



Bennettswood Neighbourhood House Inc. – A0028651LK

ABN 27 675 966 331

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VENUE HIRE INFORMATION AND BOOKING AGREEMENT

Thank you for your enquiry/ booking to hire the facilities of Bennettswood Neighbourhood House.

Please note payment in full is required WITHIN 3 BUSINESS DAYS to confirm your booking.

Please find attached the following documents:

Venue Hire Information - please read and keep for your reference.

Venue Hire Agreement (Appendix A) - please complete and return to us.

Door Access Code Form (Appendix B) - please complete and return to us. We will contact you prior to the event to receive the door code.

Child Safe Code of Conduct (Appendix C) - please read, sign & return to us (if children are attending event).

Notes:

If the Hirer is a business or an incorporated organisation a copy of the Certificate of Currency for Public Liability is required to be submitted with the Venue Hire Agreement.

If the event includes children the Child Safe Code of Conduct (Appendix C) must be read, signed and submitted with the Venue Hire Agreement.

Bennettswood Neighbourhood House has enacted a Covid Safe Plan. The Covid Safe Plan and associated practices are summarised in this document and form part of the Venue Hire Agreement.

Hirers will be given a tour of the facilities if requested, to acquaint them with any particular features necessary to ensure they have a positive experience in renting these facilities. To arrange an inspection time or if you have any further queries about your booking or this information pack email info@bennettswoodnh.org.au or call during office hours Monday – Thursday, 9am – 2.30pm.

HIRER: PLEASE BRING THIS INFORMATION WITH YOU FOR YOUR REFERENCE

VENUE HIRE INFORMATION

Individuals, organisations, community groups and businesses are welcome to hire BeNH facilities. BeNH has the discretion to refuse to hire or rehire to individuals/ groups who do not comply with terms and conditions.

The House is wheelchair accessible. 

COVID SAFE PRACTICES: The House has enacted a Covid Safe Plan. Thanks to the high vaccination rates, we are pleased to be operating as normal as possible. We acknowledge that the pandemic is not yet over and request that you do not attend if you have any symptoms of Covid-19.

- Anyone who has cold/ flu symptoms should not attend the event and arrange to get tested.
- If you need to cancel the event due to Covid-19 please do so. We will refund your hire fee (a small administration fee may apply).
- Covid Safe practices are encouraged – 1.5 metres social distancing, face masks recommended when people can't physically distance, practise good hygiene and wash hands / use (supplied) hand sanitiser, wipe high touch areas and surfaces with (supplied) sanitiser (70% Isopropyl solution) & handtowel.
- Ventilation – to enhance airflow:
 - Windows should be opened and are not locked.
 - Do not forget to shut windows before leaving.
 - Do not press the button to lock the windows.
 - The back door may be left open during the event.
 - For safety and security do not allow the front door to remain open.
- Read and follow advice on all signs relating to Covid Safe practices.

Some general points to keep us all safe:

- Close (household) contacts do not have to quarantine and may attend activities at the House – provided they wear a mask indoors (unless legally exempt). They will also need to undertake at least five negative rapid tests over the seven days that would previously have been the self-quarantine period.
- The essential requirement to isolate for seven days following a Covid-19 diagnosis remains.
- People are exempt from testing or quarantine for 12 weeks if they have had Covid-19.
- We thank our community for your cooperation with the range of measures during the pandemic.
- Feel free to enquire for any clarification needed.
- Stay safe and be kind.

FACILITIES AVAILABLE (prices effective from Feb 2021)

Space	Description	Furniture and Features	Cost
Front Room	L- shaped	Adult chairs 3+ trestle tables 3 card tables Heating and air conditioning Direct access to kitchen Piano Smart TV	\$35 per hour (min 2 hours)
Back Room	Large space, adjacent outdoor space	6+ trestle tables 2 children's tables 20 children's chairs Direct access to kitchen Direct access to outdoor secure enclosed play area Adult chairs	\$35 per hour (min 2 hours)
Whole House	Front & back rooms, kitchen, playground. (No use of office or computer room).	See above	\$150 (between 8am – 6pm)

PAYMENT AND BOOKING NOTES:

- Tentative bookings will be held for 3 consecutive working days.
- Payment in full is required to confirm a booking.
- Total hire time must include any time to set-up/pack up and clean.
- Hirers are unable to have access to the facilities until the commencement of the period of hire.

WHAT IS PROVIDED AND INCLUDED IN THE HIRE FEE?

Some basic equipment is available for use:

- Dishwashing liquid
- Small number of baking trays and pans
- Brooms, dust pan and brush, mop, bucket
- Sanitiser (electronic hand sanitisers), spray bottles of 70% Isopropyl solution & paper towel.

Please advise of any breakages or damage to the Centre during business hours following your event.

WHAT HIRERS SHOULD PROVIDE/ DO IF REQUIRED

- All refreshments, including tea, coffee and milk.
- BYO crockery or cutlery, do not leave items draining on the sink.
- Additional items to supplement venue equipment listed above.
- Tea towels, baking paper, foil, plastic wrap etc.
- BYO rubbish bags and take filled rubbish home. Do not place in the Centre's bins (inside or outside).
- Remove all FOOD from fridge before leaving.
- A supply of extra face masks - if face masks (indoors) are a government mandated requirement (see Department of Health website <https://www.dhhs.vic.gov.au/coronavirus> for the latest information).

HEATING AND COOLING SYSTEMS

Reverse-cycle air conditioned cooling and heating are provided. Cooling instructions and the remote control are on the wall & notice board in back room. If required central heating will already be set to come on at your specified time and will switch off after your specified departure. **Do not adjust or turn off central heater.**

Hirers are reminded to turn off all cooling and ceiling fans before departure.

NOTES FOR PARTIES

Toys:

- Some children's toys are available in the back room cupboard.
- Extra toys can be provided - please ask with your application.
- Pack toys away when finished.

Decorations:

- Do not use 'blu-tac' or pins or sticky tape to affix any decorations to any areas inside the House.
- All decorations must fully self-standing (not attached to walls or ceilings or windows) and must be removed when leaving.
- Do not put decorations etc in the Centre's bins. Please take home and dispose of responsibly.
- Do not use confetti or 'party poppers'.

Miscellaneous:

- BBQs: The House does not provide barbeque facilities but hirers may bring their own. Do not operate a barbeque indoors or a woodfired or charcoal barbeque on a day of total fire ban or near a fence, playground or a walled area. NEVER leave a barbeque unattended.
- Jumping castles and animal farms are not permitted.

CONCLUSION TIMES FOR FUNCTIONS

All cleaning up must be completed within the agreed venue hire period in line with your specified hire times.

VENUE ACCESS

Access is via back and front doors. We will contact you with the keypad access code prior to the date of hire.

VENUE HIRE POLICIES AND PROCEDURES

GENERAL POLICIES

- Hirers are required to adhere to BeNH policies and procedures governing the use and hire of BeNH facilities, including the BeNH Covid Safe Plan (see summary above. See Department of Health website <https://www.dhhs.vic.gov.au/coronavirus> for the latest information on how to stay Covid safe.
- The BeNH Committee of Management grants the Hirer a non-exclusive licence to use the facility (including furniture & fittings, for their usual purpose) in accordance with the terms of the agreement and for the period of hire as stated on the booking.
- Bennettswood Neighbourhood House reserves the right to cancel a booking. BeNH Management reserves the right to review hire fees at any time and apply the new rate to any booking, current or future, from date of change. Changes will be advised in writing.
- Hirers must respect other users of the Centre and our neighbours, particularly in relation to noise level restrictions and when leaving the venue at the end of the hire period.
- Do not share the key code with others. The key code is for the sole use of the person signing this agreement. Unapproved and unauthorised use of the key code or use of key code to gain admittance to the House at any time other than that booked will constitute a serious breach of the terms and conditions of the rental agreement. Any future requests to hire the venue from the business or individual or anyone representing that business or individual will be refused by BeNH Management.
- BeNH Management reserves the right to cancel any booking if these terms and conditions of venue hire are breached. Any return of up-front paid rent will be at the discretion of Management.

SMOKING POLICY

- No smoking. Smoking is not permitted within any area of the BeNH facilities and outside grounds.

CANCELLATION POLICY

Bennettswood Neighbourhood House adheres to the following policy regarding the cancellation of bookings. We understand that unexpected events can occur, however we cannot reschedule bookings at the last minute due to a change in personal circumstances. Covid Safe exceptions will apply at BeNH Management discretion.

Cancellations received more than 4 weeks prior to the booking date.	Full Refund (less administration fee)
Cancellations received between 1 week and 4 weeks prior to the booking date.	50% Refund
Cancellations received less than 1 week prior to the booking date.	*0-50% Refund
If cancelling due to sudden illness, discretion will be applied due to Covid Safe practices.	*Management discretion

IN THE EVENT OF AN EMERGENCY

The Hirer is responsible for ensuring that adequate procedures are followed in the event of an emergency.

Depending on the situation this may include some or all of the following, in any order relevant to the situation:

Call emergency services as necessary – ambulance, fire brigade or police on 000 (if urgent) or if non-urgent

131 444 or <https://www.police.vic.gov.au/palolr> (Police Assistance Line & Online Reporting) 24 hour police assistance or reporting non-urgent crimes and event. Acquaint yourself with the Emergency Evacuation Plan displayed in rooms and Reception hallway.

Our address is:

7 Greenwood Street,
Burwood 3125

Assist any person in immediate danger if safe to do so. Provide assistance as appropriate.

- If an emergency occurs during office hours Mon to Thur 9am to 2.30pm: Alert office staff. Staff are Level IV First Aid accredited.
- **First Aid Kit & manual** is located on the kitchen bench next to the hands-free sink.
- If necessary, conduct an emergency evacuation of all persons using the nearest safe exit. Check toilets, rooms and make sure all people are aware of the need to evacuate. Assemble at central median strip at front opposite House.
- The Hirer should be aware of any persons who have an issue with mobility or an impairment which could affect their ability to be aware of or escape in an emergency and provide assistance.
- **The Hirer should know how many people are in attendance. Account for all persons once the evacuation is complete.**

RESPONSIBILITY & INSURANCE

- No responsibility or liability is accepted in relation to the property or personal effects of hirers or their guests or participants during the hire period at BeNH.
- Hirers are responsible for any damage caused to the premises or property. The costs of repair or replacements will be charged to the Hirer. Please report any damage to the office.
- Insurance for House usage:
The Hirer may purchase the sum of \$15.00 (inc GST) a Public Liability Cover provided through the City of Whitehorse for this single hiring only. This is included in the cost of the hire and is not an additional charge. There is a \$250 excess associated with this policy and it is therefore necessary to inform anyone purchasing this insurance of that excess if the cover is activated.

OR:

If the Hirer is a business or an 'Incorporated' organisation a copy of the 'Certificate of Currency for Public Liability' will be required to be sent with the return of the signed hire agreement (Appendix A). Hirers (incorporated, businesses etc) with their own insurance must provide evidence of Public Liability Insurance Policy for a minimum sum of \$10,000,000, insuring the Hirer against all actions, costs, claims, charges, expenses & damages which may be brought or made or claimed against the Hirer.

STATEMENT OF COMMITMENT TO CHILD SAFETY

All venue hirers of Bennettswood Neighbourhood House (BeNH) are required to observe child safe principles and use appropriate behaviour towards and in the company of children while participating in activities that include children at BeNH or while using the services. These principles and behaviours are set out in the Bennettswood Neighbourhood House Child Safe Code of Conduct.

The Child Safe Code of Conduct is appended to this agreement (Appendix C) and must be signed & returned if children are attending the event.

VENUE HIRE CHECKLIST

Make a room hire enquiry - a tentative booking can be held for maximum of 3 working days.

Make a confirmed booking with full payment.

Complete & return required forms

1. **Venue Hire Agreement** (Appendix A) - All Hirers
2. **Door Access Code Form** (Appendix B) - All Hirers
3. **Child Safe Code of Conduct** (Appendix C) - All Hirers if children are attending the event
4. If the Hirer is a business or an 'Incorporated' organisation a copy of the '**Certificate of Currency for Public Liability**' will be required.

Arrange to view the premises and become acquainted with features such as operation of the oven in the kitchen, heating/air-conditioning, location of chairs/tables, location of cleaning equipment, use of the door access keypad (the code will be given one week prior to date of hire).

Receive door access code. Phone or email office one week prior to date of hire. To speak to a staff member: Office hours are Monday to Thur 9am to 2.30pm.

On date of hire bring:

1. This Venue Hire information provided for your assistance
2. Door access code
3. Rubbish bags, tea towels and any other equipment required
4. All refreshments required including tea, coffee, sugar, milk
5. A supply of face masks if required by government Covid Safe restrictions at the time of hire. See Department of Health website <https://www.dhhs.vic.gov.au/coronavirus> for the latest information and restrictions.

APPENDIX A - COMPLETE & RETURN BY MAIL, EMAIL or BRING TO OFFICE

VENUE HIRE AGREEMENT

HIRER'S DETAILS

Name of Hirer (print).....

Address of Hirer.....

Phone number of Hirer:

Email address of Hirer.....

HIRER'S PUBLIC LIABILITY INSURANCE DETAILS (Provide a scanned copy of Certificate of Currency)

Name of Insurer:

Policy number:.....

Date(s) of Hire.....

Time of Hire.....

Room(s) Hired (Front/ Back/ Whole House).....

Description of Event.....

Number of People

Note: Maximum number allowed is 40 (whole House) – 20 per back/ front room.

A record of each person's name and phone number must be provided. A contact register is provided on a clipboard for you to add attendees' contact details. This MUST be completed and left in hallway cupboard.

1. I have been provided with Bennettswood Neighbourhood House's Venue Hire Information, Terms & Conditions, Booking Agreement incorporating BeNH's Covid Safe practices.
2. I have read and understood the Terms and Conditions of Venue Hire as stated in the Bennettswood Neighbourhood House's Venue Hire Information, Terms & Conditions & Booking Agreement and I have asked for clarification if required.
3. I agree to the Terms and Conditions of Venue Hire as stated in the Bennettswood Neighbourhood House's Venue Hire Information, Terms & Conditions & Booking Agreement.
4. I acknowledge that I have received, read and signed Bennettswood Neighbourhood House's Child Safe Code of Conduct (Appendix C) if children are attending the event.

BY MAIL (SIGNATURE)Date.....

BY EMAIL (TYPE NAME)Date.....

APPENDIX B - COMPLETE, SIGN AND RETURN FORM by MAIL, EMAIL or BRING TO OFFICE

DOOR ACCESS CODE FORM FOR HIRERS

- **Codes may be changed without warning** however if there is a serious security breach, BeNH will make every effort to ensure new codes are issued promptly in such circumstances.
- **Ensure personal details on the form are printed clearly.**

Undertaking by Hirer

I, of (address).....
.....

(phone) (email)

will be issued with security codes for access to Bennettswood Neighbourhood House facilities

(CIRCLE room(s) hired) ...FRONT.....BACKWHOLE HOUSE.....for the sole purpose of (specify event)..... on

(date)..... (time, duration of event)

I undertake to

- a) exercise due diligence and use the code strictly in accordance with the provisions of hire.
- b) not to reveal or give the code to any other person under any circumstances.
- c) ensure all doors & windows are secured when vacating the premises.
- d) Agree to comply with BeNH Covid Safe practices as set out in this agreement.
- e) Agree to sign and return the Child Safe Code of Conduct (APPENDIX C below) if children are attending the event.

BY MAIL (SIGNATURE).....Date.....

BY EMAIL (TYPE NAME)Date.....

APPENDIX C - COMPLETE & RETURN BY MAIL, EMAIL or BRING TO OFFICE (if children attending the event)

CHILD SAFE CODE OF CONDUCT

Purpose

All personnel within and participants using the services of Bennettswood Neighbourhood House are responsible for supporting the safety, wellbeing and empowerment of children by:

- taking all reasonable steps to protect children from abuse
- listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance for discrimination against any child, including culture, race, ethnicity or disability)
- ensuring as far as practicable that adults are not left alone with a child
- reporting any allegations of child abuse to the police or child protection
- reporting any child safety concerns to Bennettswood Neighbourhood House leadership (Manager)
- if an allegation of child abuse is made, ensure as quickly as possible that the child(ren) are safe
- adhering to this Bennettswood Neighbourhood House Child Safe Code of Conduct

Staff, volunteers and other adults must not:

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical
- put children at risk of abuse (for example, by being alone with a child or children and locking doors)
- do things of a personal nature that a child can reasonably do for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children
- use inappropriate language in the presence of children
- express personal views on cultures, race or sexuality in the presence of children
- ignore or disregard any suspected or disclosed child abuse

By observing these standards you acknowledge your responsibility to immediately report any breach of this code to Bennettswood Neighbourhood House Manager.

If you believe a child has been abused or is at immediate risk of abuse phone 000.

If you believe a child has been sexually abused or is at immediate risk of sexual abuse you are required to report to police - phone 000.

Note: The Child Safe Code of Conduct outlines expected standards for appropriate behaviour with and in the company of children, including online conduct.

The Child Safe Code of Conduct is used:

- to inform parents/carers and other persons hiring the House as a venue for children's activities of responsibilities they have to comply with Child Safe Standards
- as part of induction training for new leadership members, staff and volunteers
- to support and inform organisational protocols and reporting procedures should breaches of the code be suspected or identified.

SIGN & RETURN by mail or email (if you are including children in your event):

I, _____ have read and understand the Child Safe Code of Conduct.

Signed: _____ Date: _____

***BY EMAIL (TYPE NAME)**Date.....