



THE UNIVERSITY OF
MELBOURNE

Event Support Guide

| 22 February 2021

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Rate Card 2021

Weekday: **\$85** per hour

Saturday: **\$95** per hour

Sunday/Public Holiday: **\$115** per hour

Rate Card will be effective from 1 March 2021 and remain valid until further notice. All costs are ex GST.



Event Support

Dedicated Event Support for events is provided as a fee for service. Where a dedicated Event Support Officer is required or requested the following minimum booking will apply.

Minimum booking

Weekday (excl Public Holidays): 3 hours

Weekend/Public Holiday: 4 hours

What do I get?

The assigned Event Support Officer will be the point of contact prior to and during the event. Event Support Officer will remain at the venue during the event and can assist with:

- Booking of additional furniture, event merchandise, security and cleaning
- Receiving deliveries prior to the event
- Bump-in and -out, excluding specialised venue setup/reset[#]
- Unlocking and securing the venues
- HVAC and maintenance issues with the venue
- Organising event furniture such as trestle tables, panel and/or stackable chairs, including sanitising between use
- Undertaking the role of COVID Safe marshal where applicable

All Event Support Officers are First Aid qualified and can act as the warden for out of hours events.

[#] Specialised venues setup/reset will be undertaken at the rates in Table 1

Get in touch

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Venue	Description	Staff and Rate
Wilson Hall	Exam/graduation seating bump-in OR -out	4 staff x 4 hours each
Union Hall	Exam/event seating bump-in OR -out	2 staff x 3 hours each
KLD – L1	Exam seating bump-in OR -out	2 staff x 4 hours each
Old Quad	Bump-in, pre-event AV/technical testing and bump-out	1 staff x 3 hours

Table 1: Specialised venues setup/reset rate card

Technical Support (AV) – Remote video platform support

Technical Support (AV) for remote online video platform support is provided as a fee for service. Where a Technical Support Consultant is requested the following minimum booking will apply.

Minimum booking

Weekday (excl Public Holidays): 1 hour (meeting) and 1.5 hour (webinar)

Weekend/Public Holiday: 4 hours

What do I get?

The assigned Technical Support Consultant will be the point of contact for questions relating to remote online video platform, such as Zoom and Microsoft Teams. The Technical Support Consultant will remain online during the booking and will assist with:

- Setup of meeting/webinar invites prior to event date, include setting up waiting rooms
- Testing of content prior to the event
- One hour (max) practice session for panellist/presenters during business hours (09:00-17:00) if required. Practice sessions exceeding one hour will incur additional costs of \$85/hour, and sessions outside business hours will have a minimum 3-hour charge.
- Pre-event testing for webinars, include setting up of break-out rooms (30 minutes prior to event start)
- Joining with meeting/webinar
- Resolving basic audio, video and screen sharing issues

Additional Technical Services

Remote Setup Assist

Remote online video platform setup assist is a free 30-minute service to assist clients with setting up the meeting/webinar invites.

Basic Zoom Video Editing

Field Services have Technical Support Consultant who can undertake basic Zoom video editing and provide rendered files to clients as a fee for service. The minimum charge is 2 hours, which will cover basic editing, rendering, and uploading onto appropriate platform or cloud service. After 2 hours, editing is charged in 30 minute increments.

How to book?

To book event support or AV services - complete the ServiceNow form at <http://go.unimelb.edu.au/eoi6>

Technical Support (AV) – Onsite support

Technical Support (AV) for events is provided as a fee for service. Where a Technical Support Consultant is requested the following minimum booking will apply.

Minimum booking

Weekday (excl Public Holidays): 3 hours

Weekend/Public Holiday: 4 hours

What do I get?

The assigned Technical Support Consultant will be the point of contact for questions relating to audio visual (AV) equipment in the venue and where required they will liaise with external AV providers (engaged by the client). The Technical Support Consultant will remain at the venue during the event and can assist with:

- AV walk through of the venue prior to the event
- Testing of content prior to the event
- Microphone setup
- Loading of AV content onto the venue computer
- General troubleshooting of AV and room systems, including the room lighting, microphone volume
- Assist with booking extra AV equipment/lighting

Additional Technical Services

AV Setup Assist

AV Setup Assist is a free 15-minute service to assist clients with setting up the audio-visual requirements for classes or events.

AV Consultations

AV Consultation is a free 15 to 30-minute service provided to staff seeking guidance on using installed AV equipment in the shared teaching spaces.

These services may be limited during the first two weeks of each semester.

How to book?

To book event support or AV services - complete the ServiceNow form at <http://go.unimelb.edu.au/eoi6>

Free Public Lecture

Free Public Lecture support is **only** available for events listed as **Free Public Lecture** on the University of Melbourne's Events website (events.unimelb.edu.au).

There is no charge for this service, and it is limited to a 30-min bump-in and a 30-min bump-out. The Event Support Officer will assist with venue setup/reset,

organising furniture, assist with HVAC/maintenance issues. The Event Support Officer does not remain at the venue during the event but will provide contact details in the event an issue or emergency arises.

Technical Support (AV) is **not included** as part of the Free Public Lecture support. This service is a fee for service.

Resources

How to use the touch panel (<http://go.unimelb.edu.au/2mz6>)