



Hello,

We were chatting away in the office and the conversation turned to how quickly the months are slipping away. We have a daughter Kate overseas on Rotary Youth Exchange for 12 months(left early January) and suddenly realised she has been in Vienna now for 3 months, by all accounts having a great time and her year will soon seem like a few months.

April already and so many things on my to do list for the year and not many completed yet - time to get a shake on. One of the completed tasks here at Key Conference Solutions is the launching of our new service in the receiving and processing of delegate registration for conference attendees.

This service is designed to take the peaks, troughs and hassle out of your office so that you can devote your attention to ensuring your conference objectives are met while we perform the support role in handling all the registrations, invoicing, confirmation letters, tax invoices and if required name tags. Having successfully completed two major projects for clients in this area we are confident you can benefit from our professional and timely service. To find out more call Pam Conway +613 9870 4611.

The international situation with war in Iraq and the flu like new SARS virus is impacting greatly on international travel, tourism and the meeting and conference market. Decisions on whether to go ahead with meetings and conferences is being left to the last minute, with Key Conference Solutions finding venues for events to be held in some instances within a two week window.

We all look forward to an early end to the hostilities in Iraq and hope we can quickly find a cure for this SARS virus.

Regards
Jim Conway

[THE GRANGE AT CLEVELAND WINERY](#)

[ZINC AT FEDERATION SQUARE](#)

[DESTINATION MARYSVILLE](#)

[VENUES AUSTRALIA - WIDE](#)

[CONFERENCE TIPS](#)

[MEET PAM CONWAY](#)

[OUT AND ABOUT](#)

[YOUR SAY](#)

[FREE BOOKLET](#)

[CONTACT US](#)

I invite you to take a look at our easy to use resource rich web site

www.conferencesolutions.com.au

It now has some feature articles and helpful hints which can be downloaded.

All back issues of our newsletter are available here as well.

VENUE REVIEWS

New venue close to Melbourne

Due to open in June 2003 The Grange at Cleveland Winery is an historic property circa 1890. The original manor and its grounds have now been combined with new conference facilities and executive suites which, together, offers a unique rural conference and meeting environment. The region spoils you with vineyards, galleries, Hepburn Springs spa resorts and Hanging Rock while Cleveland itself quietly goes about the business of combining a working winery with it's multi-purpose conference and meeting centre.



The grounds cover 120 acres of countryside with 15 acres planted with grapevines. It is the great outdoors at its best and it is equally matched by the accommodation indoors. A large outdoor deck overlooks the winery and seats up to 40 for Alfresco dining. New cellars have also been built beneath the complex and you can take a guided tour, a fascinating journey for wine lovers.

There are 20 executive suites and a dedicated facilitator's area with two additional rooms. The Manor contains a further 6 spa suites. Total capacity for the venue is 28 single rooms accommodating up to 56 twin share. Only 45 minutes drive from Melbourne and 30 minutes from Tullamarine Airport .

To arrange an inspection of The Grange at Cleveland Winery call Sue Wall on +613 9870 4611

Introducing ZINC at Federation Square

On 19 November 2002, ZINC at Federation Square opened as Melbourne's ultimate events venue and Epicure's latest. Named after the transitional metal used extensively throughout this exciting new Melbourne landmark, ZINC at Federation Square is set to become the essential element in events.

The only space in Federation Square purpose built for events, ZINC Fed Sq is located on the River Terrace and combines prominent Yarra River frontage with sweeping views of the Royal Botanic Gardens, Birrarung Marr and Melbourne's heritage listed boat sheds.

CONFERENCE TIPS

Financial Planning

One of the first considerations is to determine if the conference is intended to make a profit or break even. If you are organising an internal staff or distributor conference, senior management may well have handed you a budget to work to.

It is essential to have financial control over the event and build a working budget. You need to clarify exactly what the budget is required to cover. As with all budgets you will have a list of fixed costs, which need to be covered irrespective of the number of delegates. For conferences, the broad areas are staging and production costs, the invitation process, function room deposits, audio visual needs, logistics and support fees.

Variable costs cover the rest because the number of delegates drives most of the variable cost. The number of attendees is therefore vital to know before you can arrive at a working budget. A CMP (Complete Meeting Package) usually refers to all charges per person, per 24 hours, including conference room, accommodation and all meals but excluding consumable items such as telephone, fax, photocopying and beverages.

A third unwritten but inevitable cost is a contingency budget to cover beverages, telephone, fax, photocopying and unforeseen logistical costs like courier or transport, expenses which will need to be covered as they arise.

Conferences are dynamic events and it is impossible to be absolutely accurate about contingency costs but you can generate a manageable budget in the early stages of the planning process, which makes it easier when you get to the venue selection process.

“For fast acting relief, try slowing down.”

- Lily Tomlin



ZINC Fed Sq has the capacity to hold a dinner for up to 550 or a cocktail party of 1000. In addition, the space can be split into two 'studios' for more intimate events.

ZINC Fed Sq challenges the divide between modern conference venue and stylish event space. Traditional function venue décor is replaced with a style and quality unmatched in Melbourne venues, from the fine Villeroy and Boch tableware to the sleek Foglia chairs and state of the art lighting.

Clients can relax in the confidence that Epicure's award winning service will ensure a successful event.

To find out more about ZINC at Federation Square – The Essential Element in Events, call Lou David +613 9870 4611

“I keep my ideals, because in spite of everything, I still believe that people are really good at heart.”

- Anne Frank

Many an option in Marysville

Meeting options abound in Marysville with a variety of excellent conference venues available. Marysville has moved with the times and has many up to date meeting facilities and is the perfect destination for corporate business events. Just a short trip from Melbourne through the wine district surrounding Healesville brings you to the picturesque village of Marysville.



Meet Pam Conway

Pam is a founding partner of Key Conference Solutions along with husband Jim. She has an extensive background in travel having owned and operated her own travel agency in Broadmeadows for many years before moving into the hospitality business as a partner in Warburton Waters Guest House. Warburton Waters was a renowned weekend getaway and conference retreat, well known for its excellence in service and outstanding culinary standards. This was Pam's first exposure to the conference and meeting market and was followed by the purchase of the former Westpac training college in Lilydale which was operated as Kyarra Business Retreat until it was sold in 1999.

Pam and Jim have a daughter Kate currently savouring the delights of Europe on a 12-month Rotary Youth Exchange. She is living and attending school in the heart of Vienna, having left Australia early in January to return next January to take on the challenge of Year 12. From all accounts she has inherited her parents' love of travel and new experience and is taking full advantage of her good fortune.

Pam is the cordial and happy face behind Key Conference Solutions and on weekends can be found spending her spare time in the garden with her much loved dog Belle.

You can contact Pam on +613 9870 4611 or [email](#)

“In the face of uncertainty, there is nothing wrong with hope.”

- Carl Simonton



The autumn colors are spectacular at this time of year with those typical still warm sunny days and nights spent in front of the roaring log fires.

Among the many options available are Marylands Country House, The Cumberland Marysville, Mountain Lodge and Kooringa Conference Centre who offer a wide range of meeting environments.

Meet in Marysville information and options are available from Sue Wall +613 9870 4611.

YOUR SAY

"Key Conference Solutions has assisted the City of Boroondara on a number of occasions in sourcing conference venues. The service provided by staff of Key Conference Solutions has meant that those organising conferences have been able to continue with their day to day activities.

As conference organisers we have appreciated the quality of the service provided by Key Conference Solutions. Their service has certainly been of value to us delivered in a timely manner, often at short notice and we will continue to use Key Conference Solutions whenever the need arises."

June and Chris
City of Boroondara

"Thanks for all your great work Sue. I was very impressed with your knowledge and professional approach for our recent conference. To find someone who is so helpful to work with in understanding our conference needs is of real value to me and as a result our conference was a great success. I look forward to working with you again for our next conference.

Valerie Rottura
RACV

FREE BOOKLET "THE CONFERENCE ORGANISER'S GUIDE"

If you haven't already got a copy of our comprehensive guide on the nuts and bolts of planning a conference, you can get a free copy of our "Conference Organiser's Guide" which talks about how to organise a successful conference.

Call us on +613 9870 4611. We'll happily send you as many copies as you need to distribute around your company with our compliments.

"Everything can be taken from a person but one thing: the last of human freedoms ... to choose one's attitude in any given set of circumstances ... to choose one's own way."

- Viktor Frankl

CONTACT US:

Phone: +613 9870 4611
Fax: +613 9870 4622

Sue Wall Sales Consultant
swall@conferencesolutions.com.au

Lou David Sales Consultant
ldavid@conferencesolutions.com.au

Pam Conway Industry Consultant
pconway@conferencesolutions.com.au

Sue Currie Sales Consultant
scurrie@conferencesolutions.com.au

"The first step to better times is to imagine them."

- Chinese fortune cookie

website

**Click here to visit the Key
Conference Solutions website**

VENUES AUSTRALIA-WIDE

Join the ranks of Australia's leading companies that are taking advantage of the Australia -wide venue finding service Key Conference Solutions offers. HBA, Amcor, Guild Insurance & Financial Services, ANZ, City of Hume, Robert Bosch (Aust) Pty Ltd, Pioneer Road Services and Quest Software are companies who have chosen Key Conference Solutions to source venues in Queensland, New South Wales, Victoria and in fact venues Australia - wide for their business events.

OUT AND ABOUT

On a regular basis our team is out and about sampling first hand conference and meeting venues throughout Australia. This ongoing schedule of briefing sessions and venue inspections ensures our product knowledge is extensive and current which in turn allows us to offer you, our valued clients, a professional, authoritative and independent venue finding service.

Pam Conway spent some time at the Sheraton Mirage on the Gold Coast and experienced first hand their excellent cuisine along with the variety of activities available for both conference and incentive program attendees. You can call and talk to Pam Conway +613 9870 4611 about her fantastic experiences at the Sheraton Mirage.

We held a short conference of our own at the Savoy Park Plaza last week where we conducted one of our own on going development training programs. We found the boardroom really suited our agenda and all enjoyed a great variety of scrumptious food at the buffet lunch. Well done to all the team at Savoy Park Plaza.

Our team members have visited Victoria University Convention Centre Sunshine Campus, Linley Estate - Kilsyth, Green Gables and Yarra Valley Grange - Warburton, York on Lilydale, Vue Grand - Queenscliff and The Mansion Hotel - Werribee.

To maintain our knowledge of innovations, upgrades and newcomers on the venue scene Australia-wide, we regularly enjoy visits from property personnel for venue updates and briefing sessions which lately included Tish Black - Cumberland Lorne, Rhonda Norman and Tania Popko from Peppers Group, Vanessa Bowen and Kate Meathrel - Sheraton/Starwood, Narelle Veal- Hyatt Coollum, Michelle Fraser - Chifley, Sue Magi Marriot Surfers Paradise, Simone Baumgartner – Carlton Crest, Lisa Moloney – The Sebel Lodge Yarra Valley, Steve Currie - Unilink, Paul Humphreys - Le Meridien, Sarah Seddon - Epicure, Janne Moore Erskine on the Beach – Lorne and Melinda Shaw- Saville Hotel Group.

Let us find the right venue for your conference call us **NOW**
+613 9870 4611 **Our venue finding service is FREE.**

We're eager to hear what you think of this newsletter.

Feel free to offer comments and suggestions when you [e-mail](#) me. Please forward this newsletter to a friend or colleague who may be interested in receiving our newsletter. Subscription is **free**.

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“What you see depends on what you are looking for.”

- Anon