

**Bennettswood Neighbourhood House Inc. – A0028651LK**

**ABN 27 675 966 331**

7 Greenwood Street, Burwood 3125

Phone (03) 9888 0234

Email: [info@bennettswoodnh.org.au](mailto:info@bennettswoodnh.org.au)

Website: [www.bennettswoodnh.org.au](http://www.bennettswoodnh.org.au)



## **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** - read and keep for your reference.

**Venue Hire Agreement** (Appendix A) - complete and return to office.

**Door Access Code Form** (Appendix B) - complete and return to office. We will contact you a few days prior to your event to advise you of your door code and how to access the House.

**Child Safe Code of Conduct** (Appendix C) – Child Safe Standards are a requirement of the Victorian Government. \*You must read, sign & return Appendix C (\*if children are attending the event).

### **Notes:**

**If the Hirer is a business or an incorporated organisation: a copy of the Certificate of Currency for Public Liability must 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.**

### **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.

Hirers will be given a tour of the facilities if requested. To arrange an inspection time or if you have any further queries about your booking or this information pack email [info@bennettswoodnh.org.au](mailto: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 outlined in this agreement.

The House is wheelchair accessible via the back door. 

## **CORONAVIRUS – PROTECT YOURSELF & OTHERS**

**COVID SAFE PRACTICES:** The House has enacted a Covid Safe Plan.

- Covid Safe practices are encouraged –wearing of face masks encouraged when people can't physically distance indoors at 1.5 metres, practise good hygiene and wash hands / use (supplied) hand sanitiser, regularly wipe high touch areas and surfaces with (supplied) sanitiser (70% Isopropyl solution) & handtowel. *(Do not place used handtowel in recycling bin).*
  - Ventilation to enhance airflow:
    - Open windows (they are snibbed but not locked).
    - Remember to shut windows before leaving. Please not press the lock button on windows (in front room).
- OR
- use the air purifier (available in front & back rooms). Instructions for use are on the wall. Air purifiers work well when doors and windows are closed.
  - For safety and security do not allow the front door to remain open during your event.

### **COVID-SAFE checklist for hosting events or group gatherings:**

- Air quality & ventilation
  - have good ventilation with open doors and windows **OR**
  - turn on the air purifier available. Instructions for use are on wall. Close doors & windows if using air purifier
- encourage people to physically distance (1.5 metres) if possible
- do not share plates, glasses, or cutlery as this increases the risk of transmission
- keep hands clean with soap and water or sanitiser and before preparing, serving, and eating food
- keep a list of people who attended to inform them if you become aware that someone has tested positive for Covid-19
- protect yourself and others by staying up-to-date with vaccinations
- Check Victorian Government health advice at <https://www.coronavirus.vic.gov.au/health-advice>

**FACILITIES AVAILABLE (prices effective from Feb 2021)**

Space	Description	Furniture and Features	Cost
<b>Front Room</b>	L- shaped	Adult chairs 3+ trestle tables 3 card tables Reverse cycle heating / air conditioning Direct access to kitchen Piano Large screen smart TV (on request)	<b>\$40 per hour (min 2 hours - \$80)</b>  <b>TV remote - refundable deposit \$50</b>
<b>Back Room</b>	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	Children's tables are in back room cupboard/ chairs in large restroom Toys available in cupboard / extra toys available on request (no charge) <b>\$40 per hour (min 2 hours - \$80)</b>
<b>Whole House</b>	Front & back rooms, kitchen, enclosed outdoor area	See above	<b>\$160 – all day (between 8am – 6pm)</b>
<b>Meeting Room / flexible office space</b>	Single room with bench & desk	Available for casual or ongoing hire	<b>\$20 whole day</b>

**PAYMENT AND BOOKING NOTES:**

- Tentative bookings will be held for 3 consecutive working days.
- Payment must be made in full is required 5 business days prior 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 for handwashing dishes. DO NOT USE THE DISHWASHER.
- Small number of baking trays, pans & food preparation utensils.
- Brooms, dustpan and brush, mop, bucket (in right side foyer cupboard).
- Sanitiser (& electronic hand sanitisers), spray bottles of 70% Isopropyl & paper towel.

### **WHAT HIRERS SHOULD PROVIDE / BYO IF REQUIRED**

- All refreshments, including tea, coffee and milk. (*Please do not use our milk*).
- Crockery or cutlery, do not leave items draining on the sink.
- Additional items to supplement the venue equipment listed above.
- Tea towels, baking paper, foil, wrap etc.
- BYO rubbish bags and take YOUR rubbish home. Do not place rubbish in our bins (inside or outside).
- Remove all of your FOOD from fridge before leaving.
- A supply of extra facemasks - if facemasks 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**

Split-system air conditioned cooling and heating are provided. Cooling instructions and the remote control are on the wall & notice board in back room. **Do not turn on the central (gas) heating.**

### **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 affix any decorations to any areas inside the House. **Do not use 'blu-tac' or pins or sticky tape.** Any decorations must be self-standing (not attached to walls or ceilings or windows) and be fully removed when leaving.
- **Do not put decorations or rubbish into the indoor or outdoor bins.** Take home with you.
- **Do not use confetti or 'party poppers'.**

#### **Miscellaneous:**

- BBQs: Hirers may bring their own.
  - NEVER leave a barbeque unattended.
  - Do not operate a barbeque indoors.
  - Do not operate a woodfired or charcoal barbeque on a day of total fire ban or near a fence or a walled area.
- Jumping castles and animal farms are *not permitted*.

### **CHECK THE FOLLOWING BEFORE LEAVING**

- ✓ Ensure you ONLY take home your own property. Ensure helpers / guests DO NOT remove equipment, food (in fridge) or any property (e.g. CDs) belonging to the House.
- ✓ All inside lights (check toilets), cooling, heating and ceiling fans are OFF.
- ✓ Toilets are flushed.
- ✓ Rubbish is removed – DO NOT place your rubbish in House bins (either inside or outside bins).
- ✓ Toys are tidied away in cupboard and containers.
- ✓ If any breakages or damage to the Centre has occurred at your event, please advise BeNH staff during office hours. We value your honesty.
- ✓ Back gate is closed.

## **VENUE HIRE POLICIES AND PROCEDURES**

### **GENERAL POLICIES**

- 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.
- **Do not share the keypad code with others.** The keypad 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 rental agreement. Future requests to hire the venue from the business or individual or anyone representing that business or individual may be refused by BeNH Management.
- Hirers are required to comply with BeNH policies governing the use and hire of BeNH facilities, including the BeNH Covid Safe Plan (see summary above).
- Hirers must respect other users of the House and our neighbours, particularly in relation to noise levels and be prompt when leaving the venue at the end of the hire period.
- 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.
- BeNH Management reserves the right to cancel any booking if these terms and conditions of venue hire are breached.

### **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 due to a change in personal circumstances. Any return of up-front paid rent will be at the discretion of BeNH Management.

Cancellations received more than 4 weeks prior to the booking date.	Full Refund
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 illness less than 1 week prior to event - discretion will be applied (due to Covid Safe considerations).	Refund + \$20 administration fee (proof of illness may be required).

### **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 if there is a medical emergency or accident causing physical injury – ambulance, fire brigade or police on 000 (if urgent) *OR* if non-urgent call 131 444 or report to (Police Assistance Line & Online Reporting) 24 hour reporting at <https://www.police.vic.gov.au/palolr>.

Familiarise 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 a cardiac emergency occurs:**
  - **Call 000. A defibrillator (AED) is available in the foyer. Do not open cabinet unless a cardiac emergency occurs.**
- A First Aid Kit & Manual is located on the kitchen bench next to the hands-free sink.
- In case of a fire, 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. Fire extinguishers are located in the kitchen and foyer (opposite the office). A small fire can be extinguished with the fire blanket located on bench at hands-free sink.
- The Hirer should be aware of any persons who have mobility or other impairment which could affect their ability to be aware or escape in an emergency and provide assistance.
- **The Hirer should have a list of names and how many people (especially children) are in attendance.**
- **Check toilets for people.**
- **Account for all persons once the evacuation is complete. Conduct a head count and a roll call.**

### **RESPONSIBILITY & INSURANCE**

- BeNH accepts no responsibility or liability in relation to the property or personal effects of hirers or their guests or participants during the hire period. Ensure your property is looked after.
- Please report any property damage to the office. Hirers are responsible for damage to the House premises or property caused by negligence. Cost of repair or replacement will be charged to the Hirer.

- Insurance for House usage:

The Hirer purchases for the sum of \$15.00 (inc GST) a Public Liability Cover which is 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*

Hirers 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 and damages which may be brought or made or claimed against the Hirer.

If the Hirer is a business or an incorporated organisation a copy of the Certificate of Currency for Public Liability Insurance will be required with the return of the signed hire agreement (Appendix A).

## **STATEMENT OF COMMITMENT TO CHILD SAFETY**

All 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 conducting activities or participating in activities that include children while using the House. These principles and behaviours are set out in the Bennettswood Neighbourhood House Child Safe Code of Conduct. The Victorian Child Safe Standards are compulsory minimum standards to protect children from harm. The BeNH Child Safe Code of Conduct (Appendix C) 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 within the week prior to date of hire (booking is confirmed with receipt of full payment).*

**Receive door keypad access code.** You will be provided with the keypad code within the week prior to date of hire.

Email [info@bennettswoodnh.org.au](mailto:info@bennettswoodnh.org.au) or call 9888 0234 if you have any queries.

**On date of hire bring:**

1. This Venue Hire information provided for your assistance.
2. Door keypad access code (this works on both front and back doors).
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 any Covid Safe restrictions at the time of hire. See Department of Health website <https://www.dhhs.vic.gov.au/coronavirus> for the latest information about COVID-19.

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

**VENUE HIRE AGREEMENT**

**HIRER'S DETAILS (PRINT CLEARLY)**

Name of Hirer .....

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/ Meeting / Whole House).....

Description of Event.....

Number of People .....

Note: Maximum number allowed is 60 (whole House) – 30 per back / front room.

A record of each person's name and phone number should be collected by the Hirer for emergency evacuation procedures and for appropriate Covid Safe contact measures.

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 by MAIL, EMAIL or BRING TO OFFICE**

**DOOR ACCESS CODE FORM FOR HIRERS**

- **Codes may be changed** if there is a serious security breach. BeNH will ensure new codes are issued promptly in such circumstances.
- **PLEASE PRINT NAME, ADDRESS & EMAIL CLEARLY**

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**Undertaking by Hirer**

I, ..... of (address).....  
.....  
(phone) ..... (email) .....

will be issued with a keypad code for access to Bennettswood Neighbourhood House facilities

(CIRCLE room(s) hired) ..... FRONT..... BACK ..... WHOLE HOUSE ..... MEETING ROOM .....

for the purpose of (specify event):

..... on

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

**I agree and undertake to**

- a) exercise due diligence and use the keypad code strictly in accordance with the provisions of hire
- b) not give the keypad code to any other person under any circumstances
- c) ensure all doors & windows are secured when vacating the premises
- d) comply with Covid Safe practices as recommended in this agreement
- e) sign and return the Child Safe Code of Conduct (APPENDIX C below) if children are attending the event
- f) remove all rubbish and take home (do not leave rubbish in inside or outside bins at the House)
- g) report any breakages or damage to the House to office staff during business hours

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

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

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

**CHILD SAFE CODE OF CONDUCT**

\*A child is a person under 18 years of age.

A range of advice, resources and templates can be found on the [Commission for Children and Young People's website](#). The resources include the Guide to Creating a Child Safe Organisation to assess how child safe your organisation is and get practical guidance in improving child safety. The [Victorian Child Safe Standards](#)\* are compulsory minimum standards that apply to organisations that provide services for children - including Neighbourhood Houses - in order to help protect children from harm. The standards\* are to be found at <https://www.nhvic.org.au/child-safe-standards> DFFH has also created a resource to assist organisations in creating a [child safe policy and statement of commitment](#).

**Purpose**

All personnel within and participants using the services of Bennettswood Neighbourhood House are responsible for supporting the safety, wellbeing and empowerment of children. This Child Safe Code of Conduct outlines expected standards for appropriate behaviour with and in the company of children, including online conduct, 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, gender identity or disability)
- ensuring as far as practicable that adults are not singularly 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 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.

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 the matter to the police - phone 000.

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 what responsibilities they have to comply with the Victorian 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.

**If you are including children in your event**

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

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**\*Or BY EMAIL (TYPE NAME)**