North Ringwood Community House Inc.

Venue Hire Information Booklet

Flexible spaces for your workshops, meetings, and events



North Ringwood Community House Inc. 35–39 Tortice Drive, Ringwood North VIC 3134 PO Box 2489, Ringwood North VIC 3134

Telephone: (03) 9876 3421

Website: www.nrch.org.au

Email: admin@nrch.org.au



NRCHI ROOM HIRE

TERMS & CONDITIONS

Room Hire Application / Agreement Form	Please return with your \$100.00 deposit to secure your booking dates. \$400 bond is required 7 days before hire
Room Hire Information and Conditions of Hire Booklet NRCHI Appendices: Security Locking Emergency	Please keep for your records
Certificate of Currency – Public Liability Insurance	To be provided before hire commences
All "business" Hirers with the responsibility of children, or who have children in their care, must provide a current Working with Children Check and an Organisational Child Safe Policy reflecting the Victorian Child Safe Standards 2021 effective July 2022 to the Administration Office at the time of booking. Business hirers who do not have their own Child Safe Policy must acknowledge and sign the NRCHI Child Safe policies: \Policies & Procedures/2022-2023/Risk Child Protection Policy.docx \Policies & Procedures/2022-2023/Risk Child Safety and Wellbeing Policy.docx	To be provided before hire commences
Undertaking and Community Facilities Hire Agreement Form (included in Room Hire Information and Conditions of Hire Booklet)	Please fill in, sign and return
Induction Induction Checklist (included in Room Hire Information and Conditions of Hire Booklet)	To be completed 7 days before hire. Please organise a a time with the Program Officer at the time of booking

GENERAL INFORMATION

To make a booking please contact our Program Officer, who can discuss availability, arrange a time for you to view the venue and answer any questions you may have about our facility.

You can make a direct enquiry to the Program Officer on the following contact details: (03) 9876 3421 / admin@nrch.org.au

Please ensure that all hire times are inclusive of setup, pack-up, and cleaning

NRCHI offers the following rooms for hire:

• Room 1 – Multi-Space Room with kitchenette and fenced outdoor garden







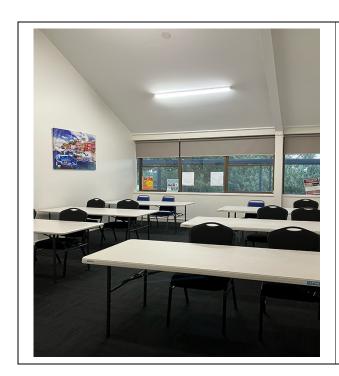


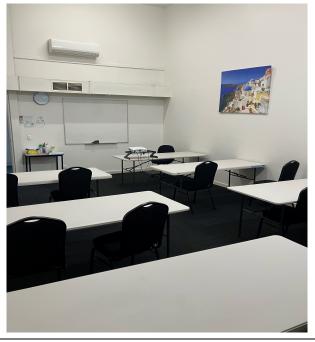
Room 2 – Hall with kitchenette





Room 3 – General Classroom





Room 4 – Craft Room





• Rooms 5 – General Classroom



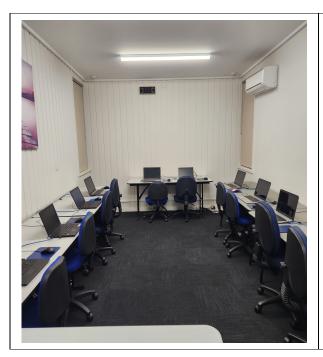


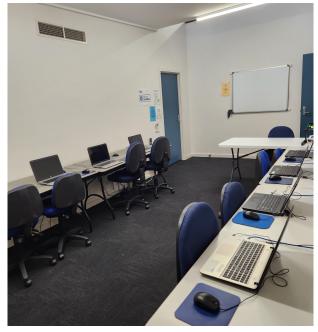
Rooms 6 – General Classroom





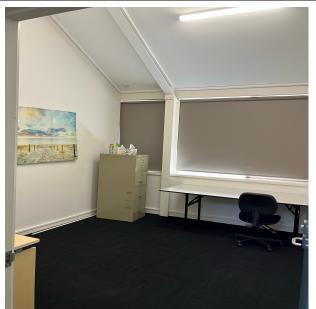
• Rooms 7 – Computer Room





Small Office





Included Amenities with Room Hire

When you hire a space at North Ringwood Community House, you gain access to a wide range of facilities and features designed to make your event or meeting comfortable, convenient, and enjoyable:

- Free Parking: Easily accessible parking available at no additional cost.
- Kitchen Facilities: Full kitchen access including an oven, fridge, dishwasher and microwave.
- Rooms 1 & 2: Include a kitchenette for added convenience.
- BBQ & Outdoor Garden: Fully enclosed outdoor garden area with seating and BBQ available for use.
- Comfortable Environment: All rooms are equipped with heating, air conditioning, and a whiteboard.
- Technology Access: Projector and laptop available on request.
- Free Wi-Fi for all guests.
- Accessibility: The venue includes accessible bathrooms, disability access throughout, and a baby change table.
- Scenic Views: Every room offers beautiful views overlooking the Parkwood Reserve.

Whether you're hosting a workshop, community gathering, or private event, our facilities are designed to support a seamless and inclusive experience for all.

Hire Restrictions:

- Minimum hire: 2 hours (business), 4 hours (social/party functions) includes setup and clean-up
- Hire not permitted for 18th or 21st birthday parties
- Alcohol-free venue (unless CEO approval is granted under specific conditions)
- Venue must be fully vacated by 11:00 PM
- Hire not permitted between mid-December and mid-January

ROOM HIRE FEES

Business Hire (minimum 2 hours)

- Rooms 1, 2, 7: \$35/hour, NFP \$30/hour
- Rooms 4, 5: **\$30/hour, NFP \$25/hour**
- Rooms 3, 6: \$25/hour, NFP \$20/hour
- Small Serviced Office: \$18/hour, NFP \$15/hour
- Tea & Coffee: \$2/person

Social / Party Hire (minimum 4 hours)

• Hourly Rate: \$75/hour

• Tea & Coffee: \$2/person

BOND & DEPOSIT

Booking Deposit

- A non-refundable deposit of \$100 is required to confirm your booking.
- This deposit will be deducted from your final hire fee, but is not refundable under any circumstances.

Bond Requirements

- A \$400 bond is required for:
 - After-hours or weekend general hire
 - All social and party bookings
- The bond is refundable following the event, provided all conditions are met.

Bond Deductions (if applicable)

- \$400 Booking cancellation with less than 7 days' notice
- Up to \$400 Damage to building, furniture, or equipment
- \$20 Late or missing fob return
- \$30 per 15 minutes Overstay of booked time

- \$50 After-hours staff callout (e.g., alarm not set, lights left on)
- \$60 Inadequate cleaning or rubbish left behind
- \$100 Activation of security alarm due to user error or negligence

HIRING FEES & PAYMENT TERMS

1. Fee Determination

Hiring fees are set by NRCHI and may be adjusted or waived at the CEO's discretion (e.g., for Not-for-Profit or community groups).

2. Booking Confirmation

A booking is only confirmed upon:

- Receipt of a completed and signed Hire Agreement Form
- Payment of the \$100 non-refundable deposit
- Provision of valid Public Liability Insurance documentation
- Proof of Not-for-Profit status, if applicable

3. Final Payments

- All outstanding fees (including hire fees, bond, and insurance if required) must be paid in full no less than 7 days prior to the event.
- Access to the building will not be granted until payment is complete.
- Failure to make payment in full may result in cancellation without refund of the deposit.

CANCELLATIONS & REFUNDS

Cancellation by Hirer

- Cancellations made 7 or more days before the booking:
 - o Full refund of fees minus the \$100 non-refundable deposit
- Cancellations made less than 7 days before the booking:
 - o No refund unless exceptional circumstances are approved by the CEO

Cancellation by NRCHI

• If NRCHI must cancel a booking after it has commenced, a pro-rata refund will be issued for unused time.

Ongoing Hirers (Regular Bookings)

- Must provide 4 weeks' notice to vary their hire agreement
- Must provide 60 days' notice to terminate the agreement

Failure to give sufficient notice may result in outstanding hire fees being charged in full

INSURANCE & LIABILITY

Public Liability Insurance

- All Business Hirers must provide a Certificate of Public Liability Insurance with a minimum coverage of \$10 million.
- Failure to provide proof of insurance by the due date will result in cancellation of the booking.

Note: Any consumption of alcohol without appropriate approval and insurance will render all insurance null and void, and may result in full liability for any incident.

Liability & Indemnity

- NRCHI is not liable for any loss, theft, injury, or damage incurred by the Hirer or attendees unless due to NRCHI's negligence.
- Hirers are responsible for their own conduct, as well as that of guests, staff, and contractors.
- The Hirer agrees to indemnify NRCHI against all claims arising from their use of the facility, including:
 - Damage to the venue
 - Injury to any person
 - o Misuse or unsafe use of the space

Property & Equipment

- Hirers must supply their own insurance for any personal items, consumables, or equipment brought to the venue.
- NRCHI does not insure third-party property and takes no responsibility for items left onsite.

CONDITIONS OF HIRE

Access & Use

- Hirers may only use the approved space(s) and only during the hours listed in their Hire Agreement.
- Setup, pack-up, and cleaning must all occur within the booked timeframe.
- NRCHI reserves the right to enter and inspect the premises at any time during the hire.

General Responsibilities

- Hirers must ensure their use of the facility complies with all relevant laws, council policies, and NRCHI's strategic framework.
- The premises may not be used for 18th or 21st birthday parties, or any events involving alcohol without prior CEO approval.

PROHIBITED USES

Hirers are strictly prohibited from the following:

- Using the facility for illegal or objectionable purposes
- Subletting the hired space to any other party
- Using candles, sparklers, smoke machines, or helium balloons
- Bringing animals onto the premises (except registered assistance animals)
- Smoking or vaping anywhere onsite, including within fenced outdoor areas
- Bringing or using portable cooking or electrical appliances without written permission
- Affixing any decorations, signs, or objects to walls, doors, windows, or ceilings using pins, nails, screws, adhesive, or tape
- Parking vehicles outside of designated areas
- Leaving doors open and unattended, or tampering with door sensors or alarm systems
- Providing false or misleading information on the hire application
- Engaging in activities that cause property damage, safety hazards, or nuisance to neighbours

NOISE, BEHAVIOUR & ATTENDANCE

- All music and noise must cease by the end of the hire period.
- The venue must be fully vacated by 11.00pm without exception.
- Hirers are responsible for the appropriate behaviour of all attendees at all times.
- Maximum room capacities must be followed:
 - o Room 2 (Hall): Maximum of 80 people
 - o Contact the Booking Officer for limits on other rooms
- Attendees must not trespass or disturb nearby residents. Any damage to neighbouring property must be reported and resolved within 24 hours.

SAFETY & COMPLIANCE

- Fire exits must be kept clear at all times.
- Hirers must ensure emergency evacuation procedures are known and followed.
- Any electrical devices brought in must be tested and tagged (AS3760 standard) and in good working condition.
- Hirers must provide their own first aid kit and manage any health or safety incidents. NRCHI does not supply first aid resources.

PACKING UP & SECURITY

The Hirer is solely responsible for ensuring the following security and pack-up measures are followed at the end of their hire period. Failure to comply may result in penalties, deductions from the bond, or additional charges.

Cleaning & Room Condition

- The hired space must be left in the same clean and orderly condition it was found in.
- Furniture must be returned to its original location (or as previously agreed).
- Floors must be swept, vacuumed, or mopped as needed.
- All rubbish, food, paper, glass, and waste must be removed from the premises.
- Items left behind may incur disposal or cleaning fees.
- Kitchen facilities must be cleaned:
 - o Benches and sinks wiped down
 - o Ovens, stovetops, and appliances turned off and wiped clean
 - Used utensils washed, dried, and put away
 - o Any unused items in the fridge must be removed
- All decorations and personal items must be removed before leaving.

Security Checklist

- All blinds must be left closed
- All windows and doors must be securely locked
- Alarm system must be armed as per the provided instructions
- All lights, appliances, heaters, and air conditioners must be turned off
- The front door must not be propped open at any time
- Fobs must be returned during office hours the next business day

Penalty: Minimum \$100 fee for improper lockup or alarm handling. Additional call-out or cleaning fees may apply.

CHILD SAFETY REQUIREMENTS

Applies to any business or group bookings involving children:

- Provide a valid Working with Children Check (WWCC)
- Submit your own Child Safe Policy aligned with Victorian Child Safe Standards (2021), or sign and follow NRCHI's official Child Safe policies:
 - Child Protection Policy
 - o Child Safety & Wellbeing Policy

POWERS OF THE NRCHI CEO

The CEO of NRCHI reserves the following rights in relation to any hire or application:

1. Breach Management

May vary, suspend, or cancel any Hire Agreement immediately if there is a breach of the terms.

2. Operational Priority

May adjust or cancel bookings to accommodate NRCHI's operational needs or community programs.

3. Premises Access

Has the right to access the premises at any time.

4. Dispute Resolution

Has full authority to manage and resolve any disputes related to the hire.

5. Refusal of Entry

May deny entry to any person(s) deemed undesirable or disruptive.

6. Application Rejection

Has discretion to decline any booking without obligation to provide reasons or compensation.

PRIVACY STATEMENT

NRCHI collects and manages personal information in accordance with the Privacy Act and applicable Maroondah City Council policies. Information is used only for hire-related administration and will not be shared without legal obligation or explicit consent.

If you have any questions, please phone the Office between 9.00am & 3.45am Monday to Thursday (03) 9876 3421

Email: admin@nrch.org.au www.nrch.org.au

or after hours:

Messenger/Facebook: www.facebook.com/NorthRingwoodCHi/

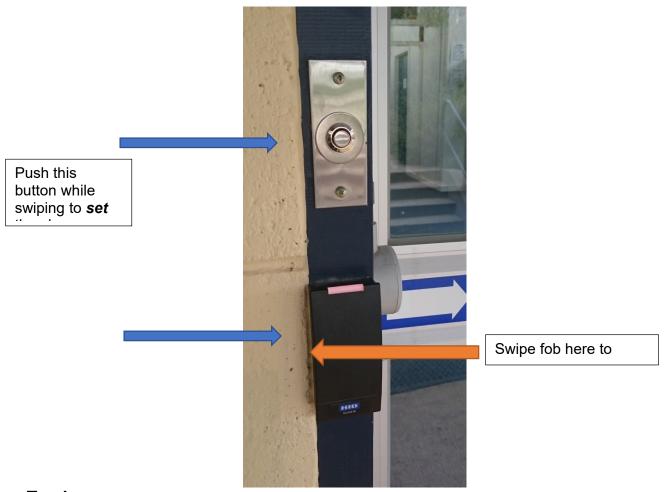


Appendice 1.

NORTH RINGWOOD COMMUNITY BUILDING To open:

Swipe fob across lower rectangle surface, the light will turn from red to green on the upper rectangle and the door will open.

While in the building, the door will automatically close and lock, you will need to push the green button (on the inside) to get out and need to use the fob again to get back in.



To close:

If you are the last person to leave and have checked the building to ensure it is empty, you will need to set the alarm. To set the alarm, simultaneously push the button on the upper rectangle whilst you swipe the fob across the lower rectangle. The ring around the button will turn red and this indicates that the alarm has been set.



EMERGENCY POLICY & PROCEDURE

Policy number: 5 Version: 6 CEO Responsible Person: **CEO** Reviewed by: NRCHI Area: Operational / Risk Review Date: 22/4/2025 **Board of Governance Next Review** Approved and adopted **April 2028** Date: by:

Scope

This policy applies to all Staff, Volunteers, Board Members, Contractors, and Room Hirers who engage with North Ringwood Community House Inc. It outlines the responsibilities and required actions of all individuals during an emergency.

Purpose

The purpose of this policy is to provide clear guidance to all individuals involved with North Ringwood Community House Inc. (NRCHI) on how to respond to emergencies in a safe, effective, and coordinated manner. It ensures that appropriate procedures are in place to protect the wellbeing of all staff, volunteers, room hirers, contractors, board members, and community members in the event of an emergency. This policy should be read in conjunction with NRCHI Safety of Students Policy and NRCHI Emergency Management Plan.

Objective

North Ringwood Community House Inc. aims to:

- Ensure an effective plan is in place to safeguard all people in the building during an emergency.
- Ensure any emergency is dealt with in a planned, orderly, and safe manner.

Definitions

Emergency: Any unplanned or dangerous situation requiring immediate action to protect life, health, property, or the environment.

CEO: Chief Executive Officer of North Ringwood Community House Inc.

Front Office Staff: Administration staff located at the main reception area during operating hours.

Trainer/Facilitator: A sessional or contracted individual responsible for delivering courses, classes, or activities.

First Aider: A person with current First Aid qualifications designated to respond to injuries or health incidents.

Fire Warden: A trained staff member responsible for leading evacuation procedures and ensuring the safety of occupants during a fire or other emergency.

Emergency Management Plan: The formal plan maintained by NRCHI outlining detailed emergency response procedures, including evacuation, lockdown, and communication strategies.

Evacuation Point: The designated safe assembly area for building occupants during an emergency - the grass area to the left outside the front door of the building.



Broad Guidelines

An emergency includes, but is not limited to:

- Fatality
- Serious injury, illness, or sexual assault
- Siege or hostage situations
- Firearms or bomb threats
- Collapse or damage of building/equipment
- · Fire inside or outside the building
- · Fire on the grounds of Parkwood
- Fumes, spills, leaks, or hazardous contamination
- Storm or flood damage
- Discovery of foreign or suspicious items/substances

Any incident that affects the safety and wellbeing of people in the Community House must be reported to NRCHI Staff immediately. Depending on availability, either Management or Front Office staff, and if necessary, the identified First Aider, will respond promptly.

This policy must be read in conjunction with the NRCHI Emergency Management Plan and Safety of Students Policy, which are reviewed regularly by the CEO. Copies are available on the NRCHI noticeboard at Reception. Annual site inspections and fire drills will be conducted. After any emergency, the Board of Governance will review the incident to assess the effectiveness of the procedures and make improvements as needed.

Emergency Implementation Process

When an emergency occurs, patrons should report the incident to their Trainer/Facilitator, who will notify the CEO or Front Office Staff, and the First Aider if required.

The CEO/Front Office Staff will contact Emergency Services immediately if necessary and activate the NRCHI Emergency Management Plan.

Emergency contact numbers are clearly posted near telephones, on emergency/first aid noticeboards, and in every classroom.

The Fire Warden will sound the alarm, check rooms, and close doors as they go. If time permits, Parkwood Hub will also be contacted.

Evacuation Procedure

Staff should turn off all appliances (heaters, lights, stoves, air conditioners) if it is safe to do so.

In the case of a small fire, fire extinguishers and fire blankets are available and marked on **the Fire Evacuation Plan** in every room. Instructions for their use are posted nearby.

All people in the building should evacuate via the nearest clear exit and proceed to the designated evacuation assembly point, which is the grass area to the left outside the front door.



Trainers/Facilitators are responsible for bringing the attendance book, while the CEO/Front Office Staff will bring the Staff Sign-On Sheets. If the CEO is not present, the Admin Officer will take on these responsibilities.

A roll call will be conducted to ensure all individuals are accounted for.

The Fire Warden will communicate with Emergency Services personnel. All instructions from emergency responders must be followed.

If medical attention is required urgently, the nearest clinic is located at Oban and Warrandyte Roads.

All staff involved must complete a NRCHI Incident Report Form, available at Reception and in classroom sign-on folders. The completed form must be forwarded to the CEO without delay.

Refer to the NRCHI Safety of Students Policy for further guidance.

After Hours Classes and Activities

In serious emergencies, contact the appropriate emergency services (Police, Ambulance, Fire). Emergency numbers are displayed at Reception and in all training rooms.

Trainers and facilitators are encouraged to carry a mobile phone.

NRCHI staff can be contacted after hours via Direct Message on NRCHI's Facebook page www.facebook.com/NorthRingwoodCHi/

During business hours (Monday to Thursday, 9:00am-3:45pm), messages can be left at 9876 3421 or on the voicemail system, which is monitored regularly.

Outside office hours, non-urgent messages can be left on the main number. Examples of after-hours emergencies include:

- An incident requiring support when office staff are unavailable
- · A student needing to cancel an early morning workplace assessment due to illness

Purpose	Organisation	Contact phone
Emergency	Victoria Police	000
Fire	Metropolitan Fire Brigade	000
Accident/Injury	Ambulance Victoria	000
Water supply	Yarra Valley Water	132 762
After hours emergency	Maroondah City Council	1300 88 22 33
assistance		



First Aid

Automated Externa

Fire extinguisher

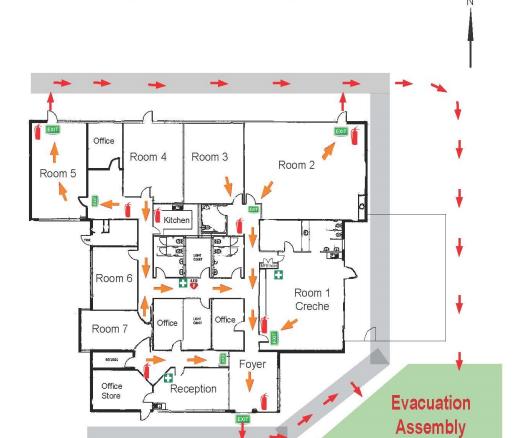
Tortice Drive

TURN OFF HAZARDOUS EQUIPMENT

Point

North Ringwood Community House

Fire Evacuation Plan



FIRE EXTINGUISHERS AVAILABLE AT DESIGNATED POINTS MAKE A FINAL CHECK OF THE ROOM **SHUT DOOR RAISE THE ALARM -INFORM STAFF - RING 000 EVACUATE THE BUILDING** BY THE NEAREST EXIT ASSEMBLE AT THE **EVACUATION ASSEMBLY POINT UNTIL ADVISED OTHERWISE BY EMERGENCY PERSONNEL**

Phone numbers for Emergency Services are listed at the entrance door and in all classrooms. In the event of a small fire, extinguishers are fitted as shown on the House Plan posted on the wall in all the training rooms. A fire blanket is available in the kitchen. Instructions on the use of extinguishers are on the wall next to the extinguishers.



UNDERTAKING

I/We _	 			 	
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(Name/s in full)

- 1. I have fully read and understand the Community Facilities Hire Agreement;
- 2. Where the hirer is a company or incorporated association, I am authorized to sign this Agreement on the Hirer's behalf;
- 3. I am over the age of 18 years;
- 4. I and anyone I invite or allow to be on or use the Community Facility will fully comply with all of the requirements of the Conditions for Hire;
- 5. I will properly communicate the requirements of the Community Facilities Hire Agreement. Conditions for hire to all persons mentioned in point 4 above and will generally ensure Council's/Facility Manager's requirements are fully observed and complied with;
- 6. In creating this Agreement Council/Facility Manager does so in good faith relying upon the information contained in the Hire Application and any additional information provided by the Hirer entering into this Agreement;
- 7. This Acceptance for Hire Agreement is formed, in order of precedence, by any special conditions of use Council/Facility Manager may impose in writing, (and any documents referred to therein) and the Hirer's Application;
- 8. I have been provided with adequate opportunity to seek legal or other advice in relation to the Maroondah Community Facilities Hiring Policy and this Agreement;
- 9. In accepting this Agreement I will, in accordance with the Maroondah Community Facilities Hiring Policy without derogating from any other obligations of the Hirer, under the Maroondah Community Facilities Hiring Policy
 - a. indemnify Council/Facility Manager against and hold Council/Facility Manager harmless from any and all claims in relation to the hire of the Community Facility, where applicable within the provision of the Maroondah Community Facilities Hiring Policy and any relevant Acts, Legislation or documentation.
 - b. put in place and maintain the insurance arrangements required by Council for the whole period of hire in accordance with item 4 of Conditions of Hire; and
 - c. promptly pay all Fees and Charges in accordance the Conditions of Hire and to pay on demand any additional money properly claimed by Council/Facility Manager under the Maroondah Community Facilities Hiring Policy.
- 10. Adjustments to this Agreement without prior consent from Council/Facility Manager will deem this Agreement invalid.
- 11. Bookings are not confirmed until payment has been processed and funds cleared.
- 12. **Privacy Collection Statement:** Council/Facility Manager is collecting the information on this Agreement for the purpose of registering and administering your application. The information will not otherwise be disclosed except as required by law. In particular, the information will not be disclosed to others for marketing purposes. If you fail to sign and return this Agreement your booking will not be confirmed.



- a) Confirm that I/we have read and understand the Room Hire Information and Conditions and do unconditionally accept these conditions as may be applicable to this hire
- b) Agree to observe and abide by the Conditions of Hall Hire.
- c) Confirm that the information contained in this application for Hall Hire is true and correct and forms part of the agreement.
- d) Have provided a copy of the organisation's Public Liability policy or have organised Public Liability Cover from North Ringwood Community House Inc.
- e) Agree to collect and return a fob from the main office at a date and time agreed upon.
- f) Agree and acknowledge that I/we are responsible for any charges levied relating to security callouts to the premises during period of hire, as may be deemed necessary by the CEO or duly authorised person. Such charges will be billed to the Hirer.
- g) Have provided a current Working with Children Check and Child Safe Policies which include the updated Child Safe Standards (if a business with the responsibility of children or have children in their care). At the discretion of the CEO, in the absence of organisational policies, NRCHI's Child Safe Policies may be signed by the hirer to confirm they understand and will abide by NRCHI's Child Safety Policies & Procedures.
- h) Agree to a reduction in my bond for any non compliances with the Conditions of Hire.
- i) Have read and understand my obligations under the policies of the North Ringwood Community House Inc and will abide by them.

Hirer Declaration

By signing below, I acknowledge that I:

- Agree to comply with all conditions outlined in this document;
- Accept responsibility for ensuring that all guests, participants, and contractors also comply;
- Understand that failure to meet these conditions may result in financial penalties, loss of bond, cancellation of future bookings, or legal action.

Name:	
Signed:	
Dated:	 -
Drivers licence no	 _



Hirer Induction Checklist

□ Wash & Toilet facilities				
□ Location of emergency exits & fire extinguishers				
□ Location of evacuation plan/s				
□ Role & responsibility of hall hirer in evacuation				
□ Evacuation Assembly Points				
□ Incident Reporting procedures				
☐ Hall hirer responsibilities, safe use and storage of cleaning equipment				
□ Facility security procedures				
□ Waste management responsibilities				
□ Emergency contacts - Emergency Ambulance, Police, Fire - Urgent facility issues				
□ Key/card register form & implications of loss				
☐ Use of heating /cooling /equipment				
□ Location & safe use and storage of tables / chairs				
□ Decorating Guidelines				
□ Restricted Areas				
Conducted by (name)(sign)	Date:	1	1	
Hirers signature:	Date:	1	1	



COMMUNITY FACILITIES HIRE AGREEMENT

CONTACT DETAILS		
Applicant's Name:		
		ABN:
Organisation Name:	Positi	on:
Phone Number: B/H	A/H	MBL
Fax Number:	Email:	
Postal Address:		
		Postcode:
Alternative Contact		
Name:	Phone:	Mobile:
HIRE DETAILS		
Name of Facility:		
Day & Date/s of Hire:		
Time of Function From	То	
Anticipated clean up completi	ion	
Purpose of Hire:		
Number of people attending: In accordance with the building of	ode numbers must not exceed F	PLEASE INSERT VENUE CAPACITY
☐ Commercial caterer on site?	Please attach a copy of their regi	stration and public liability certificates.
Standard Hiring Fee \$		
☐ Have own public liability insura	ance – copy of certificate of currency atta	ached.
,	Booking Deposit: \$	
Balance of Hiring Fee: \$		m of 10 working days prior to hiring date)