



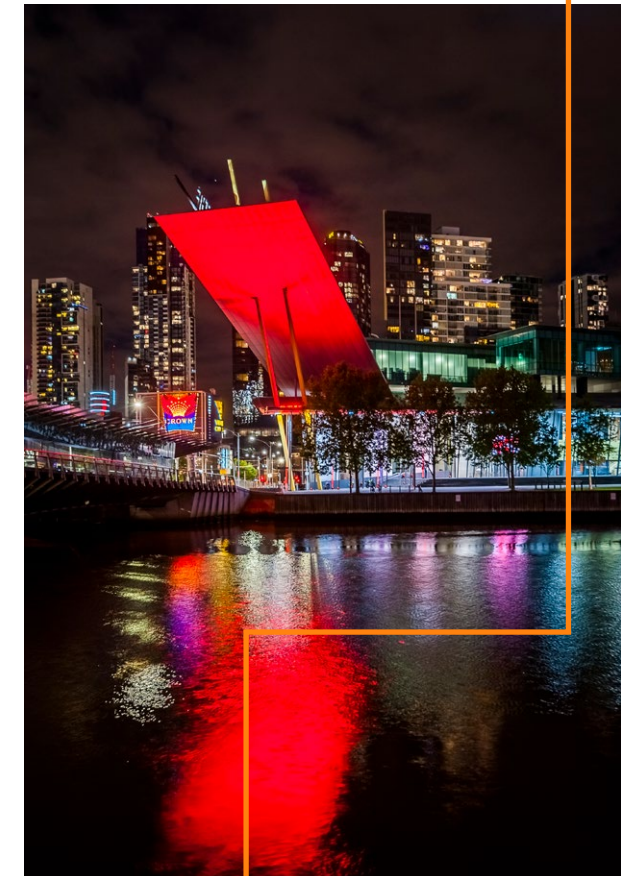
Welcome
Pack

Acknowledgement of Country



Built on the banks of the Birrarung (Yarra River), Melbourne Convention and Exhibition Centre (MCEC) acknowledges the Traditional Owners of Narm, the Boon Wurrung and Wurundjeri Woi Wurrung people of the Kulin nation. We pay our respects to their Elders past, present, and to Elders of all First Nations communities that visit MCEC.

We recognise the significance of the Birrarung to Traditional Owners as a life source and a meeting place, and seek to honour a 40,000 year tradition of building community and exchanging ideas on these lands.



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Contacts

Your key venue contact numbers:

Loading Dock
Exhibition Centre 03 9235 8385
Convention Centre 03 9235 8386

Customer Service
Exhibition Centre 03 9235 8302
Customer Service 03 9235 8310
or 03 9235 8309



Getting to MCEC

MCEC is just a 20-minute drive from Melbourne's Tullamarine Airport, ideally located on the banks of the Yarra River.

A short walk or tram ride to the city centre, MCEC is close to Melbourne's best restaurants, cafes, parklands, galleries and museums.

Transport Options

For the most up-to-date public transport advice, please visit ptv.vic.gov.au.

Arriving by tram

Catch any of the following trams and jump off at stop 124A Casino/MCEC, which is right opposite the Clarendon Street entrance of MCEC:

- Route 96** – St Kilda to East Brunswick
- Route 109** – Port Melbourne to Box Hill
- Route 12** – Victoria Gardens to St Kilda

Alternatively, catch tram number 48 or 70 and get off at Stop D5-South Wharf/Wurundjeri Way. From here, MCEC is a short walk towards the Yarra River across the Seafarers Bridge.

Arriving by train

The closest train station to MCEC is Southern Cross. From there, simply catch tram number 96, 109 or 12.

As above, these stop outside the Clarendon Street entrance of MCEC.

Arriving by bus

Bus route 237 operates from Queen Victoria Market, via Southern Cross Station to Lorimer Street South Wharf from Monday to Friday. Lorimer Street is approximately a 5-minute walk to MCEC.

There is also a coach pick-up/drop-off point at Bay 1, Convention Centre Place (closest to DFO South Wharf).

For further bus timetable information and help planning a trip, visit the Victorian Public Transport website.

Arriving by taxi or ride share

Exhibition Centre: Ask your driver to drop you off at 2 Clarendon Street – the main MCEC entrance.

Convention Centre: Ask your driver to drop you off at 1 Convention Centre Place, next to the Pan Pacific Melbourne hotel.

Parking at MCEC

If you're travelling to the venue by car, we have five car parks to choose from:

Exhibition Centre basement car park
enter via Normanby Road

Siddeley Street car park
enter via Siddeley Street

Montague Street car park
enter via Munro Street

South Wharf Retail car park
enter via Convention Centre Place or
Munro Street

Freeway car park
enter via Munro Street or Normanby
Road

Exhibitor Parking

The Exhibition Centre basement car park is primarily for visitors. Therefore, we ask that you encourage your exhibitors to park at the Siddeley Street car park.

For further information on parking and online booking options please visit:

mcec.com.au/visit/visit-information



MCEC Loading Docks

All event-related freight must be delivered to either the Convention Centre Loading Dock or the Exhibition Centre Loading Dock, as outlined below.

Please include the name and date(s) of your event plus a contact name and mobile number to ensure items are correctly distributed at MCEC.

Exhibition Centre Loading Dock

Delivery Address:

Melbourne Exhibition Centre
Loading Dock (Gate 3)
South Wharf Victoria 3006 Australia

Please note: enter off Normanby Road.

To avoid traffic congestion, all vehicles entering the Exhibition Centre Loading Dock will be issued with a 30-minute unloading permit. Please ensure event exhibitors are aware of the Loading Dock parking restrictions prior to arrival.

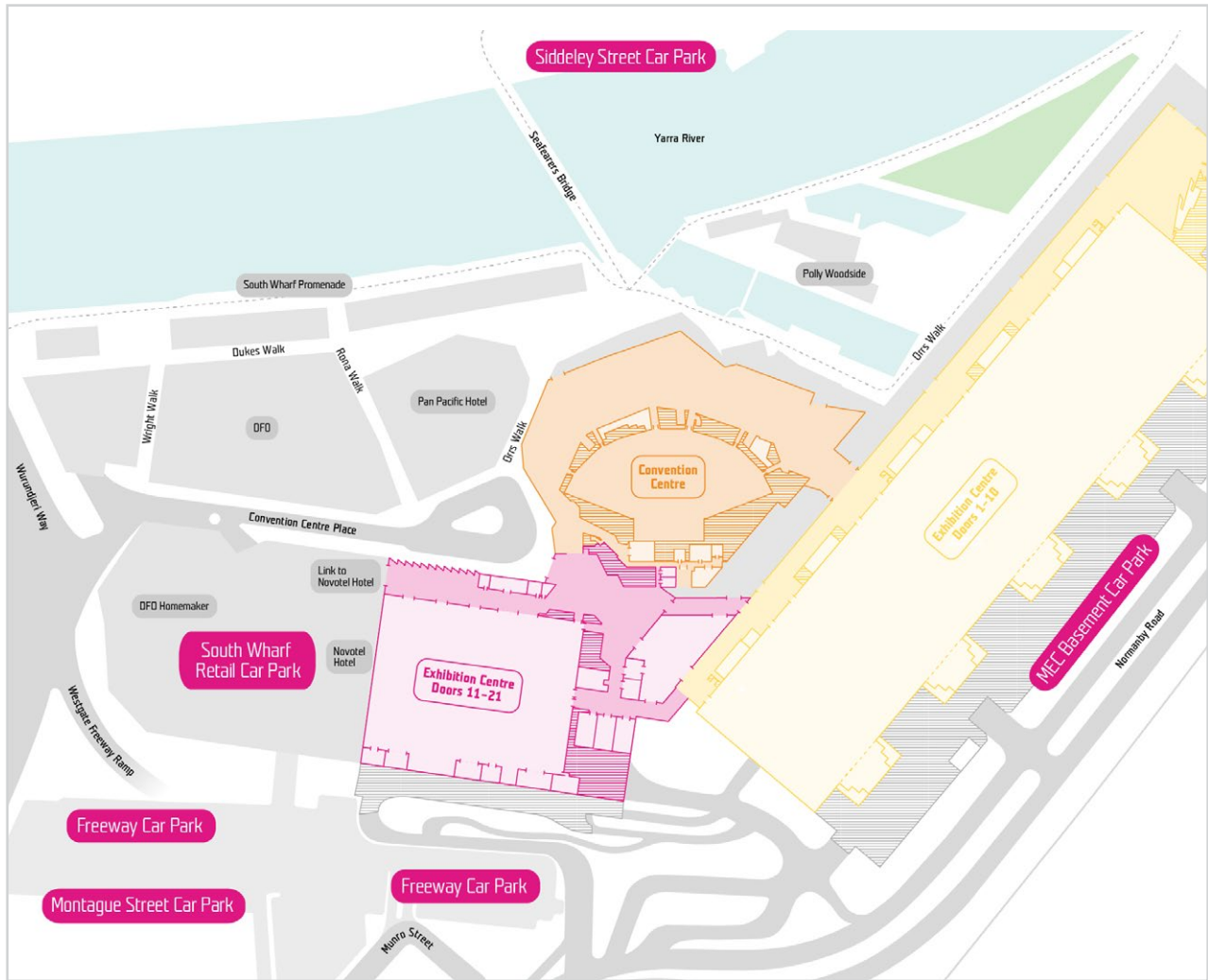
Convention Centre Loading Dock

Delivery Address:

Melbourne Convention Centre
Loading Dock (Lower Ground)
South Wharf Victoria 3006 Australia

Please note: enter off Normanby Road, turn left before the Exhibition Centre entrance.

As there is no parking available in the Convention Centre Loading Dock, vehicles must exit the dock immediately after loading or unloading.



Safety at MCEC

MCEC is committed to providing a safe environment for all employees and visitors.

Our safety procedures and policies have been developed in accordance with relevant legislation, Australian standards, and codes of practice. They must be followed by event organisers, event participants, exhibitors and contractors.

We ask you to please observe the following requirements:



- Hi-vis safety vests must be worn in the Loading Docks and while events are being moved in or out. These are available for purchase from Techbox kiosks located along the Exhibition Centre concourse and loading docks.

- Sign in and out via the LinkSafe QR code available at the entry points to the hired space and/or via Event Security personnel.

- All incidents must be documented by Event Security and a completed incident report form must be forwarded to MCEC's Security Control Room as soon as practical (but no later than 24 hours) of an incident occurring.

- All electrical equipment, including new equipment and cable leads, must be tested and tagged in accordance with AS/NZS 3760 prior to use on site. Tested and tagged powerboards and 5m extension cables are available for purchase from Techbox kiosks located along the concourse and loading docks

- Persons under the age of 15 are not permitted in the Loading Docks or in the exhibition bays while events are being moved in or out unless they are formally employed with adequate Workcover for the duties being performed.

- MCEC conducts random safety checks to ensure events comply with MCEC Occupational Health and Safety (OH&S) site requirements.

Incidents and Near Misses

All hazards, incidents and injuries must be reported directly to Event Security and to your Event Delivery Manager and/or Operations Manager.

You can contact Event Security using any of the internal wall phones along the concourse and foyer areas:

Extension: 6666

EMERGENCY Fire, medical and emergency security enquiries. MCEC Security Control Centre will dial 000 to coordinate Emergency Services response as required.

Extension: 8333

NON-EMERGENCY Non-urgent security enquiries (or call 03 9235 8333 from any phone). For fire, medical and security emergencies, dial extension 6666 (or 03 9235 8333). MCEC Security Control Centre will dial 000 to coordinate Emergency Services as required.

Emergency Procedures

Please visit MCEC's website for more information on [Emergency Evacuation Procedures](#).

Onsite Facilities

Customer Service

Customer Service desks are located at both main entry points of MCEC:

Exhibition Centre entrance

2 Clarendon Street, South Wharf

Convention Centre entrance

1 Convention Centre Place, South Wharf



Accessibility

Vision Impairment

Braille is provided on all room door signage and fixed directional signage throughout the venue. MCEC is guide dog friendly and welcomes any registered assistance dogs into all areas of the building.

Assisted Hearing

Most meeting rooms within the Convention Centre are equipped with TTA Hearing Assisted telephones, and hearing-assisted devices are available at the Customer Service desks.

Wheelchair Access

There are accessible toilets, ramps and lifts throughout our venue, including lift access from the car parks. Wheelchairs are available to hire.

Other Info

Parent Rooms

Located in both the Convention and Exhibition Centres, these feature everything you need to change or feed in privacy and comfort.

Cloak Room

Looking for somewhere to store your coat, pram or luggage at MCEC? Visit our Customer Service desk at the Convention Centre Place and our friendly staff will happily lighten your load.

Charging Stations

We have many conveniently located charging stations throughout the building.

Printing, Photocopying and Laminating

These services are available from 8am to 5pm Monday to Friday, and on demand on weekends. For enquiries or to book, please contact our Customer Service team on 03 9235 8000 or email customerservice@mcec.com.au

Onsite Cafes

MCEC has three onsite cafes serving a selection of food made in-house by our chefs. Café opening hours are based on Operational requirements.

Goldfields Café & Bar

located near the Convention Centre Place entrance

Shed Café

located on the Exhibition Centre concourse near Door 1

Plenary Café

located within the Convention Centre foyer

Techbox Kiosks

Located at convenient locations along the concourse near doors 3, 5, 7 & 17 and loading docks doors 6, 10 & 12, Techbox kiosks are available for purchases at all hours.

Available items include safety vests, power boards, power extensions, international power adaptors, packaging tape, safety knives, hook and loop, USB drives and more.

WiFi

MCEC provides free WiFi for all visitors throughout the venue. To connect to the network, choose the 'MCEC Free WiFi' network and then log in from your web browser.

Social Media

Connect with us through social media to help promote your event and connect with your attendees.

Instagram

[instagram.com/mcec](https://www.instagram.com/mcec)

@mcec

#MCEC

Linkedin

[linkedin.com/company/themcec](https://www.linkedin.com/company/themcec)

Facebook

[facebook.com/themcec/](https://www.facebook.com/themcec/)

Twitter

twitter.com/MCEC

@mcec

YouTube

[youtube.com/user/MCECAustralia](https://www.youtube.com/user/MCECAustralia)



Nearby Services

MCEC is located within the South Wharf Precinct and sits alongside converted heritage cargo sheds, which are now home to some of Melbourne's finest restaurants and bars.

The precinct's major shopping centre with more than 180 stores, Direct Factory Outlets (DFO) is located right next to MCEC.

Pharmacies

Southern Cross Station, Spencer Street in Docklands and Market Street in South Melbourne.

Post Office

100 Market Street, South Melbourne.

Convenience Store

Located next to Pan Pacific Melbourne or IGA (corner of Clarendon St & Montague St).



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sales@mcec.com.au
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South Wharf Victoria
Australia 3006
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