

National Association of Community Legal Centres (NACLC)

Annual national conference

Invitation to tender

Lodgement of responses

Please email your tender to conference@naclc.org.au

The closing date for tenders is 13 September 2019 at 5pm.

If you have any questions about this document and our requirements,
you are welcome to contact Meg Houston, A/Director Sector Sustainability
meg.houston@naclc.org.au or (02) 9264 9595

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Section 1 – Invitation and background information

Invitation

Help us deliver a creative, innovative, cutting edge and community-focused conference!

Professional conference organisers (PCOs) are invited to tender for the management of the annual National Community Legal Centres Conference organised by the National Association of Community Legal Centres (NACLC).

About us

NACLC is the peak national body for community legal centres in Australia. Community legal centres are independent, not-for-profit organisations which provide legal and related services to the community. Their services are generally targeted to vulnerable and disadvantaged clients. These legal services are provided at no cost to the clients. Community legal centres also work with their communities (either geographic or related to a particular group in the community) to deliver community legal education and to drive law reform.

Community legal centres in each State and Territory come together in a local community legal centre Association, and it is these organisations that are the members of NACLC:

- Australian Capital Territory Association of Community Legal Centres (ACTACLC)
- Community Legal Centres New South Wales Inc (CLCNSW)
- Northern Territory Association of Community Legal Centres Inc (NTACLC)
- Community Legal Centres Queensland (CLCQ)
- South Australian Council of Community Legal Services Inc (SACCLS)
- Community Legal Centres Tasmania Inc (CLCTas)
- Federation of Community Legal Centres (Victoria)
- Community Legal Centres Association (WA)

Together, these organisations represent around 180 community legal centres in metropolitan, regional, rural and remote locations across Australia.

NACLC's role, as the national peak body, is to ensure the community legal sector continues to thrive and is able to meet the needs of communities around Australia.

About our conference

The National Community Legal Centres Conference is an annual event that attracts between 400 and 500 delegates. Delegates attend from all over Australia, coming from capital cities as well as regional, rural and remote (RRR) locations. Representatives of both the Commonwealth and State governments, as well as other stakeholders in the legal assistance sector (Legal Aid Commissions, law firms with pro bono practices, academics) attend.

The Conference brings together key decision makers, practitioners, policy makers and researchers within and outside of the community legal sector to collectively tackle the

needs of communities around Australia in gaining access to justice and protecting human rights. Conference participants consider and debate contemporary developments, challenges and opportunities in taking up legal matters that are in the public interest, to:

- advance and advocate a shared vision for the community legal centre sector in Australia;
- contribute to national policy and advocacy for access to justice and the protection of human rights;
- build the capacity of the community legal sector and all of its staff and volunteers to provide high quality services that best meet the needs of the communities they serve;
- ensure that sector policy and operations are guided by the experiences and perspectives of Aboriginal and Torres Strait Islander people, communities and organisations; and
- enhance coordination and collaboration across the community legal sector and build strategic relationships and partnerships with key stakeholders external to the sector.

Each year the conference program offers a range of stimulating presentations and interactive sessions aimed at challenging and providing participants with inspiration, knowledge, practical ideas and tools, greater connection to strategic direction and developments within and outside of the community legal sector and a sense of motivation for the year ahead. In addition to the three-day conference, the preceding day offers masterclasses and national network meetings. There are two social events – the Welcome Reception (which is a cocktail party) the night before the Conference opens and a Conference Dinner on the middle evening. We also usually organise a collective action for example a vigil or awareness raising campaign about a current issue.

The Conference is a collaboration between NACLC Board and Staff, the co-host, the community legal sector and the broader legal assistance sector.

Our Conference is held in a different city around the country every year. It is co-hosted by NACLC and the local community legal centre Association. The Conference theme changes each year.

In 2019 our Conference (plus Network meetings and Masterclasses) takes place in Brisbane from 27-29 August. The theme is [Power, Purpose, Possibilities](#).

Conference Review

We reviewed our Conference in 2018. You can read a summary of the findings of that review on our website [here](#). The Full Report and Executive Summary are available on request.

The 2020 conference

The 2020 Conference will be our 41st annual conference. We anticipate that it will be held in August 2020. The location is to be decided and this will also determine the relevant State or Territory Association that will be co-hosting the event. We expect to confirm the theme in December 2019/January 2020.

Project management

The selected PCO will work closely with NACLC's Sector Capacity Building Coordinator. Other staff from NACLC and the co-host will also be involved.

Documents and communication regarding the conference will be available on Teams (Microsoft Outlook) and the PCO will be included in that team.

Section 2 – Tender details

Applicants should address the following selection criteria:

Criteria for selection

1. Full and clear costing for management of all aspects of the event, including pre- and post-event work (see Management Fees below for more information).
2. Evidence of previous successful conference experience, including excellent project management, budget management, reporting and communication skills.
3. Evidence of ability to provide excellent customer service to clients, conference delegates, sponsors and speakers as well as to NACLC and co-host staff.
4. Details of staff and resource commitment to manage the Conference on a 12-month fixed term contract basis with a view to extension if the arrangement is successful.
5. Evidence of ability to drive the planning and development stage of the Conference, taking initiative and making recommendations to NACLC staff to assist in keeping work moving.
6. A focus on a customer centred approach in working with community.
7. Evidence of an ability to deliver a creative, innovative, cutting edge conference.
8. Ability to manage the conference in any city in Australia.

Management fees

Please detail the various components of your quote as follows:

1. Conference management fee
2. Conference insurance
3. Expense recovery
4. Onsite fees
5. Any other fees or commissions (mutually agreed on)
6. Schedule for payment of fees
7. Termination/Cancellation policy

Proposals with a simple fee structure will be favourably considered. Please indicate if a fee type is not applicable.

Lodgement of tender

Please email your proposal to conference@naclc.org.au. No particular format (eg PDF, Word etc) is required.

Please include the contact details of two or three client referees. Referrals and testimonials from clients can be supplied. We request that you indicate whether you receive any incentives or commissions (or potential incentives or commissions) from third parties.

The closing date is 13 September 2019 at 5pm. We will acknowledge receipt of your tender.

Selection process

Once the invitation to tender has closed, we will review the tenders received to short-list those which best meets our needs. NACLC staff may be in touch with you during this time if

there are any questions about your proposal. We intend to interview short-listed applicants.

Expected Timetable

Invitation to tender opens	29 July 2019
Invitation to tender closes	13 September 2019
Interviews with short-listed applicants	Week beginning 23 September 2019
Results of tender advised to all applicants	By 4 October 2019
NACLC to sign contract with successful tenderer	By 25 October 2019
2020 Conference work begins	November 2019
2020 Conference	August 2020

Enquiries

If you have any questions about this invitation and our requirements, you are welcome to contact Meg Houston A/Director Sector Sustainability, on meg.houston@naclc.org.au or (02) 9264 9595.

Section 3 – Services to be provided by Professional Conference Organiser

3.1 Conference Management

- 3.1.1 In consultation with NACLC, prepare a planning schedule for the conference, with action items and deadlines for all parties involved.
- 3.1.2 Update the planning schedule monthly and alert NACLC to any delays or anticipated delays.
- 3.1.3 Meet regularly via videoconference or phone with NACLC (monthly/fortnightly with regularity increasing to weekly then daily as the conference approaches).
- 3.1.4 In consultation with NACLC, prepare a detailed run sheet for the entire four days of the event.
- 3.1.5 Organise and administer conference insurance documents.

3.2 Financial Management

- 3.2.1 Prepare an itemised conference budget in Excel format, including how figures are calculated, for approval by NACLC.
- 3.2.2 Monitor and provide regular updates on expenses and income tracked against this budget.
- 3.2.3 Manage the conference within budget.
- 3.2.4 Obtain quotes for budgeted items and negotiate purchases as agreed with NACLC.
- 3.2.5 Remit payment for conference outgoings on behalf of NACLC.
- 3.2.6 Invoice delegates and sponsors.
- 3.2.7 Receive conference income, banking all monies received without deduction into the conference account.
- 3.2.8 Provide a complete and accurate list in Excel format of all outgoings and incomings to NACLC upon request.
- 3.2.9 Provide all book-keeping and accounting services to the conference.
- 3.2.10 If requested, cooperate and assist with an audit of the conference account by NACLC or by a third party selected by NACLC.
- 3.2.11 Follow up all outstanding debts within three months of the conference.
- 3.2.12 Provide a final reconciliation of income and expenditure; transfer any surplus to NACLC's nominated account within three months of the conference.

3.3 Venues and Catering

NACLC is committed to protecting the environment and minimising waste. Our preference is for venues that offer alternatives to plastic bottles and disposable plates and cutlery. We would also like to be able to donate left-over food to a relevant local charity, such as OzHarvest.

- 3.3.1 Investigate potential venues for the conference, network meetings, masterclasses and social events, based on requirements including preferred dates, anticipated numbers, size of exhibition space, number of sessions, budget, catering and range of accommodation options.
- 3.3.2 Provide advice to NACLC on potential conference, delegate accommodation and social event venues, including a cost breakdown in Excel format.

- 3.3.3 Negotiate best rates for accommodation, manage block bookings and cater for any special requirements (which may include access and dietary requirements).
- 3.3.4 Arrange NACLC staff and approved speaker accommodation.
- 3.3.5 Once venues are selected, contract with the venues and act as the primary point of contact with them.
- 3.3.6 Allocate suitable rooms for network meetings, masterclasses and breakout sessions based on attendance numbers.

3.4 Delegates

- 3.4.1 Provide a secure online conference registration and payment facility and manage delegate registrations and payments.
- 3.4.2 Provide updated lists of registrants to NACLC throughout the registration period.
- 3.4.3 For the network meetings and masterclasses, provide delegate lists to the relevant convenors/trainers, following NACLC approval.
- 3.4.4 Confirm full network meeting and masterclass details to delegates two weeks prior to the conference.
- 3.4.5 Prepare name badges.
- 3.4.6 Keep the database updated with registrant information.
- 3.4.7 Respond to any delegate queries before, during and after the conference in a timely manner, alerting NACLC to any concerns or issues raised.
- 3.4.8 Provide friendly, efficient and effective service to delegates, speakers and sponsors throughout the conference.

3.5 Sponsorship

- 3.5.1 Once confirmed by NACLC staff, contract with sponsors on behalf of the conference, including invoicing, receipting and processing sponsorship registration and monies online.
- 3.5.2 Liaise with sponsors to confirm their entitlements.
- 3.5.3 Manage sponsor requirements, in accordance with the sponsorship prospectus and in consultation with NACLC, for exhibition space, speaking opportunities, collateral, sponsored events and services and delegates/exhibitors representing the sponsor.
- 3.5.4 Canvas feedback about the conference and exhibition from sponsors, compile results and provide these to NACLC.
- 3.5.5 Ensure all conference communications, including the conference webpage on the NACLC website, contain up-to-date sponsor information with consistent formatting of sponsorship details (for example in alphabetical order grouped by sponsorship level).
- 3.5.6 Collect high resolution sponsor logos for print materials and web-ready versions for upload to the conference webpage. Provide to NACLC as required.
- 3.5.7 Provide sponsor contact details in Excel format to NACLC upon request.

3.6 Speakers

- 3.6.1 Provide a platform to manage the call for abstracts / papers.
- 3.6.2 Receive speaker information as required.
- 3.6.3 Liaise with speakers to obtain biographies, photographs, abstracts, papers etc as required.
- 3.6.4 Register all speakers to attend the conference.
- 3.6.5 Source and purchase (with approval from NACLC) speaker gifts.
- 3.6.6 Manage all speaker requirements onsite, including uploading presentations.

3.7 Trade exhibitors

- 3.7.1 Provide all necessary information to exhibitors to assist them in planning and preparation.
- 3.7.2 Liaise between the venue and exhibitors.
- 3.7.3 Source chairs and tables for exhibitors.
- 3.7.4 Ensure the availability of appropriate electricity and internet connections for exhibitors.
- 3.7.5 Prepare and manage exhibitor bump in and bump out schedule and instructions.
- 3.7.6 Liaise with exhibitors to arrange signage.

3.8 Social events

- 3.8.1 Make arrangements for the two conference social events, including but not limited to venue, catering and entertainment, in consultation with NACLC. Depending on what is available and costs, these events may be held at the conference venue or suitable alternative venues.
- 3.8.2 Advise on the food and beverage menus for the two social events.
- 3.8.3 Contract with third parties involved in the two social events and act as the primary point of contact with them.
- 3.8.4 Ensure sponsors of social events are recognised as outlined in the sponsorship prospectus and as agreed with NACLC.
- 3.8.5 Ensure that conference social events run smoothly, including that food and beverage is on time and as requested.

3.9 Technology coordination

- 3.9.1 In consultation with NACLC, negotiate, book and coordinate the supply and delivery of audio-visual requirements and other underlying technology required for the conference.
- 3.9.2 Act as the point of contact between the conference venue and any external providers including audio-visual, network and technology providers to ensure these aspects of the conference run smoothly.
- 3.9.3 In consultation with NACLC, develop a conference app which includes but is not limited to the conference program, logos of sponsors and any further information that we agree to include.

3.10 Onsite services

- 3.10.1 Act as the main liaison with the venue management and all sub-contractors, including caterers and audio-visual suppliers, to ensure all aspects of the conference run smoothly.
- 3.10.2 Operate a service desk throughout the event for managing registration and delegate queries.
- 3.10.3 Coordinate set up of plenary room and break-out rooms.
- 3.10.4 Provide signage to indicate in what rooms each of the concurrent sessions are being held.
- 3.10.5 Ensure all onsite staff are fully briefed and trained.
- 3.10.6 Assist speakers, sponsors and exhibitors with their onsite requirements.
- 3.10.7 Coordinate pack up and delivery of all conference items.

3.11 Post Conference

Within three months of the conference finalise all banking and credit card accounting, transfer any profit to NACLC's nominated account and provide a report to NACLC including the following information:

- 3.11.1 Complete online registrant list
- 3.11.2 Final event reconciliation
- 3.11.3 Detailed event report
- 3.11.4 Copies of all supplier invoices paid on behalf of NACLC

Section 4 – NACLC and/or co-host responsibilities

- Sponsorship negotiation
- Funding proposals
- Budget planning and approval, including setting of delegates fees
- Development and implementation of communication and marketing plan
- Develop the request for abstracts/papers
- Review and selection of abstracts
- Speaker programming
- Volunteer recruitment, training and management
- Staff and speaker travel
- Manage delivery of all NACLC collateral to conference venue
- Selection of concurrent sessions Chairs
- Management of delegate evaluation survey
- Thank you and report back to sponsors post conference

Appendix A

Indicative schedule for 2020 conference

When	What
Day one	Network meetings Masterclasses
Night one	Conference Welcome Reception – Cocktail Party, held early evening
Day two	Conference Opens Conference plenaries and sessions (approx. 9:00am to 5:30pm)
Night two	Free – event may be arranged by co-host
Day three	Conference plenaries and sessions (approx. 9:00am to 5:30 pm)
Night three	Conference Dinner
Day four	Conference plenaries and sessions (approx. 9:00am to 3:00pm) Conference Closes

Indicative meeting space requirements for 2020 conference

Activity	Requirement
Network meetings	6 - 10 rooms of different sizes up to 25 people (no catering)
Masterclasses	4 rooms for up to 25 people (catering required)
Welcome Reception	Up to 300 people
Conference	Plenary room to hold approximately 500 delegates 6 breakout rooms plus speakers preparation room Trade exhibitor space for up to 10 tables Poster presentation space
Conference Dinner	Up to 300 people