

## **Veterans Health, Wellbeing and Services Expo - 14 Oct 2026**

### *Stallholder Terms and Conditions*

The Veterans Health, Wellbeing and Services Expo – 14 Oct 26 will provide an opportunity for current serving and former ADF Members and their families to explore and gain an understanding of health, wellbeing, services and programs available to them locally, after their service. Stallholders can register to participate in this face-to-face Expo. Stallholder contributions add significant value to these events through direct interactions with the Defence Community, including Veterans and their families. It is important that stallholders treat all participants including guests with respect and remain cognisant of their rights to participate in the Expo without prejudice or pressure. This document outlines the Terms and Conditions all approved organisations and their designated staff must understand and agree to comply with as a stallholder at the Expo.

#### **Stallholder Representative Expectations:**

1. Represent a professional organisation through dress and appearances.
2. Be proud, enthusiastic representatives of their organisation.
3. Respond to enquiries in a friendly manner and always treat members, their families, stallholders and event staff with professionalism and respect.
4. Have a strong understanding of their organisation to provide members and their families with information relevant to their transition.
5. Only promote programs, products and or services from their dedicated stall.
6. Maintain a professional presence through the Expo between 1pm and 8pm.

#### **Organisation / Stallholder Staff Expectations:**

1. Provide reasonable notice (at least 2 weeks prior to Expo date) to the coordinators via email: [events@penrithrslsubbranch.org.au](mailto:events@penrithrslsubbranch.org.au) for any changes to attendance, or if your organisation is unable to attend.
2. Provide a professional stall that where the organisation can easily be identified with suitable branding.
3. Be present and have stall set up no later than 1230pm.
4. Attend a virtual pre-event brief with the Events Team in the week prior to the event
5. Provide a continuously staffed stall between 1pm to 8pm.
6. Provide knowledgeable personnel to staff the stall who can effectively respond to participant questions.

7. Provide a suitable quantity and quality of information materials and merchandise to provide to members and their families.
8. Be professional, presentable and enthusiastic representatives of their organisation.
9. Greet everyone in attendance in a friendly manner and always treat guests and their families, venue employees and any other Expo participants with respect and dignity.
10. Have a strong understanding of their organisation to provide Veterans and their families with information relevant to supporting them.
11. Maintain a balance between the number of people they assist and the time spent with each person (remaining aware of build-up, queues).
12. Maintain a tally of the number of people who visited and interacted at your stall for the duration of the day, and provide the total number of visits / interactions to the Expo coordinator at the conclusion.
13. Only promote programs, products and or services from your own dedicated stall and or / presentation.

### **Event Coordinator Obligations:**

The City of Penrith RSL sub-Branch will provide the following for our stallholders;

1. A trestle table or stall with suitable furniture
2. Appropriate co-ord, notice of bump in and bump out times
3. A point of contact for guidance prior too and on the day of the Expo
4. An opportunity to provide continuous improvement feedback
5. A safe and secure venue, available facilities, water point etc

### **Organisation and Stallholder Obligations:**

All stallholders are required to submit a dot point summary containing details and purpose of their stall and any equipment or merchandise proposed. The City of Penrith RSL sub-Branch maintains the right to prohibit the use / display of any stallholder items that are in conflict to these terms and conditions.

1. Stallholders are to maintain current liability insurance to attend the Expo and provide a copy of the certificate of currency via email: [events@penrithrslsubbranch.org.au](mailto:events@penrithrslsubbranch.org.au).
2. Under no circumstances are participating organisations to sell or raffle products or seek donations from any participant.
3. Under no circumstances are participating organisations to promote products or services relating to or connected to the promotion of alcohol or gambling.

4. Media and privacy restrictions are in place at this Expo. Specific restrictions of media and privacy include:
  - a Under no circumstance are participating organisations to live-stream any part of this Expo.
  - b Under no circumstance are participating organisations to take photos or video footage of participants without their prior approval.
  - c Participating organisations who collect any personal information of Expo participants must do so in compliance with the Privacy Act 1988.
  
5. Participating organisations seeking or intending to conduct themselves in a manner falling outside of the above terms and conditions must seek formal approval in writing prior to the identified event via email: [events@penrithrslsubbranch.org.au](mailto:events@penrithrslsubbranch.org.au).

### **Acknowledgement of Terms and Conditions**

I have read and agree to comply with the terms and conditions of participation and certify that all staff representing our organisation as a stallholder at the Veterans Health, Wellbeing and Services Expo – 14 Oct 2026. We will abide by, these terms and conditions. I understand and acknowledge any identified breach of these terms and conditions may preclude my organisation from further participation in subsequent events.

Signed:

Name:

Organisation:

Position:

Email:

Phone:

Date: