exhibition is FREE which allows allied industry personnel such as plumbers, trade waste, mining, food and beverage employees and contractors access to the exhibition.
Technical Program	The conference technical program will provide key information for anyone interested in the operational side of the water or wastewater industry. Importantly, the papers presented at past events are not only about water or wastewater treatment, but cover a wide range of topics.
Conference and Exhibition Format	<p>The exhibition complements the technical program by providing an opportunity for the Delegates and Visitors to discuss with suppliers the latest water industry developments and see state-of-the-art technology on display.</p> <p>The social activities and interaction between Exhibitors and Delegates provides excellent opportunities to gain important contacts within the water industry.</p>
<p>Conference Organisers</p> 	<p>Water Industry Operators Association of Australia Ltd (WIOA) (ABN 83 123 468 422). WIOA is responsible for:</p> <ul style="list-style-type: none"> <li>• Allocation of exhibition sites and the invoicing of Exhibitors for the exhibition site and meals</li> <li>• Conference program and coordination of the conference</li> <li>• Supply of equipment for the use of Exhibitors to bump in/out including forklifts, trolleys and pallet jacks</li> <li>• Event advertising and the coordination of all event sponsorship</li> </ul> <p><b>Key contact/s</b></p> <ul style="list-style-type: none"> <li>- Glenn Alford, Manager, Membership, Sponsor and Exhibitor Support, email <a href="mailto:glenn@wioa.org.au">glenn@wioa.org.au</a> or call 0480 414 256</li> <li>- Katy O'Sullivan, Manager, Communications and Events, email <a href="mailto:katy@wioa.org.au">katy@wioa.org.au</a> or call 0433 721 993</li> <li>- For general enquiries contact <a href="mailto:info@wioa.org.au">info@wioa.org.au</a></li> </ul>
<p>Exhibition Equipment Supplier</p> 	<p>Harry the Hirer Pty Ltd (ABN 78 004 959 362). Harry the Hirer is responsible for:</p> <ul style="list-style-type: none"> <li>• Supply and construction of all sites including fascia signage/company names</li> <li>• Supply and installation of all power &amp; lighting including 3 phase (on request in advance)</li> <li>• Supply, delivery and invoicing of furnishings and associated equipment supplied to Exhibitors</li> <li>• Supply and delivery of custom carpet</li> <li>• Upgrades &amp; custom stand design &amp; construction</li> </ul> <p><b>Key contact</b></p> <ul style="list-style-type: none"> <li>- Ben Vandenberg, email <a href="mailto:benv@harrythehirer.com.au">benv@harrythehirer.com.au</a> or call 03 9429 6666 or 0410 770 446</li> </ul>



<div>GEL events</div> <div></div>	<p>GEL Events has been designated as the official supplier for transport services and onsite services, replacing the in-house WIOA team and volunteers in forklifting freight and onsite handling for the first time in 2024.</p> <p>GEL Events also provides freight transportation services which you can book directly through the form too, however it is not compulsory to use them for transport.</p> <p>Please note there are no additional charges to you for onsite handling of your equipment and freight. Additional costs are only for courier and transport services.</p> <p><b>Key contact</b></p> <p>- Chris O'Sullivan, email <a href="mailto:chris@gelevents.com.au">chris@gelevents.com.au</a> or call 1300 013 533 or 0418 178 688</p>
<div>Venue</div>	<p><b>Bendigo Exhibition Centre</b> Prince of Wales Showgrounds, Holmes Road, Bendigo VIC 3550.</p>

### 3 PAYMENT FOR SITES

All site fees must be paid in full no later than **Thursday 25 January 2024**.

There is usually a waiting list of companies for this event. WIOA reserves the right to reallocate sites not paid in full by this date.

It is a requirement of all companies reserving a site to read the WIOA Terms and Conditions and Cancellation Policy for Exhibitors.

#### Exhibitor Cancellation / Refund Policy


All exhibitor cancellations must be made in writing to WIOA by email to [accounts@wioa.org.au](mailto:accounts@wioa.org.au)

Cancellation Terms	Refund / Administration Fees
+ 60 days prior to the event	Full refund less Administration Fee of 10% of the exhibition site value
30 to 60 days prior to the event	Full refund less Administration Fee of 20% of the exhibition site value
Within 30 days of event	No refund

### 4 INSURANCE

All Exhibitors are required to have Public Liability Insurance to a value of not less than Ten Million Australian Dollars (AUD\$10,000,000). A certificate of currency confirming this insurance must be lodged with WIOA prior to the commencement date of the Exhibition. Exhibitors will be refused entry to the Exhibition Sites until all insurance requirements are satisfied. Please forward your certificate to [info@wioa.org.au](mailto:info@wioa.org.au).

# 5 REGISTRATION, NAME TAGS & MEALS

Exhibitor Registration	<ul style="list-style-type: none"><li>• All Exhibitors attending in person must be registered prior to Friday 16th February, 2024.</li><li>• All exhibitor details (name, phone, and email) will be provided to Delegates.<ul style="list-style-type: none"><li>» <a href="#">Register online here</a></li><li>» Using the Promo Code <b>WIOAVIC2024</b></li></ul></li></ul>	
Name Tags	<ul style="list-style-type: none"><li>• All event attendees must wear an official WIOA name tag.</li><li>• The name tags now incorporate a QR code for tracking attendance and meal purchases.</li><li>• The name tags of all persons entering the exhibition will need to be scanned each day.</li></ul>	
Book Meals	<ul style="list-style-type: none"><li>• No meals are included in the exhibition site registration fee.</li><li>• All meals purchased must be allocated to an individual attendee as they are recorded on the QR code on their Name Tag.</li></ul> <p>When booking meals via the website, the promo code ‘WIOAVIC2024’ will reveal the various hidden options to purchase meals.</p> <div><p><b>Receive 10% when you purchase the full meals package!</b> Includes morning and afternoon teas, lunches and dinners across the two days.</p></div>	

# 6 EVENT APP


## Exhibitor Information for the Event App



All exhibiting companies are asked to provide information to be included on the Mobile App that is being used for this event prior to Friday 9 February 2024.

You can include your company logo, contact information, company profile (250 words) and social media links. Information can be submitted [online here](#)


## Download the event app direct to your phone

1. Download Elements Events Portal in your app store
2. Enter event code: WIOAVIC2024





EVENT APP SPONSORED BY

**Endress+Hauser** 

People for Process Automation

## 7 EXHIBITION SITE DETAILS

### Site Build - Harry the Hirer

Harry the Hirer (Harry's) has been appointed as the contractor for the supply of the sites, furniture and all electrical installation for the exhibition. Harry's will send each exhibitor a separate pack containing a catalogue, prices of all equipment and furniture available for hire, and order forms for signage. Due to tight time constraints during set-up and bump in, it is important to inform Harry's of your requirements prior to the Conference week. Any on-site changes to fascia's or lighting may incur an additional charge.

**All exhibit material and furniture must be kept inside the perimeter of the assigned exhibition site at all times.**

<b>Exhibition Sites Dimensions and Walls</b>	<ul style="list-style-type: none"> <li>All sites are nominally 3x3m with 2.4m high walls.</li> <li>Screws, nails, bolts, glue, paint and double sided adhesive tape which will damage the panels, are not to be used.</li> <li><b>Please note that the booth style has changed in 2024. Contact Harry's for more details.</b></li> </ul>
<b>Upgrade options</b>	<ul style="list-style-type: none"> <li>Variety of panel finishes</li> <li>Printed wall panels</li> <li>Printed fabric banner inserts</li> <li>Fabric fascia inserts</li> <li>Wall shelving</li> <li>Slat walling</li> <li>Clothing rails</li> <li>Inbuilt cabinets</li> <li>Raised floors</li> </ul>
<b>Lighting within Exhibition Sites</b>	<ul style="list-style-type: none"> <li>Spotlights will be track mounted and fitted to the back of the fascia of all sites.</li> <li>Each site will be supplied with 2 x 70 watt enviro spotlights per 9m<sup>2</sup> of booth area.</li> </ul>
<b>Power</b>	<ul style="list-style-type: none"> <li>Each site will be supplied 1 x 4amp power point located in the rear corner of the site unless otherwise specified.</li> <li>Additional spotlights, power points and 3 phase power are available at an additional cost. Orders must be placed directly with Harry the Hirer.</li> <li>It is highly recommended that equipment sensitive to supply fluctuations be protected with appropriate surge protection devices.</li> <li>All portable electrical equipment, appliances and leads must be tested &amp; tagged in accordance with OH&amp;S Regulations and Australian Standard 3760,2010.</li> <li>Equipment manufactured for overseas ratings such as 210V &amp; 60Hz, not meeting the above criteria are strictly not permitted.</li> </ul>
<b>Signage/Fascia</b>	<ul style="list-style-type: none"> <li>The clear height under the fascia is 2100mm.</li> <li>The company name style is uniform. Names will be printed in upper and lower case 100mm high in WHITE lettering on a coloured background.</li> <li>One company name will be provided for each open side of shell scheme sites.</li> <li>Each site sign will be a maximum length of 30 characters including spaces.</li> <li>Additional or customised signage can be arranged with Harry the Hirer and will be charged directly to individual Exhibitors.</li> <li>Stand Signage Forms must be completed and returned to Harry's by <b>Wednesday 9 February 2024</b>.</li> </ul>



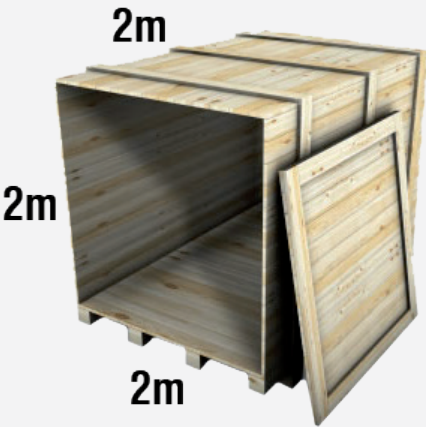
Carpet	<ul style="list-style-type: none"><li>The area beneath each site and the meals area will be covered with carpet. Walkways will not be carpeted.</li></ul>
Furniture / Audio-visual / Rigging	<ul style="list-style-type: none"><li>For other services please complete the Harry's Furniture, Audio-visual or Rigging Order Forms and return to Harry's by <b>Friday 23 February 2024</b>.</li></ul>

Other - WIOA

Test & Tagging Service	<ul style="list-style-type: none"><li>A Test &amp; Tag company will be on site on Wednesday morning to test &amp; tag all electrical items. During the bump in Exhibitors are asked to identify items that are required to be tested and tagged. The cost of testing and tagging any items will be paid by Exhibitors.</li></ul>
Custom Sites Construction	<ul style="list-style-type: none"><li>Exhibitors wishing to use a custom built exhibition site are required to seek and obtain prior approval from WIOA.</li><li>Custom builds can commence after 1.00pm on <b>Monday 26 February 2024</b> but only with prior approval from WIOA.</li><li>Site dimensions must not exceed the assigned site space allocated.</li></ul>
Display Material Outdoors	<ul style="list-style-type: none"><li>Access to outdoor space will only be granted to Exhibitors who have sought prior written permission from WIOA.</li><li>It is the responsibility of the exhibitor to ensure that their equipment is secure and appropriately weather proofed.</li><li>WIOA will not accept any claims for damage caused to items on display in outside areas.</li><li>You may incur an additional charge for outdoor display material, subject to WIOA discretion.</li></ul>



New site design for 2024.



Crates should be limited to 2m<sup>3</sup> in size on any individual item of equipment being bought inside the venue.

## 8 THE VENUE

This years event will be held at **Bendigo Exhibition Centre, Prince of Wales Showgrounds, Holmes Road, Bendigo VIC 3550.**

<b>Venue Requirements</b>	<p>In addition to WIOA's standard requirements for participating in the exhibition, there are some other conditions applied by the venue management.</p> <p>WIOA must be notified, and the venue must approve proposals by any companies to utilise any of the following as part of their exhibition site:</p> <ul style="list-style-type: none"> <li>• All rigging required for the construction of custom or other sites.</li> <li>• All displays involving vehicles entering the exhibition area.</li> </ul>
<b>Limits on Size &amp; Weight of Exhibition Equipment</b>	<p>The floor at the Exhibition Centre is concrete and vehicles, including forklifts, are permitted to operate on the floor. As such, the only weight limits applicable to equipment is that of the lift capacity of the forklift (1 tonne).</p> <p>Crates should be limited to 2m<sup>3</sup> in size on any individual item of equipment being bought inside the venue. Although they can be delivered close to the site, bulky/large items need to be able to be manoeuvred into place manually by the Exhibitor.</p>
<b>Displays Requiring Use of Water</b>	<ul style="list-style-type: none"> <li>• We understand some companies use water in active displays of products. Under no circumstances will water be permitted to be discharged to the floor anywhere inside the venue.</li> <li>• Water will be required to be bucketed in and out of the exhibition hall and Exhibitors wishing to set up active displays must liaise with event organisers.</li> <li>• Any equipment to fill tanks or to allow water to be drained from displays after the event must be supplied by the Exhibitor.</li> </ul>
<b>Internet Access</b>	<ul style="list-style-type: none"> <li>• The venue does not provide WiFi or broadband access and WIOA will not be providing an internet facility at the event.</li> <li>• Exhibitors wishing to access the internet within their site must provide their own internet connection.</li> </ul>
<b>Cleaning &amp; Crate Storage</b>	<ul style="list-style-type: none"> <li>• Event organisers have arranged for all the carpeted areas to be kept clean during the event.</li> <li>• There is limited space behind some sites for storage of packaging, pallets, and delivery boxes. The rest will be stored in an adjacent shed. When empty, crates, boxes, and pallets requiring storage should be delivered back to the main loading door. WIOA staff will arrange for them to be stored and then returned to the loading dock on Thursday during the bump out.</li> </ul>
<b>Car Parking</b>	<p>There is ample free car parking available close to the venue for the use of Exhibitors and Delegates.</p>

## 9 EQUIPMENT & FREIGHT DELIVERIES

### Access to Site

After registering at the foyer desk, Exhibitors can access the exhibition hall: **Tuesday 27th February 2024 after 1.00pm**

### Deliveries to Site

All Exhibitors must liaise with their freight company to have all equipment delivered to the venue during the following times:

**Monday 26 February 2024** between 12.00noon and 5.00pm.

**Tuesday 27 February 2024** between 8.00am and 5.00pm.

**A forklift and operator will be available to receive equipment deliveries during these times only.**

Venue staff have been instructed to turn away any trucks or couriers attempting to deliver items before the event, or outside of these times.

The venue and the event organisers accept no responsibility for the safety of exhibitor's vehicles, their contents and the exhibitor's goods and equipment and will not be held liable for any injury, loss or damage of any nature caused to Conference participants or equipment. Please ensure that all equipment is insured.

- All freight delivered to the site must be clearly and prominently labelled with the company name and exhibition site number.
- All freight is to be marked in multiple places to facilitate ease of identification
- To avoid damage to the venue floor, only **WIOA approved persons will be permitted to operate pallet jacks** inside the venue.
- It is the responsibility of each Exhibitor to ensure that transport companies delivering their equipment are aware of the delivery schedule. Collection of any items placed into storage at a local depot must be re-organised by your company.

WIOA will not be responsible for any damage caused to equipment during the unloading, loading, or relocation process. All Exhibitors should arrange appropriate transport insurance for their items.

### Local Freight Storage - Pickering Transport

If your freight company cannot guarantee they will deliver your equipment to the site on **Monday 26 February 2024 between 12.00noon and 5.00pm** or on **Tuesday 27 February 2024 between 8.00am and 5.00pm**, Pickering Transport Group are prepared to receive deliveries at their depot and store items for the exhibition on the Thursday, Friday and Monday prior to the event and will deliver them to the venue on the **Tuesday 28 February 2024**. If it is not able to be collected from the site between **8.00am and 2.00pm on Friday 1 March 2024**, Pickering Transport Group can also pick up your equipment and store it after the event for collection by your freight company.

There will be a charge involved for this service and Exhibitors would need to discuss this directly with Pickering Transport Group. Any items left at the site after **2.00pm Friday 1 March 2024** will be sent to Pickering Transport Group. It will be the responsibility of the exhibitor to arrange the collection of their items from this location and pay any associated fees.

#### Key contact

- Natalie Carroll or Samuel Porter, email [bendigo@ptg.com.au](mailto:bendigo@ptg.com.au) or call 03 5448 6200

### Official Freight Partner - GEL Events

GEL Events has been designated as the official supplier for transport services and onsite services, replacing the in-house WIOA team and volunteers in forklifting freight and onsite handling for the first time in 2024.

GEL Events also provides freight transportation services which you can book however it is not compulsory to use them for transport.

**You can book this service here**

## 10 BUMP IN

The Exhibition area is considered a “construction site” whilst the sites are being assembled and there will be **NO EXHIBITOR ACCESS before 1.00pm on Tuesday 27 February 2024** without prior approval.

All exhibiting companies are required to designate an individual to be their responsible health and safety representative.

All Exhibitors are required to attend one site induction session. These sessions will be conducted hourly at the main stage from 1:30pm - 4:30pm on **Tuesday 27 February 2024**.

- Bump in is permitted after registering from **1.00pm to 6.00pm on Tuesday 27 February 2024**. The Exhibition Hall will be closed from 6.00pm.
- A limited number of upright trolleys and flatbed trolleys will be available for the use of Exhibitors.
- Pallet jacks will not be available for exhibitor use. To avoid damage to the venue floor, **only WIOA approved persons will be permitted to operate pallet jacks inside the venue**. They are likely to be in high demand.
- The main roller door at the loading dock will be a designated **FORKLIFT ONLY** access area for the bump in and out.
- Exhibitors should ensure that the erection of materials to all sites is completed no later than 8.00am on the **Wednesday 29 February 2024** in readiness for a 9.00am conference start.

**FOR YOUR SAFETY ALL EXHIBITORS  
MUST WEAR CLOSED SHOES AND HI-VISIBILITY VESTS  
WITHIN THE VENUE DURING BUMP IN AND BUMP OUT**

## 11 BUMP OUT

The Conference technical sessions formally close at **5.00pm on Thursday 29 February 2024**. No exhibition sites are to be dismantled prior to 4.00pm on Thursday.

- Hand carry items may be removed from the venue after 4.00pm.
- The forklift **WILL NOT** be available to load equipment inside the venue on Thursday evening but will operate outside for a limited period. Exhibitors **MUST** arrange transport to collect ALL equipment requiring loading by the forklift between the hours of 8.00am and 2.00pm on Friday.
- Any items left at the site after **2.00pm Friday** will be sent to the local freight storage company. It will be the responsibility of the Exhibitor to arrange the collection of their items from this location and to pay any associated fees.
- Harry the Hirer staff shall commence dismantling the sites from **7.00am on Friday**. All sites are required to be packed up and all items removed no later than **9.00am on Friday morning**. Venue staff and the event organisers take no responsibility for the packaging of any equipment.
- All equipment requiring loading by a forklift should be repackaged and delivered by the exhibitor to the designated loading area. This equipment must have a consignment note or details of which transport company will be collecting it clearly displayed.
- WIOA will charge a \$550 (incl GST) handling fee for any freight left at the venue without correct paperwork attached.

**Remember to provide your staff with pickup/consignment notes and return address labels and make sure you book your freight company in advance. Please print off spare copies of the return consignment details form, as provided in the appendix of this manual.**

## 12 SECURITY

Once the Conference commences, it is essential that all Exhibitors, their staff, Delegates and exhibition Visitors wear a personalised WIOA Conference name tag.

- Entry to the exhibition area will require a Conference name tag.
- Name tags will be made for all attendees who register.
- Name tags can be collected from the registration desk after 1.00pm on **Tuesday 27 February 2024**.
- There will be no access to the venue outside exhibition hours.
- WIOA has arranged security guards to be on-site during the Conference.
- It is recommended that all equipment or items used in the exhibition be insured.

Venue staff and the event organisers take no responsibility for the security of any equipment, personal items and/or computers during the event.

**We recommend companies with valuable equipment either organise lockable cupboards or remove valuable equipment at the end of each day.**





# 13 SOCIAL AND CATERING

To provide maximum opportunities for interaction between Exhibitors and Delegates, the area in the centre of the exhibition hall will be used for all meals and social activities during the event.

Welcome Reception	All registered Exhibitors and Delegates are invited to join in an informal Welcome Reception sponsored by Iplex Pipelines, comprising drinks and nibbles from 4.30pm to 6.00pm on the Tuesday evening. Heats of the Ixom Best Tasting Tap Water in Victoria Competition will also be held during the Welcome Reception.
Conference Dinners	There are two separate dinners attached to the Conference with entertainment to energise each night. <ul style="list-style-type: none"><li>Wednesday night is the Meet the Exhibitors Dinner - sponsored by Alliance Automation, an informal evening allowing Exhibitors and Delegates to network.</li><li>Thursday night is the Conference Awards Dinner - sponsored by Xylem, a more formal event with a fully serviced two course dinner.</li></ul>
Pre-Dinner Drinks	A pre-dinner drinks session of one hour each will be held immediately prior to both Conference dinners. Exhibitor participation in the pre-dinner drink sessions is conditional on attendance at the dinners.
Catering	<ul style="list-style-type: none"><li>Exhibitors are reminded that no meals are included in the exhibition site registration fee.</li><li>All meals must be purchased prior to Friday 16 February 2024.</li><li>No refunds will be provided for the cancellation of any meals after Friday 16 February 2024.</li></ul>
Supply of Alcohol from Exhibition Sites	<b>Supply of Alcohol from Exhibition Sites</b> Exhibitors must not supply alcohol from their site.





# 14 OTHER ITEMS

Accommodation	Exhibitors and Delegates are responsible for booking their own accommodation and organising their own transport to and from the Conference venue during the day.
Marketing, Advertising and Promotion of the Exhibition	WIOA will provide a complete promotional media kit which includes flyers and graphic for Exhibitors to share. More information can be found <a href="#">here</a>
Use of Promotional Models, Mascots & Alternative Engagement Ideas	<p>Exhibitors often use novel ways of engaging with attendees at our events. WIOA requests that companies that intend to use different approaches, promotional models or mascots, gain approval from WIOA prior to the event.</p> <p>All enquiries should be directed to <a href="mailto:info@wioa.org.au">info@wioa.org.au</a>.</p> <p>Exhibitors and their representatives should only distribute promotional material from their site. It is not permitted to hand out material from anywhere else inside or outside the venue.</p>

## HELP MAKE THIS EVENT A SUCCESS

A promotional media kit will be supplied to all Exhibitors, sponsors and WIOA event partners. Please promote this event to your networks and help make this event a success!

CLICK HERE TO ACCESS PROMOTIONAL KIT



# 15 COMPETITIONS

Individual Exhibitor Competitions	We encourage Exhibitors to arrange their own competitions or promotions and prizes to engage Delegates. Please note that any packaged alcohol supplied as a result of a competition must not be consumed at the venue. It is your responsibility to make sure the winner receives their prize.
Best Exhibition Site Overall	<p>Exhibitors are reminded that Utility Magazine &amp; WIOA generously sponsor the Ron Bergmeier Award for the Best Exhibition Site Overall.</p> <p>The winner receives a half page colour display advertisement in the next edition of Utility Magazine valued at over \$2,000 along with a 12 month Corporate Membership of WIOA valued at \$320. The prize recognises innovation in presentation and excellence in engagement, and seeks to encourage each exhibition site owner to make an effort that will deliver great results and lasting benefits.</p>
Ixom Best Tasting Tap Water in Victoria	<p>The Ixom Best Tasting Tap Water in Victoria competition is a fun and exciting way to raise awareness of the quality of Victoria’s drinking water and to recognise the efforts of local water service providers in delivering valuable water services to their communities.</p> <p>The award for the Best Tasting Tap Water in Victoria will be judged and presented as part of the Conference with heats held on Tuesday at the Welcome Reception and the Grand Final being held at lunch on Wednesday. The trophy will be presented at the Awards Dinner on Thursday evening.</p>
Main Tapping Competition	<p>The popular and entertaining main tapping competition returns to the Victorian conference.</p> <p>The competition is strictly limited to 8 teams. The prize this year is sponsored by Reece Civil + Viadux and the winning team gets an impressive trophy and the opportunity to nominate a local charity to receive a donation.</p>
Intelligent Water Networks Vic/Tas Operators Trial	Showcase your latest innovation to Operators. Over the two day exhibition, exhibiting companies are all eligible to be nominated by Operators to win an opportunity to work with Intelligent Water Networks for a funded trial at a Victorian or Tasmanian Water Authority. Operators will be invited to nominate Exhibitors with the winning innovation announced at the Thursday Lunch. This sponsored trial by IWN is valued at \$20,000 and is subject to IWN eligibility criteria and discretion.

## Queries

Any queries relating to any points noted in this exhibitor manual, or for anything that is not adequately covered, should be directed to the WIOA office on 03 5821 6744 or email [info@wioa.org.au](mailto:info@wioa.org.au).

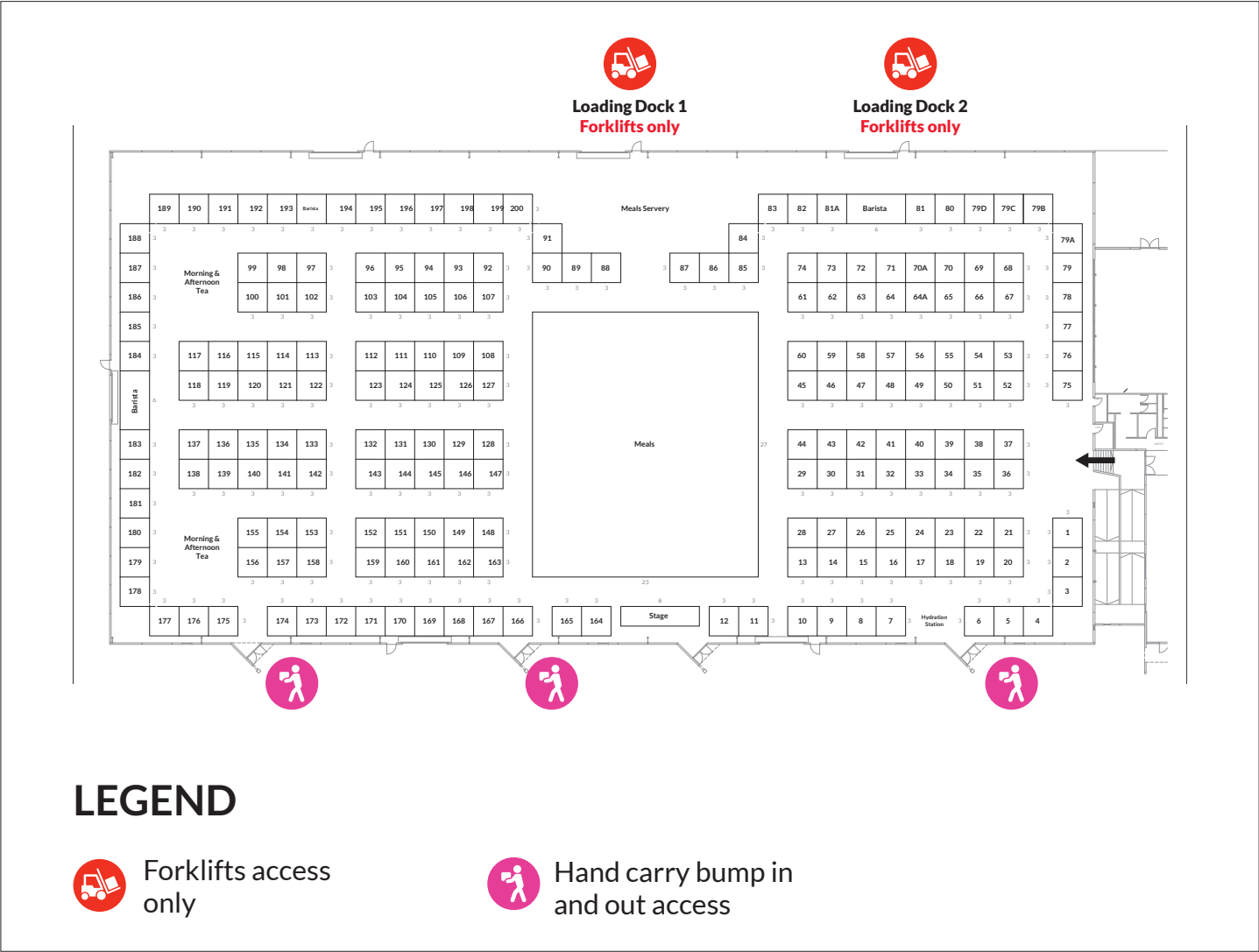


# 16 TERMS, CONDITIONS & CANCELLATION POLICY

You can view this on the conference website at: <https://wioaconferences.org.au/conditions-of-entry/#entry>

# 17 SITE PLAN

Internal  
External



- All vehicles are to enter from Holmes Road.
- Vehicles requiring unloading/loading onto trolleys or hand-carry items will be directed to the 10-min drop off zone
- Vehicles in the 10-min drop off zone will be directed to park parallel to the road and unload/load items only, before moving on to a parking zone.
- Strictly NO parking in the 10-min drop off zone except for accessible parking requirements.
- Semi-trailers, heavy/large vehicles and vehicles containing items requiring forklifting will be directed to the orange exclusion zone.
- GEL Events will manage all forklifting and freight requirements.
- There is strictly NO pedestrian access in the exclusion zone.
- Heavy/large vehicles will be directed to exit at Holmes Road. Smaller vehicles in the exclusion zone may exit from Kookaburra Avenue.
- **Volunteer traffic marshals will help to direct vehicles. Please be patient with our volunteer team as we ensure the safety of all patrons through our new traffic management plan.**



# 18 CONSIGNMENT DETAILS FORM

Company contact details	
<b>Company Name</b> Insert your company name here	
<b>Return Address</b> Insert the return shipping address here	
<b>Contact Name</b> Insert the name of the person from your company responsible for shipping of goods	
<b>Contact Phone No</b> Insert the contact telephone number here	
Freight Company Picking Up	
<b>Freight Company Name</b> Insert the name of your freight company or shipping agent here	
<b>Freight Company Contact number</b> Insert the phone contact of your freight company or shipping agent here	

## 19 CONFERENCE SPONSORS

### Conference Host



### Prime Sponsors



### Major Sponsors



### Award sponsors



### Supporting Sponsors



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E [chris.bland@monkeymedia.com.au](mailto:chris.bland@monkeymedia.com.au)



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## **2024 WATER INDUSTRY OPERATIONS CONFERENCE & EXHIBITIONS**

**VIC**

**28 & 29 FEB**

BENDIGO

**SA**

**10 & 11 APRIL**

MURRAY BRIDGE

**QLD**

**24 & 25 JULY**

SUNSHINE COAST

**NSW**

**TBC NOV**

TBC