



## Our Services | Your Conference Requirements

At DCC we pride ourselves on offering total professionalism in all aspects of conference development, organisation and management activities. The following list of services outlines our general approach to most conferences but all conferences are different and we can adapt our services to meet particular needs.

### Work with the committee

From the outset we work with your committee as the project manager of a team, to define the areas of responsibility, arrange regular meetings, set agendas, create action plans and develop the critical path. Initially we would set up a face to face meeting with the organising committee to establish this relationship. After this, communication can be conducted by regular teleconference and email or further face to face meetings, whichever is more appropriate.

### Venue selection

We can appraise and advise on appropriate venue selection taking into account all the factors that may be important for the conference, such as:

*cost | location | plenary and break out room sizes | catering areas | exhibition areas | AV facilities | disabled access, and access to a range of accommodation options.*

We are experienced in negotiating the best deal on your behalf.

### Finance

In the early stages of planning, a conference budget will be compiled, itemising income and expenditure. This will allow us to advise on the registration fee and the number of delegates needed to break even, as well as the need for income from trade and sponsorship. The budget is revised regularly as the conference program develops. We prefer to keep conference finances separate from DC Conferences Pty Ltd and open a separate account for each conference to ensure transparency and accountability. DCC can act as an agent for GST purposes and produce GST reports through the accounting program MYOB. Regular financial reports are also provided through MYOB.

### Trade exhibition

We are experienced in arranging large-scale trade exhibitions or small tabletop displays. We will appoint an exhibition hire company if required and will advise on the cost of exhibition booths, mail out exhibitor kits, process bookings and receive and receipt monies. We allocate booths and confirm all details with exhibitors regarding their set up and break down.

### Sponsorship

With the committee, DC Conferences will identify potential sponsors and follow up on sponsor leads. We can develop a plan, outlining the areas available for sponsorship (either financial or in-kind) and the benefits this would deliver to sponsors. Apart from ensuring that these benefits are realised, we take great care of conference sponsors and build relationships which become valuable alliances for the future.



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### Graphic design

Our graphic artists are experienced in designing logos, flyers, letterheads, registration brochures, abstract books and signage. This efficient service is very valuable for rapid turnaround and production of conference printed material.

### Marketing to boost registrations

We will work with the committee to devise a marketing plan and identify areas for advertising the conference either by direct mail, at related conferences, through related associations and in journals and newsletters.

### Website

DC Conferences works closely with a website IT technician who can place your conference details on the DCC site or can arrange for a dedicated conference site to be created. We offer online registration and online abstract submission.

### Abstract management

We are able to offer our clients online submission of abstracts via the conference website. The site can also be utilised for online review of abstracts. Alternatively abstracts can be reviewed on a CD, or

emailed as a word document for review as required.

We respond to presenters and correspond with them confirming all details in relation to the time and type of their presentations etc. We also assist in obtaining permission from presenters for paper or PowerPoint publication on websites or on CDs.

### Transport

All transport needs can be arranged through DCC, whether it be flights for speakers, hire cars, buses or ferries.

### Accommodation

We will source a range of accommodation venues; negotiate for excellent rates and for FOC rooms and upgrades. We make block bookings on behalf of the conference then manage the accommodation block until it is passed onto the hotel a few days before the conference. We make sure that VIP, speaker and all other delegate special requests are passed onto the hotel.

### Speaker co-ordination

DC Conferences will correspond and confirm all details with each speaker, taking care to note any special requests. Speakers' accommodation, transport, audio visual, social events and special needs will be arranged. In addition we correspond with speakers and give plenty of notice as to the deadlines for their biographical details, papers and PowerPoint presentations to be with the Secretariat.



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### Audio visual

We will acquire several quotes for audio visual and technical support during your conference. We view this as a vital part of the conference and careful selection of the right operator is critical. We have an excellent relationship with one very experienced AV company, which offers personal service and great value for money. Our long-term clients invariably ask us to use them again.

### Delegates with special needs

Delegates with special needs such as disability access, dietary requirements or hearing problems are discreetly managed and arrangements made to ensure their needs are met.

### Social program and accompanying person program

We can make suggestions for innovative social events and accompanying person programs or work with your committee to enhance its suggestions. Our experience is not limited to any one city or state because DC Conferences has operated in all capital cities and several large regional centres Australia wide. We will make suggestions and can coordinate entertainers and music if required.

### Administration & on site management

Our detailed running sheets produced in the weeks prior to the conference are circulated to DC Conferences staff, Committee and venues so that even the smallest details are not overlooked. We arrange briefing meetings with the AV team, venue staff and any volunteers. We can arrange for the packing of satchels and delegate packs if required. Our tried and true system for registration ensures this is a smooth operation with minimal waiting time. We are on site at all times, monitoring progress and troubleshooting before trouble sets in. We treat all delegates with courtesy and respect and our aim is for delegates to remember the conference as a great experience.

### Post conference

We follow up any outstanding accounts, pay invoices, and provide financial and demographic reports. We ensure that the financial accounts are finalised as soon as possible after the conference and any surpluses are returned to the association. We can place evaluation sheets on the website for online evaluation of the conference then provide you with a summary of these results.